

WILBURY RESIDENTIAL STANDARD SERVICE LEVELS & CHARGES V1/MARCH 2026



Service Level Option:		Essential	Enhanced	Executive	Exclusive
1	MARKETING: Preparation of lettings particulars/brochures, photos	✓	✓	✓	✓
2	RENTAL OPTIONS: APPRAISAL and ADVICE	✓	✓	✓	✓
3	ADVERTISING: www.wilburyresidential.co.uk, Property Portals (Rightmove, OTM, Zoopla), relevant social media	✓	✓	✓	✓
4	VIEWINGS: Accompanied by our team member	✓	✓	✓	✓
5	TENANCY : Liaising with Applicants, potential Tenants, Introduction and Lettings negotiation	✓	✓	✓	✓
6	COMPLIANCE & DOCUMENTATION: for Start of Tenancy	✓	✓	✓	✓
7	AST (ASSURED SHORTHOLD TENANCY): Preparation, issuing of initial Standard Tenancy Agreement and all-party liaison. *With effect from 1 May 2026 AST becomes APT (Assured Periodic Tenancy)	✓	✓	✓	✓
8	RENT COLLECTION: first month's rent, or advance rental payment	✓	✓	✓	✓
9	DUE DILIGENCE: Enhanced (PEP – Politically Exposed Person)	✓	✓	✓	✓
10	ANTI-MONEY LAUNDERING: Initial ID checks on Landlord and Tenant as required by law	✓	✓	✓	✓
11	RIGHT TO RENT: Initial Pre-Tenancy checks & Right to Rent Follow Up Checks & Market Research	✓	✓	✓	✓
12	SECURITY DEPOSIT: Collection of monies	✓	✓	✓	✓
13	'TO LET' & 'LET' BOARDS: Subject The Town and Country Planning (Control of Advertisements) Regulations 2007	✓	✓	✓	✓
14	RENT COLLECTION: Monthly includes Monthly Statement of Account (unless rent paid in advance)		✓	✓	✓
15	RENT ARREARS: Initial management up to 8 weeks in arrears, until Section Notice issued		✓	✓	✓
16	TENANCY DEPOSIT: Registration		✓	✓	✓
17	PRESCRIBED INFORMATION: Preparation and Serving		✓	✓	✓
18	RIGHT TO RENT: for Re-let and Renewal			✓	✓
19	PROPERTY (MID-TERM) ASSESSMENTS: New Tenancy, assessment takes place at 4 months, thereafter annually. Ad-hoc assessments at Landlord's request as per fees. NOTE: Brighton Belle & Embankment House properties receive 2 assessments per annum.			✓	✓
20	BREACH MANAGEMENT: Communication and issue of first letter			✓	✓
21	DEREGULATION ACT: Provide guidance on Landlord's obligations			✓	✓
22	SECTION 11 LANDLORD & TENANT ACT 1985: Provide guidance on Landlord's obligations			✓	✓
23	FITNESS FOR HUMAN HABITATION ACT 2019: Provide guidance on Landlord's obligations			✓	✓
24	EMERGENCY CONTRACTOR LIAISON			✓	✓
25	ROUTINE REPAIRS: Tenant & Landlord liaison and organisation up to the value of £500 + VAT			✓	✓
26	UTILITY PROVIDERS: Advise/liaise regarding Tenancies at move-in and check-out			✓	✓
27	KEY HOLDING: Throughout the tenancy			✓	✓
28	LEGISLATION CHANGES: Communication to Landlords			✓	✓
29	RENT GUARANTEE INSURANCE: Subject to references				✓
30	INITIAL REFERENCING OF APPLICANTS & GUARANTORS				✓

SERVICE LEVELS						
A	Essentials Let Only Service	Equivalent to one month's rent, including VAT, subject to a minimum of £1,170 (£975+VAT)				
B	Enhanced Let Only & Rent Collection	Tenant introduction is 54% inclusive of VAT (45%+VAT). Plus 6% inclusive of VAT (5%+VAT) of rent for the full tenancy term including all renewal periods, payable monthly.				
C	Executive Full Management Service	Tenant introduction is 54% inclusive of VAT (45%+VAT). Plus 15% inclusive of VAT (12.5%+VAT) of rent for the full tenancy term including all renewal periods, payable monthly.				
D	Exclusive Full Management Plus Service	Tenant introduction is 54% inclusive of VAT (45%+VAT). Plus 18% inclusive of VAT (15%+VAT) of rent for the full tenancy term including all renewal periods, payable monthly.				
ADDITIONAL FEES - Fees inclusive of VAT						
1	Referencing fee per applicant					£78 (net £65)
2	Guarantor fee					£78 (net £65)
3	Rent Guarantee Insurance					From £38.50 (net £32) per month
4	Annual Rent Review (including serving Section 13 Notice)					£210 (net 175)
5	Change of Tenant/Sharer (Executive & Exclusive only)					£180 (net £150)
COMPLIANCE CHECKS, CERTIFICATES & EXTRA PROPERTY MAINTENANCE						
6	Annual Gas Safety Inspection & Certification					Contractor invoice plus £22.80 (net £19)
	EICR - Electrical Installation Condition Report					Contractor invoice plus £22.80 (net £19)
	Annual Portable Appliance (PAT) Testing					Contractor invoice plus £22.80 (net £19)
	Energy Performance Certificate (EPC)					Contractor invoice plus £22.80 (net £19)
	Carbon Monoxide Alarm replacement & Test					Contractor invoice plus £22.80 (net £19)
	Smoke Alarm Replacement & Test					Contractor invoice plus £22.80 (net £19)
	Carbon Monoxide Alarm replacement & test - Smoke Alarm replacement & test - Legionnaires					Contractor invoice plus £22.80 (net £19)
7	Additional Key Cutting					Cost of keys plus £22.80 (net £19)
8	Shopping fee on behalf of Landlord					Invoice plus £30 (net £25)
9	Arrange Major Works exceeding £500+VAT					12% (net 10%) of contractor's invoice
10	Ad-hoc Visit to Property at Landlord request for e.g. delivery, inspection					From £78 (net £65) per visit
11	Property Visits to Unoccupied Property					From £78 (net £65) per visit
12	Supervision of works in Empty Property					From £60 (net £50) per job
LEGAL, LICENCES, NOTICES & DEPOSIT DISPUTES - SOLICITOR COSTS ARE ADDITIONAL						
13	Preparing & Serving Section 13 Notice / Section 8 Notice etc					£150 (net £125)
14	Selective Licencing Application on behalf of Landlord					£252 (net £210) + Local Authority fees
15	HMO Licence application					£252 (net £210) + Local Authority fees
16	Additional Tenancy clauses (per clause), e.g. Pet Addendum, Permitted Occupiers, Work from Home, Deed of Variation					£72 (net £60)
17	Deposit Dispute Submission Fee					£210 (net £175)
INVENTORIES, CHECK INS & CHECK OUTS - EXECUTIVE & EXCLUSIVE SERVICES ONLY (MONDAY TO FRIDAY)*						
		Inventory			Check Out	
		Check In	Unfurnished	Furnished	Unfurnished	Furnished
18	Studio	£66 (net £55)	£132 (net £110)	£144 (net £120)	£132 (net £110)	£144 (net £120)
19	1 Bed	£78 (net £65)	£144 (net £120)	£156 (net £130)	£144 (net £120)	£162 (net £135)
20	2 Bed	£90 (net £75)	£156 (net £130)	£168 (net £140)	£156 (net £130)	£180 (net £150)
21	3 Bed	£102 (net £85)	£168 (net £140)	£192 (net £160)	£168 (net £140)	£198 (net £165)
22	Additional fee per extra room, garden, balcony, loft		£30 (net £25)	£30 (net £25)	£30 (net £25)	£30 (net £25)
23	Essentials & Enhanced Services: An administration fee £30 (net £25) is applicable in addition to Clerk's fee.					Mid-Term
	Inspections: from £40.00 plus VAT, plus Administration fee £30 (net £25)					<i>*Saturday Check In or</i>
	<i>Quotes for larger properties are available on request.</i>					<i>Check Out is subject to availability at an additional charge of £50 + VAT</i>
24	Sales Commission on sale of property to Tenant introduced by Callaways/Wilbury Residential					<i>By negotiation</i>
MISCELLANEOUS FEES						
25	Land Registry Searches (per person)					£30 (net £25)
26	Breach Management					On Quotation
27	Services not mentioned above can be quoted for on request					On Quotation
28	Empty Property Management					On Quotation
29	Balliff Attendance					On Quotation
COMPLIANCE & PORTFOLIO SERVICES						
30	Landlord compliance review per property					£120 (net £100.00)
31	PRS database / portal registration admin per property					£60 (net £50.00)
32	Landlord AML / ID verification / per Landlord					£30 (net £25.00)
33	Guarantor referencing & agreement per Guarantor					£84 (net £70.00)
34	Insurance claim administration per claim					£118 (net £98.33)
35	Portfolio compliance package per landlord / annual					£186 (net £155.00)
36	Planning Permission: acting on behalf of the Landlord vis-à-vis e.g. Licences, Alterations to Property, and liaising with the Council					£155 (net £129.17)
WITHDRAWAL OR CANCELLATION FEES						
37	Charge for withdrawal following instruction for eg. Photography, marketing and administration, viewings					From £300 + VAT
38	Let Only - administration charge if property is withdrawn before a Tenant is found					From £400 + VAT