

# LANDLORD FEES AND SERVICE SCHEDULE

## Full Property Management

We believe that when you pay for a full property managed service then that is what you should get. Often there are fees and additional costs on top of the commission payable, for work that you would expect to be included with a fully managed property. With Hestia we have clear and transparent prices so you know exactly what you are paying for with no compromise on service!

Common additional charges that are all part of our package include;

Set up / Administration fee	£0
Referencing / Right to rent checks	£0
Tenancy Agreement	£0
Protection of the Tenancy Deposit	£0
Inventory and Schedule of Condition	£0
Check in	£0
Check out (including full report)	£0
Tenancy Renewals	£0
Rent Reviews	£0

### Management Fee:

Year 1                      18% inc. VAT

Year 2                      10 % inc. VAT

(and every year thereafter for the remainder of that Tenants Occupation)

Minimum fee – year 1 £1440 (inc. VAT)

Minimum fee – year 2 £1152 (inc VAT)

Fee paid monthly by deduction from the rent



It's important to us to build good long-term working relationships, and that's why if your Tenants stay on after the initial 12 months we are able to discount your fee.

See our full schedule below for details of all services included.

Sometimes there are circumstances that would give rise to additional services where we may charge a fee. For the full breakdown please see the **additional information and fees sheet**.

It is worth noting, **we do not add commission or fees to our contractors' invoices** for routine maintenance and repairs, for example the cost of an EPC with us is usually £66. You only pay the invoice that we receive from the contractor. No admin fee is applied by us and no commission is taken from the contractor. This helps to keep your costs and outgoings as low as possible.

Our packages can be tailored to your specific needs. Please contact us to arrange a consultation and to discuss your individual requirements.



# Full Property Management Services

## At the Start of a Tenancy

Discuss the rental market and demand in the area and agree the rental marketing price

Ensure compliance with statutory provisions

Provide advice on preparing the property for lettings

Market the property on Rightmove Zoopla and Prime Location

Produce full written property particulars, including photographs and a floor plan

Erect a board in line with the Town and Country Planning Act 1990

Carry out accompanied viewings

Provide regular feedback on viewings and interest in the property

Undertake an initial assessment of potential Tenants when making a pre tenancy application

Instruct independent full references

Undertake Right to Rent checks

Draft an Assured Shorthold Tenancy Agreement tailored to you and your property

Collect and protect Tenancy Deposit in line with statutory requirements

Collect first months rent prior to occupation

Provide the Tenant with statutory information, such as gas safety certificates, how to rent guide, EPC and deposit details 'Prescribed Information'

Provide an Inventory and Schedule of Condition

Undertake 'check in'

Advise utility providers and local authority of new occupation



## **During the Tenancy**

Collect and remit the monthly rent

Provide monthly statements for the rent received and detailing any outgoings

Undertake three routine visits per annum

Arrange and instruct contractors for certificates, inspections or servicing, such as Gas Safety Certificates, boiler service, Electrical certificates and EPC's as required. (along with any other annual inspections that may be required)

Be the first point of contact for your Tenant. Discuss them with them any maintenance or repairs that they are reporting and if necessary, ask them for further information.

Discuss with you any issues for works required and agree the next steps

Where appropriate obtain two quotes for any work required from our tried and trusted contractors.

Arrange for routine repairs and maintenance to be carried out, liaise directly with the tenant and contractor.

Pay any invoices received from the rent or float provided and provide copies of the invoices with your monthly statement.

Deal with any requests from the Tenant and where appropriate provide variations to the Tenancy Agreement

Discuss with you and agree the annual rent review, and liaise with the tenant accordingly

Prepare a renewal agreement

Update Right to Rent Checks

Hold Keys

## End of the Tenancy

Serve a notice to quit on the tenant, or receive notices from the Tenant

Arrange a date and time for the 'check-out'

Provide a check out report

Consult and discuss with you any potential deductions from the Tenancy Deposit and agree the way forward.

Advise the Tenant of deductions, if any.

Advise the Tenancy Deposit Scheme of any deductions or instruct them to return the deposit in full

Assist with any disputes regarding deductions

Advise utility providers and local authority of the end of the tenancy

Re market the property (see above)

Our full Terms of Business are available on request. If you would like to discuss any of the aspects of our service or to arrange a consultation, then please contact us on 01483 276565.

