



## Landlords Guide to Fees and Charges

### Full Property Management

Our philosophy has been clear from the start. If we are fully managing your property, then certain services should be Included in the commission you pay every month. Occasionally there are times when additional charges will be incurred. Even then, we try to keep these to a minimum. As we manage the property, we have all the relevant documentation correspondence, and the relationship with you and the Tenant that makes many of these items simpler to deal with.

### Rent Collection and Tenant Find Only Services

For Rent collect and Tenant Find only contracts there are charges for additional services. These will be different to those for our fully managed clients and apply mostly to services provided during or at the end of a tenancy.

\*

This guide is to set out what the fees mean and what circumstances may give rise to these charges.

All prices quoted are inclusive of VAT.

If there are any questions, then please contact us directly and we are happy to help.



### Start of Tenancy Fees

#### **SET UP FEES – NONE!!!!**

There are no set up or arrangement fees. The commission includes, as you would expect production of standard marketing material and listing the property, all viewings and pre offer vetting.

#### **Virtual Tours:**

These are provided by an external company, and not Included as standard. A price schedule is at the end of this guide.

### **Formal Referencing:**

We use an external company who carry out formal income verification, credit history checks and previous Landlord references. Identification and Right to Rent checks are done by us.

This is all Included in the commission that is paid to us.

There is a limit of two references Included in our packages. If there are more than two references required, for example if there are guarantors, permitted occupiers or more than two Tenants there is an addition fee of £42 including VAT per person.

Preparation and execution of the tenancy agreement and negotiating any special terms is all done by us here in the Cranleigh office.

### **Deposit Registration:**

Security deposits are protected with a government approved scheme, as required by The Housing Act 2004. We use the Tenancy Deposit Scheme for this purpose. They offer two schemes and we have chosen to use their custodial scheme. The primary reason for this is cost. Where agents or Landlords retain the funds and use an insured scheme, they pay a fee for doing so. If the tenancy is renewed this fee will be payable again. Often agents charge an administration fee, that also covers these costs.

By using the custodial scheme no such charges apply, and the work we do in registering and transferring the deposit is Included in the commission you pay to us. Any changes that need to be made to the registration is usually Included in the management fee paid, or covered by the specific fee for that transaction, e.g., a variation to the Tenancy.

### **Accompanied Check-in:**

Attending the property to welcome the Tenant(s), where possible draw their attention the location of utility meters, stop-cocks etc. and test that all smoke alarms and carbon monoxide detectors are present and in working order. This does include the inventory and schedule of condition report.



## **When Fees May be Incurred:**

### **3D Virtual Tours**

There has been a significant increase in the demand for online 3D virtual tours. They are a powerful addition to marketing a property. These are provided by an external company and do not form part of our standard marketing. Additional fees are charged based on the individual property. A schedule of these fees can be found at the end of this guide.

### **Inventory:**

As part of the process of moving into the property an Inventory and Schedule of condition is produced. This is an important document that protects both the Landlord and the Tenant as clear evidence of the condition of the property at the point the tenancy commences. At the end of the tenancy an outgoing report is also produced. The reports taken together will be used for the assessment of any damages that might result in deductions from the deposit. A schedule of these fees can be found at the end of this guide.

**Withdrawal Fees:**

Landlord Withdrawal Fees (before move-in): £360 (inc. VAT) per tenancy. When an application from a Tenant has been approved, we commence with the formal referencing and preparation of Tenancy paperwork. If the Landlord withdraws from the process at this point a Landlord withdrawal fee will be charged to cover the costs and time incurred.



**During Tenancy Fees:**

Many of the fees listed below are Included in the commission paid for our fully managed clients. But there are some occasions that may give rise to an additional fee.

**Property Visits / Vacant Property Inspections per visit:**

Should the Landlord request property visits in addition to those within their existing Terms of Business. Two property inspections per year are Included for fully managed properties during a tenancy.

<b><i>Fully Managed</i></b>	<b><i>Two Included (£60 thereafter)</i></b>
<b><i>Rent Collection</i></b>	<b><i>£70</i></b>
<b><i>Tenant Find</i></b>	<b><i>£100</i></b>

**Rent Review and / or Tenancy Renewal Fees:**

At the relevant time we will discuss the current market values if required. We will liaise with the Tenant(s), direct Tenant(s) to make payment change as appropriate, renew or update the tenancy agreement and / or serve a Section 13 Notice if required.

<b><i>Fully Managed</i></b>	<b><i>Included</i></b>
<b><i>Rent Collection</i></b>	<b><i>Included</i></b>
<b><i>Tenant Find</i></b>	<b><i>£150</i></b>

**Right-to-Rent Follow-Up Check (if required):**

Undertaking a repeat check in person on a time-limited visa in accordance with the Immigration Acts 2014 and 2016. Notifying the Home Office should an illegal overstayer be identified.

<b><i>Fully Managed</i></b>	<b><i>Included</i></b>
<b><i>Rent Collection</i></b>	<b><i>Included</i></b>
<b><i>Tenant Find</i></b>	<b><i>n/a</i></b>



## END OF TENANCY FEES

### **Accompanied Check-out:**

Attending the property on the last day of the tenancy at a time agreed with the Tenant, collect the keys, take meter readings, and secure the property. This must be between 10am and 4pm Monday to Friday.

<i>Fully Managed</i>	<i>Included</i>
<b>Rent Collection</b>	<b>£120</b>
<b>Tenant Find</b>	<b>£120</b>

### **Check out Condition Report:**

A schedule of these fees can be found at the end of this Guide.

### **Tenancy Deposit Release Fee:**

Where no deductions are to be made from the deposit and the Landlord simply instructs us to return the funds in full to the Tenant.

<i>Fully Managed</i>	<i>Included</i>
<b>Rent Collection</b>	<b>£24</b>
<b>Tenant Find</b>	<b>£48</b>

### **Tenancy Deposit Deductions Fee:**

Advising the Landlord about any potential deductions that may be made, notifying the Tenant, and advising the relevant deposit scheme, where we hold the deposit.

<i>Fully Managed</i>	<i>Included</i>
<b>Rent Collection</b>	<b>£120</b>
<b>Tenant Find</b>	<b>£150</b>

### **Tenancy Dispute Fee:**

Preparation of all evidence and submitting the case to the tenancy deposit scheme as well as dealing with all correspondence relating to the dispute. This only applies where the agent has protected the deposit, carried out the check-out, has been provided with the original inventory and Tenancy Agreement and is still acting as the Agent for the tenancy. Subject to a maximum of 5 hours.

<i>Fully Managed</i>	<i>Included</i>
<b>Rent Collection</b>	<b>£250</b>
<b>Tenant Find</b>	<b>£350</b>

**Fees for the service of Legal Notices (Section 8 or Section 21):**

<i>Fully Managed</i>	<i>Included</i>
<b>Rent Collection</b>	<b>£120</b>
<b>Tenant Find</b>	<b>£150</b>

**Court Attendance Fees:**

<i>Fully Managed</i>	<b>£144 (per hour)</b>
<b>Rent Collection</b>	<b>£192 (per hour)</b>
<b>Tenant Find</b>	<b>£228 (per hour)</b>

**Deposit Transfer Fees:**

Where the Landlord requests the transfer of the deposit to an alternative account, scheme provider or agent.

<i>Fully Managed</i>	<b>£24</b>
<b>Rent Collection</b>	<b>£24</b>
<b>Tenant Find</b>	<b>£48</b>



**Other Fees and Charges:**

**Landlord Exit Fees:**

(During tenancy): To cover the costs associated with advising the Tenant, we will cease to manage the property and providing new contact details. Returning all relevant documents held by the agent to the Landlord. This is in addition to any commission or other sums due to the Agent under their Terms of Business and closing the account.

<i>Fully Managed</i>	<b>£150</b>
<b>Rent Collection</b>	<b>£150</b>
<b>Tenant Find</b>	<b>£250</b>

**Variation to the tenancy (at the Landlords request during the tenancy):**

To cover the costs of amending and updating the tenancy agreement and arranging for the signing of the updated agreement or issuing a new tenancy agreement if required.

<i>Fully Managed</i>	<b>£60</b>
<b>Rent Collection</b>	<b>£80</b>
<b>Tenant Find</b>	<b>£150</b>

Arrangement Fees for maintenance or improvement works outside those stated in the Terms of Business or over £500: 12% including VAT of net cost.

**Funds paid to us in error:**

£30 inc. VAT per transaction. For funds paid incorrectly to us either by the Tenant or the Landlord.

**Improvement Works:**

Arrangement Fees for refurbishments and works over £500: 12 % of net cost (inc. VAT).  
Obtaining more than two contractor quotes: £42 (inc. VAT) per quote.

**Vacant Property Management:**

If a property is vacant for a period of time, we can inspect the property, deal with maintenance should it arise, take meter readings and collect post.

The cost for this is on a case-by-case basis an individual quotation can be provided as part of our Hestia Property Concierge Services following an assessment of your individual needs

**Preparation for Letting:**

Getting a property 'Move In Ready'. The cost for this is on a case-by-case basis an individual quotation can be provided as part of our Hestia Property Concierge Services following an assessment of your individual needs.

This may include practical items such as cleaning, redecoration, furnishing or refurbishment work. Or it may involve us instructing and collating compliance documents, such as Gas Safe Certificates or Electrical Installation Reports, ready for a new tenant. Please contact us for further information.

**Interest on Unpaid Commission:**

3% above the Barclays Bank Base Rate from Due Date until paid in cleared funds.

**HMRC Reporting Fees:**

Responding to any specific queries relating to either the quarterly or annual Return from either the Landlord or HMRC.

<i><b>Fully Managed</b></i>	<i><b>Included</b></i>
<i><b>Rent Collection</b></i>	<i><b>£72</b></i>
<i><b>Tenant Find</b></i>	<i><b>£90</b></i>

**Submission of Non-Resident Landlords receipts to HMRC**

To remit and balance the financial Return to HMRC on both a quarterly and annual basis.

<i><b>Fully Managed</b></i>	<i><b>Included</b></i>
<i><b>Rent Collection</b></i>	<i><b>£120</b></i>
<i><b>Tenant Find</b></i>	<i><b>N/A</b></i>

**Hold a Key:**

<b>Fully Managed</b>	<b>Included</b>
<b>Rent Collection</b>	<b>£50 per Tenancy</b>
<b>Tenant Find</b>	<b>£50 per Tenancy</b>