

## Fees charged to Landlords & Tenants

From June 2015. All prices include VAT

### TENANTS

1. A £50 holding deposit will be required when you have expressed your interest in taking a property, so we can start the necessary tenancy application checks. You will only NOT get this money back if you change your mind about the property whilst we are carrying out these checks. This is to cover our costs. You will get this money back in all other cases (by refunding it off the £175 charge, as set out below).
2. £175 is charged once a property is found for and offered to you (after successful checks have been carried out). This is a set fee no matter how many people are named on the Tenancy Agreement. This means we do not charge extra for multiple tenants (up to a maximum of three people).  
*\*Please note: the £175 fee will not be charged if tenant/s are in receipt of Housing Benefit or the housing part of Universal Credit.*
3. £25 is charged if a guarantor is required as we have to do some checks on them too.

#### Other potential charges to tenants living in properties we manage, as and when occur:

1. £100 will be charged to tenants who report an emergency repair that requires a property visit which turns out NOT to be an emergency. All tenants living in our managed properties will receive clear information about what is and isn't an emergency repair.
2. £15 if a replacement hard copy of the tenancy agreement is requested.
3. Tenants who are signed up to their tenancy agreement by us will be clearly informed about any other charges that may be applied during the course of the tenancy. For example, any costs to clean the property if it is not left in a clean condition, or repair any damage caused by the tenant/visitors etc. All such potential charges will be clearly stated in the tenancy agreement and explained at sign-up.

### LANDLORDS

We charge different prices for our range of services, as listed below. We hope you find these competitive and you can be assured of the very highest standards of our services and of our professionalism and support to you.

- Find a Tenant Only Service: £195
- Find a Tenant and Sign-Up Service: £250
- Income Management Service: 9% of monthly rent
- Essentials Housing Management: 12% of monthly rent
- All-Inclusive Housing Management: 14% of monthly rent
- Initial Property Inspection charge (a requirement of the Essentials Housing Management) £60 (reduced to £40 if property has been accredited by the relevant local authority within the previous 9 months)
- Initial Property Inspection charge (a requirement of the All-Inclusive Housing Management service) £100 (reduced to £60 if property has been accredited by the relevant local authority within the previous 9 months)

**\*Please note:**

Every service will require a written agreement to be signed by the landlord before the service commences. Each of these contains details of all/any other fees associated with each service. Landlords using any of the three management services will pay a one-off fee as and when either of the Find a Tenant services is required.