

## LANDLORD STANDARD SERVICE LEVELS AND CHARGES - JUNE 2019

(TO BE READ IN CONJUNCTION WITH TERMS OF BUSINESS)

### ESSENTIALS TENANT INTRODUCTION

75%+VAT (90% inc VAT) of first month's rent; Minimum £750+VAT (£900 inc VAT)

### ENHANCED TENANT INTRODUCTION & RENT COLLECTION

30%+VAT (36% inc VAT) of first month's rent for Tenant Introduction; Plus 5%+VAT (6% inc VAT) of monthly rent for rent collection;  
Minimum £60+VAT (£72 inc VAT)

### EXECUTIVE TENANCY MANAGEMENT

30%+VAT (36% inc VAT) of first month's rent; 12.5%+VAT (15% inc VAT) of monthly rent; Minimum £100+VAT (£120 inc VAT)

SERVICES	ESSENTIALS TENANT INTRODUCTION	ENHANCED TENANT INTRODUCTION & RENT COLLECTION	EXECUTIVE TENANCY MANAGEMENT
RENTAL OPTIONS: APPRAISAL and ADVICE	●	●	●
MARKETING: Preparation of lettings particulars, brochures, photos	●	●	●
ADVERTISING: on <a href="http://www.callawaysestateagents.co.uk">www.callawaysestateagents.co.uk</a> , Property Portals, Social Media as relevant	●	●	●
VIEWINGS: Accompanied by Callaways' Negotiator 6 days a week	●	●	●
TENANCY: Liaising with Applicants, potential Tenants, Introduction and Lettings negotiation	●	●	●
DOCUMENTATION - issuing the initial Government Guides as required	●	●	●
AST (Assured Shorthold Tenancy): Preparation and issuing of initial Standard Tenancy Agreement	●	●	●
RENT COLLECTION: of first month's rent, or advance rental payment	●	●	●
DUE DILIGENCE: Enhanced (PEP - Politically Exposed Person)	●	●	●
ANTI-MONEY LAUNDERING: Initial ID checks on Landlord and Tenant as required by law	●	●	●
RIGHT TO RENT: Initial Pre-Tenancy checks	●	●	●
DEPOSIT: collection of deposit monies	●	●	●
'TO LET' BOARDS: Erect board in line with Town and Country Planning Act	●	●	●
RENT COLLECTION: Monthly includes Monthly Statement of Account (unless rent paid in advance)		●	●
RENT ARREARS: initial management up to 8 weeks in arrears, until Section Notice issued		●	●
DEPOSIT: Registration			●
PRESCRIBED INFORMATION: Preparation and Serving			●
RIGHT TO RENT: for Re-let and Renewal			●
PROPERTY VISITS: Complimentary visit and report per tenancy			● (1)
BREACH MANAGEMENT: Communication and issue of first letter			●
DEREGULATION ACT: Provide guidance on Landlord's obligations			●
SECTION 11 LANDLORD & TENANT ACT 1985: Provide guidance on Landlord's obligations			●
FITNESS FOR HUMAN HABITATION ACT 2019: Provide guidance on Landlord's obligations			●
EMERGENCY CONTRACTOR LIAISON			●
ROUTINE REPAIRS: Tenant & Landlord liaison and organisation up to the value of £500 plus VAT			●
UTILITY PROVIDERS: Advise tenancies at move-in and check-out			●
KEY HOLDING: throughout the tenancy			●
LEGISLATION CHANGES: Communication to Landlords (when applicable)			●
LANDLORD EVENTS/SEMINARS: Priority tickets			●

#### KEY:

- Included in service | (1) Additional cost for property visit at Landlord's request

## SERVICE FEES AND CHARGES Additional fees and charges (irrespective of level of service)

		ITEM	COST
1	ALL	Tenant references for new let or renewal (if applicable) (From 1 June 2019)	£60.00 +VAT (£72.00 inc VAT) per Tenant application
2	ALL	Guarantor referencing, drafting and issuing Deed of Guarantee document, gathering Guarantor ID (From 1 June)	£90.00 +VAT (£108.00 inc VAT) per Guarantor
3	TM	Gas Safety, Boiler Service, EPC, PAT test, EICR, Smoke & CO2 alarms installations, Chimney Sweep, Legionella Risk Assessment: Contact the contractor and Tenant and arrange access for the check/s to be carried out. Receive certificate from contractor, send copy to Landlord, retain copy on file, diarise next check/renewal.	£25.00 +VAT (£30.00 inc VAT) Plus the contractor's invoice for the check/certificate
4	ALL	Serving of Section 21 Notice & Section 13 (for TFO & Rent Collection this service is out-sourced to Solicitor)	£100.00 +VAT (£120.00 inc VAT ) per Notice served
5	TM	Serving and preparation of documentation for Section 8 Notice	£50.00 +VAT (£60.00 inc VAT) per Notice served Plus the solicitor's cost who will draft and issue the Notice
6	TM	<b>Renewal AST (TM):</b> Rent review advice, legalisation advice for next tenancy, contract negotiations, Tenant liaison, amending and updating terms, drafting further tenancy agreement, dealing with follow up; Right to Rent checks, co-ordinating the signing of tenancy agreement, issuing new tenancy agreement to all parties, diarise next renewal date.	£175.00+VAT (£210 inc VAT)
7	TFO & RC	<b>Renewal AST (TFO or Rent Collection):</b> Rent review advice, legalisation advice for next tenancy, Tenant liaison, amending and updating terms, drafting further tenancy agreement, co-ordinating the signing of tenancy agreement, issuing new tenancy agreement to all parties, diaries next renewal date.	£220.00 +VAT (£264.00 inc VAT))
8	ALL	<b>Statutory &amp; Contractual Periodic Tenancies Preparation:</b> should the Landlord require a letter to be written and sent to the Tenant to confirm the fixed term has ended and the tenancy is now Statutory or Contractual Periodic.	£50.00 +VAT (£60.00 inc VAT)
9	ALL	Cutting of keys (per key set)	£15.00+VAT (£18.00 inc VAT) per set, plus the cost of the key-cutting
10	ALL	Land Registry searches - per person	£17.50 +VAT (£21.00 inc VAT)
11	ALL	Additional Clauses for Tenancy Agreement (per clause)	£50.00 +VAT (£60.00 inc VAT)
12	TM	Manage Non Routine maintenance repairs during the tenancy: A 10% +VAT of the invoice (above £500) is charged in respect of arranging the works with the contractor, dealing with access arrangements with Tenants, liaising with Landlord, checking the work is completed on time and in line with specification, processing payment.	10%+VAT (12% Inc VAT) of contractor's total invoice for works over £500.00
13	TM	Major Works (exceeding £500+VAT) Project Management on behalf of the Landlord	10%+VAT (12% inc VAT)
14	TM	Manage and co-ordinate quotes for any works while the property is unoccupied (before, after or in between tenancies) in respect of arranging the works with the contractor, dealing with access arrangements, key releases and key management, liaising with Landlord, checking the work is completed on time and inline with specification, processing payment.	£50.00+VAT (£60.00 inc VAT) per contractor quote (Maximum of 2 quotes) 10 %+VAT (12% inc VAT) of the awarded contractor's total invoice for the works instructed
15	TM	Additional property visit at the specific request of the Landlord eg: a) Specific property related meeting b) Landlord's online ordering/delivery/removal of white goods c) Landlord's liaison and co-ordination with own Tradesman or service Company e.g. British Gas/ plumber/ electrician etc	£50.00+VAT (£60.00 inc VAT) per hour
16	TM	Deposit Dispute management time - Preparation of Adjudication documentation	£120.00+VAT ( £144.00 inc VAT)
17	TM	Breach Management - For Landlords' non-compliance of their obligations as per Section 11 Landlord and Tenant Act 1985 & (Fitness for Human Habitation Act 2019). Eg attending meetings, preparation of documents for Environmental Health department or relevant enforcement agency.	£200.00+VAT ( £240.00 inc VAT)
18	TM	Tenant Landlord Reference from 1 June 2019	£25.00+VAT (£30.00 inc VAT)
19	ALL	Documents - duplication of eg Statement of Accounts, AST, Inventory, Archived files	£50.00+VAT (£60.00 inc VAT)
20	TM	Re-issuing Prescribed Information and re-registering deposits subject to changes in circumstances or new Government Legislation	£50.00+VAT (£60.00) per change of documentation
21	TM	Overseas Landlords - HMRC Tax process and paperwork	£250.00+VAT (£300.00 inc VAT) per annum
22	ALL	Takeover management fee: This fee is to be charged for the take-over of the management service from a previous letting agency during the course of a tenancy; the fee covers the on-boarding process, property visit, AST check, security deposit transfer administration, smoke alarm and CO2 checks. New Let charges apply in addition.	£300.00 +VAT (£360.00 inc VAT)
23	TM	Mid term property visits: arrange visit, attend the property to check the condition, provide report for the Landlord, provide Landlord with advice on how to deal with any tenancy breaches and advise on any maintenance required	£75.00+VAT (£90.00 inc VAT)
24	TM	Amendment to AST during tenancy	£50.00+VAT (£60.00 inc VAT)
25	ALL	Cancellation of Let by Landlord prior to Tenant moving in: aborted fees due once Tenant is found, offer agreed in writing and references started	£250.00+VAT (£300.00 inc VAT)
26	ALL	Floor plan/professional photos package	Subject to size of property, quote available on request
27	TM	Professional cleaning/pre- and post tenancy	Subject to size and condition of property, quote available on request
28	ALL	Insurance and Legal protection	Available on request
29	ALL	Callaways EMPTY PROPERTY management	Subject to size and condition of property, quote available on request
30	TM	Callaways HMO FULL MANAGEMENT	Quote available on request
31	ALL	Inventory	Subject to size of property and if furnished or unfurnished ( price range £70.00 - £220.00 inc VAT) request quote from office
32	ALL	Check-ins	Subject to size of property and furnished/unfurnished (price range £40 - £94 inc VAT); quote available on request
33	TM	Check-outs	Subject to size of property and furnished/unfurnished (price range £90 - £200 inc VAT); quote available on request

Property: ..... Your Current Plan is ..... @ .....%+VAT (.....% inc VAT)

Signed (Landlord/s): ..... Date: .....

PRINT NAME/S: .....