

# TENANT FEES

## BEFORE YOU MOVE IN:

Set out below are how our fees are calculated and clarification of what you will need to pay before you move in to a property. We believe you should be fully informed before you make any decision about a property.

### Tenant Deposit

A deposit equivalent to five weeks rent will be required to be paid at the start of the tenancy. This is subject to referencing.

### Holding fee Equivalent to one weeks rent for the chosen property

## DURING YOUR TENANCY: PROFESSIONAL PROPERTIES

Pay the actual cost of replacing any lost key(s) or security device(s). If the loss results in locks needing to be changed, the actual costs of a locksmith, new lock and replacement keys for the tenant(s), Landlord or any other persons requiring keys will be charged to the tenant(s). If extra costs are incurred there will be a charge of £15 per hour (inc. VAT) for the time taken replacing the lost key(s) or other security device(s). This applies if any keys are not returned to the Landlord or the Landlord's Agent when the Tenant moves out.

Should the Tenant wish to terminate the Tenancy Agreement before the end of the fixed term or before the end of a given notice period, all rents due until the start date of the replacement tenancy and any reasonable cost in finding replacement tenants. The cost will not exceed the maximum amount of rent outstanding on the tenancy agreement.

Pay the reasonable costs (not exceeding £50 inc.VAT) for any one variation or and one change to the Tenancy Agreement which is requested by the Tenant and agreed by the Landlord.

Pay £50 (inc.VAT) or any reasonable costs incurred if higher, for the replacement of any one tenant. The tenant will still be liable for any rents until the start date of the replacement tenancy or the date of surrender stated on the Deed of Surrender and Assignment.

## DURING YOUR TENANCY: STUDENT PROPERTIES

Pay the actual cost of replacing any lost key(s) or security device(s). If the loss results in locks needing to be changed, the actual costs of a locksmith, new lock and replacement keys for the tenant(s), Landlord or any other persons requiring keys will be charged to the tenant(s). If extra costs are incurred there will be a charge of £15 per hour (inc. VAT) for the time taken replacing the lost key(s) or other security device(s). This applies if any keys are not returned to the Landlord or the Landlord's Agent when the Tenant moves out.

Pay the Landlord or Landlords Agents reasonable costs (not exceeding £50 inc.VAT) for any one variation or and one change to the Tenancy Agreement which is requested by the Tenant and agreed by the Landlord.

Pay the Landlord or Landlords Agent £50 (inc.VAT) or any reasonable costs incurred if higher, for the replacement of any one tenant. The conditions below apply:

There must be at least six months left to run on the existing Tenancy Agreement.

The tenant will be liable for any rents due until the end of the existing tenancy fixed term or

- a) until the start date of the replacement Tenancy or
- b) the date of surrender stated on the Deed of Surrender and Assignment.

**IF YOU HAVE ANY QUESTIONS REGARDING OUR FEES  
PLEASE ASK A MEMBER OF STAFF**

## SERVICES TO LANDLORDS

### ADDITIONAL COSTS

- Referencing of tenant - £42 Inc vat per reference (Guarantor referencing at an additional £12 Inc vat).
- Referencing of guarantors only for students at £42 Inc vat.

### OPTIONAL REFERENCING COST

- Advanced referencing option for non HMOs only to include full legal and eviction service at £60 Inc vat (Guarantor reference at an additional cost of £12 Inc vat)
- Rent Guarantee reference with no excess non HMO properties only- including all referencing for tenants and guarantors, legal and eviction service at £300 Inc vat (Annual policy).
- Preparation of tenancy agreement and tenant paperwork including the signing of the tenancy agreement through Docusign (Hatfield and Codicote offices only). – Professional properties £150 Inc vat HMO properties - £60 inc vat per tenant.
- Serving of Section 21 notice - £60 Inc vat
- Optional inventory makeup from £140 Inc vat (minimum)
- Optional checkout from £120 Inc vat (minimum).
- Tenancy renewal - £300 Inc vat. at landlords request.
- Be charged a sum equivalent to 20% of the value of any insurance claim (minimum fee £90.00 Inc vat at the standard rate) dealt with by Raine and Co or The Management Office. Legal costs to be paid by the landlord.
- Property inspections at a cost of £60 Inc vat per inspection.
- Caretaker service in unoccupied periods. Visit the property £30.00 (Inc vat per weekly visit) £60.00 (Inc vat for monthly visit)

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- Serving of Section 21 notice - £60 Inc vat
- Optional inventory makeup from £140 Inc vat (minimum)
- Optional checkout from £120 Inc vat (minimum).
- Tenancy renewal - £300 Inc vat. at landlords request.
- Prepare end of year statement £12 Inc vat.
- Be charged a sum equivalent to 20% of the value of any insurance claim (minimum fee £90.00 Inc vat at the standard rate) dealt with by Raine and Co or The Management Office. Legal costs to be paid by the landlord.
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- Rent Guarantee reference with no excess non HMO properties- including all referencing for tenants and guarantors, legal and eviction service at £300 Inc vat (Annual policy).
- Inventory makeup from £140 Inc vat (minimum)
- Checkout from £120 Inc vat (minimum).
- Produce paperwork and submit for deposit disputes £96 Inc vat.
- Tenancy renewal - £300 Inc vat at landlords request.
- Prepare end of year statement £12 Inc vat.
- Be charged a sum equivalent to 20% of the value of any insurance claim (minimum fee £90.00 Inc vat at the standard rate) dealt with by Raine and Co or The Management Office. Legal costs to be paid by the landlord.
- Attendance of eviction at property £90.00 (Inc vat)
- Caretaker service in unoccupied periods. Visit the property £30.00 (Inc vat per weekly visit) £60.00 (Inc vat for monthly visit)



**Level of service offered:**

Tenant find: Up to £864 Inc vat  
Or Up to 7.2% Inc vat

## SERVICES TO LANDLORDS

Rent collection: Up to 12% of rent Inc vat

Fully managed: Up to 15 % Inc vat

**INCLUDES:**

- Market your property
- Collect and remit initial month's rent and deposit received
- Provide tenant with method of payment
- Supply the tenants with keys for the property
- Erect a 'To Let' marketing board at the property
- Yearly rental reviews

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- Collect and remit initial month's rent and deposit received
- Provide tenant with method of payment
- Supply the tenants with keys for the property
- Erect a 'To Let' marketing board at the property
- Yearly rental reviews
- Collect and remit the monthly rent received and send out statements.
- Deduct commission and other works
- Inform landlords of legislation changes
- Remind landlords when certificates are due.
- Pursue non-payment of rent and provide advice on rent arrears actions.

**INCLUDES:**

- Market your property
- Collect and remit initial month's rent and deposit received
- Prepare all paperwork for tenants including applying for referencing and the signing of the tenancy agreement through DocuSign (Hatfield and Codicote offices)
- Provide tenant with method of payment
- Supply the tenants with keys for the property
- Erect a 'To Let' marketing board at the property
- Yearly rental reviews
- Collect and remit the monthly rent received and send out statements.
- Deduct commission and other works
- Pursue non-payment of rent and provide advice on rent arrears actions.
- Register the deposit with the DPS
- Advise all relevant utility providers of changes
- Undertake four inspection visits per annum and notify landlord of the outcome
- Arrange monthly inspections of HMO properties.
- Arrange routine repairs and instruct approved contractors (providing two quotes)
- Attend emergencies outside office hours
- Process maintenance issue through the system Fixflow.
- Arrange certificates and advise on legislation changes
- Serve the Section 21 notice for possession.
- Arrange cleaning and preparation of the property ready for the new tenancy.
- Hold keys throughout the tenancy term.
- Arrange the Inventory and Checkout. (a cost is involved).
- Attend evictions (a cost is involved)
- Process Deposit disputes (a cost is involved).
- Prepare end of year rental statements (a cost is involved).