

# Our Services and Fee Sheet Marlborough

**Winkworth**

| <b>Services – REFER TO SPECIFIC SERVICE TIERS BELOW</b>                                                                                                                                                                  | <b>Management Services</b> | <b>Rent Collection Services</b> | <b>Lettings Services</b>       |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|---------------------------------|--------------------------------|
| Visiting your Property to provide a rental assessment                                                                                                                                                                    | ✓                          | ✓                               | ✓                              |
| Marketing the Property                                                                                                                                                                                                   | ✓                          | ✓                               | ✓                              |
| Conducting the Viewings with prospective Tenants                                                                                                                                                                         | ✓                          | ✓                               | ✓                              |
| Negotiating a Tenancy between yourself and prospective Tenants                                                                                                                                                           | ✓                          | ✓                               | ✓                              |
| Taking a Holding Deposit which demonstrates both the Landlord's and the Applicant's commitment to enter an agreement subject to contract and references                                                                  | ✓                          | ✓                               | ✓                              |
| Providing a sample Tenancy Agreement to the Applicant                                                                                                                                                                    | ✓                          | ✓                               | ✓                              |
| Taking references for the Tenant(s) and Guarantor(s) as applicable (Please refer to the Schedule of Fees to see if this will be at your expense)                                                                         | ✓                          | ✓                               | ✓                              |
| Checking the successful Applicant's Right to Rent documents at the commencement of the Tenancy and for any other relevant occupiers                                                                                      | ✓                          | ✓                               | ✓                              |
| Ensuring all safety paperwork e.g. Gas Safety certificate, Electrical safety checks etc. where applicable are in place for the commencement of the Tenancy (any safety checks will be at your expense)                   | ✓                          | ✓                               | <b>Landlord responsibility</b> |
| Creating and arranging for the Tenancy Agreement to be signed by the parties                                                                                                                                             | ✓                          | ✓                               | ✓                              |
| Arranging for an Inventory and Schedule of Condition to be created (at your expense)                                                                                                                                     | ✓                          | ✓                               | ✓                              |
| Arranging for a Check In to be carried out on the commencement of the tenancy (at your expense)                                                                                                                          | ✓                          | ✓                               | <b>Landlord responsibility</b> |
| Collecting the first instalment of Rent from the Tenant(s)                                                                                                                                                               | ✓                          | ✓                               | ✓                              |
| Registering the deposit in a Government approved custodial deposit scheme or holding the Tenancy deposit as stakeholder where the Tenancy is not a Housing Act tenancy                                                   | ✓                          | ✓                               | ✓                              |
| Arranging for the Tenant(s) to set up a standing order for Rent payable to us on your behalf                                                                                                                             | ✓                          | ✓                               | <b>Landlord responsibility</b> |
| Accounting to you with a statement for the first instalment of Rent paid by the Tenant                                                                                                                                   | ✓                          | ✓                               | ✓                              |
| For non-Housing Act tenancies only, negotiating any renewal of the Tenancy at the end of the fixed term or when the agreement is being held over (Commissions and fees are applicable – see Our Services and Fees Sheet) | ✓                          | ✓                               | ✓                              |
| Conducting an annual Rent Review, serving Section 13 notices and attending tribunals where necessary (Commissions and fees may be applicable – see Our Services and Fees Sheet)                                          | ✓                          | ✓                               | ✓                              |
| Arranging for the Tenant to make their contractual Rent payments in accordance with their Tenancy Agreement                                                                                                              | ✓                          | ✓                               | <b>Landlord responsibility</b> |
| Accounting to you throughout the duration of the Tenancy with a statement of Rent paid invoices paid on your behalf and our fees / commissions applied                                                                   | ✓                          | ✓                               | <b>Landlord responsibility</b> |
| Informing the utility providers (gas, electric & water) and Local Authority for council tax, of your new Tenant's details (where applicable)                                                                             | ✓                          | <b>Landlord responsibility</b>  | <b>Landlord responsibility</b> |
| Holding a set of keys for the duration of your agreement with us                                                                                                                                                         | ✓                          | <b>Landlord responsibility</b>  | <b>Landlord responsibility</b> |
| Property Visits on a 6-monthly basis                                                                                                                                                                                     | ✓                          | <b>Landlord responsibility</b>  | <b>Landlord responsibility</b> |
| Recording renewal dates for safety records and arranging for renewal checks (all safety checks are at your expense)                                                                                                      | ✓                          | <b>Landlord responsibility</b>  | <b>Landlord responsibility</b> |
| Arranging repairs and maintenance as required at the Property and accounting to you accordingly on your statement up to £250.00 inc. VAT                                                                                 | ✓                          | <b>Landlord responsibility</b>  | <b>Landlord responsibility</b> |
| Obtaining two estimates for maintenance over £250.00 inc. VAT                                                                                                                                                            | ✓                          | <b>Landlord responsibility</b>  | <b>Landlord responsibility</b> |

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| Liaising with your Tenant regarding all matters in relation to the Tenancy you have in place with them under our Management Service                                                                                                                                                                                                                                            | ✓ | Landlord responsibility | Landlord responsibility |
| Serving a standard notice to terminate the Tenancy Agreement for non-Housing Act tenancies when appropriate. For Housing Act tenancies only we may refer you to our preferred solicitors as you will need to demonstrate a reason to obtain possession of your Property or we may do this in house – both of which will be at your expense – (see Our Services and Fees Sheet) | ✓ | Landlord responsibility | Landlord responsibility |
| Arranging a check out report (Please ask the office for their list of fees in relation to Inventory and Check outs)                                                                                                                                                                                                                                                            | ✓ | Landlord responsibility | Landlord responsibility |
| Obtaining quotes for any work required / identified as dilapidations or for those which are your responsibility                                                                                                                                                                                                                                                                | ✓ | Landlord responsibility | Landlord responsibility |
| Informing your Tenant and negotiating any potential deductions from the Tenancy Deposit                                                                                                                                                                                                                                                                                        | ✓ | Landlord responsibility | Landlord responsibility |
| Administering the agreed return of the deposit where relevant or from our client account on receipt of written agreement from you and your Tenant                                                                                                                                                                                                                              | ✓ | Landlord responsibility | Landlord responsibility |
| Property and compliance health check to ensure the Property and Tenancy is legally compliant                                                                                                                                                                                                                                                                                   | ✓ | Landlord responsibility | Landlord responsibility |

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| Our Fees                                                                                          | % of Gross Rental Value                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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| <b>TENANCY SET UP FEES – due on all service levels, payable on instruction and non-refundable</b> | <b>Tenancy Set Up Fee - £600 inc VAT</b><br>To include: initial marketing set-up & Portal Listings<br>Full compliance checklist, obtaining and managing Holding Deposits, Right to Rent verification, Tenancy agreement preparation, RRA Information sheet service, Landlord registration on PRS Database (when live), One tenant reference included.                                                                                                                                                             |
| <b>LET ONLY ESSENTIALS</b>                                                                        | 95 % of first month's rent inc VAT – minimum £900 inc VAT<br>Tenancy set up as detailed, plus tenant sourcing, viewings, initial reference, compliance checks, agreement signing, client account processing fees.                                                                                                                                                                                                                                                                                                 |
| <b>LET ONLY PLUS</b>                                                                              | 130 % inc VAT of first month's rent – minimum £1320 inc VAT<br>Everything in Essentials plus deposit registration and serving of Prescribed Information and DPS T&Cs, Utility and council tax notifications, Check in inventory (third party clerk at cost), 30 day post-handover support window for tenancy issues, one section 13 rent review included in year 1.                                                                                                                                               |
| <b>Commission for Letting Service after the initial 12 months of the Tenancy has expired</b>      | N/A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Commission for Rent Collection Service</b>                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Tenancy Set up fee as detailed above</b>                                                       | £600 inc VAT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>RENT COLLECT ESSENTIALS:</b>                                                                   | 11 % inc VAT per month (minimum £114 inc VAT/month) Includes Let Only Plus scope plus Rent Collection via Payprop (typically paid out same day, guaranteed within 24 hours of due date), client account processing fees absorbed by Winkworth, monthly digital statement plus downloadable annual statement, arrears chasing up to 30 days overdue. Landlord handles disputes beyond 30 days, repairs, inspections and notices. .                                                                                 |
| <b>RENT COLLECT PLUS</b>                                                                          | 12.5 % inc VAT per month (minimum £132 inc VAT/month). Includes Essentials above plus extended arrears management up to 60 days, one section 13 rent review per year, Section 8 notice preparation on instruction (one ground, standard case), annual rent review advisory.                                                                                                                                                                                                                                       |
| <b>Commission for Management Service</b>                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Tenancy Set up fee as detailed above.</b>                                                      | £600 inc VAT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>MANAGED ESSENTIALS</b>                                                                         | 14 % inc VAT (minimum £162 inc VAT/month). Includes tenancy management, rent processed via Payprop (same day/guaranteed within 24 hours of due date), all client account bank processing fees absorbed by Winkworth, monthly digital statement and downloadable annual statement, one annual property inspection, day-to-day repairs up to £250 authority, deposit dispute handling, utility and council tax liaison between tenancies, section 13 rent review (one per year included), RRA pet request handling. |
| <b>MANAGED STANDARD</b>                                                                           | 16 % inc VAT (minimum £186 inc VAT/month). Includes everything in Essentials, plus two inspections per year, section 8 notice preparation (one ground, standard case), annual compliance review (one per year), priority response (4 business hours acknowledgement), contractor supervision on works up to £1,000 net value. .                                                                                                                                                                                   |
| <b>MANAGED PREMIUM</b>                                                                            | 18 % inc VAT (minimum £216 inc VAT/month). Includes everything in Standard plus quarterly inspections, 24 emergency help line for tenants, Homelet Rent Guarantee insurance included, annual compliance review plus mid-year light touch check, up to 4 hours Tribunal preparation/representation included per year, annual portfolio review.                                                                                                                                                                     |
| <b>PROFESSIONAL PORTFOLIO</b>                                                                     | From 13 % inc VAT – negotiated at portfolio level. Includes managed standard plus named portfolio manager, consolidated monthly statement covering all properties, all client account processing fees, quarterly portfolio review meeting as required, 25 % discount on all additional services, reduced tenancy set-up fee £480 inc VAT per property, minimum monthly fees waived below rents of £1000.                                                                                                          |

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| Description of the individual charge element                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Management Service                                                                               | Rent Collection Service                                                                           | Letting Service                                                                                                                                                                                      |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Early termination / minimum fees</b><br>Where a relevant Tenancy ends at the request of the Tenant, other than as a result of our breach or negligence within the first 12 months of commencement, You agree to pay Us a minimum fee which reflects the front-loaded nature of our work in establishing the tenancy. .<br>Where commission has already been collected from rents received during the tenancy, those amounts will be set off against the minimum and only the balance will be invoiced to the Landlord. Where the same Landlord instructs the Agent to find a replacement tenant for the same property within 30 days of termination, any minimum commission paid under this clause will be credited against the new Letting Service commission. | A sum equal to 4 months' commission at the agreed rate or £840 inc VAT, whichever is the greater | A sum equal to 3 months' commission at the agreed rate or £600 inc VAT, whichever is the greater. | No charge since fees are paid upfront and are non-refundable.<br><br><b>Let Only Plus - £220 Inc VAT for post-handover work included in this tier if Tenant terminates within the first 60 days)</b> |
| <b>Additional Tenant and Guarantor Referencing Fees</b><br>(Please refer to your service level to confirm if these are included). One reference included in Set Up fee.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | £54 inc. VAT                                                                                     | £54 inc. VAT                                                                                      | £54 inc. VAT                                                                                                                                                                                         |
| <b>Right to Rent Checks</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Included in Tenancy Set Up Fee.                                                                  | Included in Tenancy Set Up Fee.                                                                   | Included in Tenancy Set Up Fee.                                                                                                                                                                      |
| <b>Tenancy Arrangement and Preparation (Tenancy Set Up Fee)</b><br>To include: initial marketing set-up & Portal Listings<br>Full compliance checklist, obtaining and managing Holding Deposits, Right to Rent verification, Tenancy agreement preparation, RRA Information sheet service, Landlord registration on PRS Database (when live), One tenant reference included.                                                                                                                                                                                                                                                                                                                                                                                       | £600 inc. VAT Payable on instruction and non-refundable                                          | £600 inc. VAT Payable on instruction and non-refundable                                           | £600 inc. VAT Payable on instruction and non-refundable                                                                                                                                              |
| <b>Preparation of Inventory and Schedule of Condition at the start of each Tenancy</b> – conducted by Verismart Inventories and charged at cost. .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | At cost                                                                                          | At cost                                                                                           | At cost                                                                                                                                                                                              |
| <b>Preparation of Renewal Agreement (non-Housing Act tenancies only)</b> at the end of the initial term of the Tenancy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | £330 Inc. VAT                                                                                    | £330 Inc. VAT                                                                                     | £330 Inc. VAT                                                                                                                                                                                        |
| <b>Annual Rent Review</b><br>Undertaking a market rent review each year during month 10 of any Assured Periodic Tenancy (or 10 months after the last increase), researching prevailing market conditions and providing comparable rental evidence to support any proposed increase, in accordance with any applicable laws and the terms of this agreement and where not included in your service level.                                                                                                                                                                                                                                                                                                                                                           | £125 Inc. VAT                                                                                    | £125 inc. VAT                                                                                     | £125 inc. VAT                                                                                                                                                                                        |
| <b>Service of Section 13 Notice</b><br>Where a rent increase is agreed with the Landlord, serving notice of the proposed increase on the Tenant in accordance with Section 13(2) of the Housing Act 1988, as amended and when not included in your service level.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | £72 inc. VAT                                                                                     | £72 inc. VAT                                                                                      | £72 inc. VAT                                                                                                                                                                                         |
| <b>First-tier Tribunal Attendance (Rent Disputes — including challenges within the first 6 months of the tenancy and rent review disputes)</b><br>Where your Tenant refers a rent dispute to the First-tier Tribunal for determination — whether challenging the initial                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | £114 inc. VAT/ hour<br>Minimum 4 hours<br><br>First 4 hours included in Managed Premium          | £114 inc. VAT/hour<br>Minimum 4 hours                                                             | £114 inc. VAT/ hour<br>Minimum 4 hours<br>(Only where we created the initial tenancy and / or completed the rent                                                                                     |

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**Winkworth**

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| rent within the first 6 months of the tenancy or disputing a proposed rent increase following a rent review — we will attend the hearing and provide supporting evidence as required.                                                                                                                                                                                                             |                                                                                                              |                                             | review and service of Section 13 on your behalf) |
| <b>Waiting at the Property</b>                                                                                                                                                                                                                                                                                                                                                                    | £85 per hour inc. VAT                                                                                        | Not available                               | Not available                                    |
| <b>Providing Duplicate Statement(s)</b>                                                                                                                                                                                                                                                                                                                                                           | £18 inc. VAT per statement                                                                                   | £18 inc. VAT per statement                  | £18 inc. VAT per statement                       |
| <b>Dealing with dishonoured cheques or payments from either the Tenant or you</b>                                                                                                                                                                                                                                                                                                                 | £42 inc. VAT                                                                                                 | £42 inc. VAT                                | £42 inc. VAT                                     |
| <b>Reporting to and making payments to HMRC for overseas Landlords without HMRC approval</b>                                                                                                                                                                                                                                                                                                      | £102 inc. VAT/return                                                                                         | £102 inc. VAT/return                        | £102 inc. VAT/return                             |
| <b>Additional work undertaken outside the scope of our agreement</b><br>This might include assisting you to comply with the Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015 by registering an exemption or arranging energy efficiency improvement works or assisting you to make an application to the Local Authority for a licence.                           | £85 per hour inc. VAT                                                                                        | £85 per hour inc. VAT                       | £85 per hour inc. VAT                            |
| <b>Property Visits</b> in addition to the visits provided at your service level (per visit)                                                                                                                                                                                                                                                                                                       | £114 inc. VAT                                                                                                | £114 inc. VAT                               | £114 inc. VAT                                    |
| <b>Fee for arranging refurbishment or building work contracts for works over £1000.00 (inc. VAT)</b>                                                                                                                                                                                                                                                                                              | 12 % of the total net value of the contractor's invoice (labour and materials). Our fee is inclusive of VAT. | Not applicable                              | Not applicable                                   |
| <b>Seeking additional estimates for maintenance work over the standard two provided within our service (For works over £250.00 inc. VAT) (Per estimate)</b>                                                                                                                                                                                                                                       | £114 inc. VAT/hour<br>Minimum 1 hour                                                                         | Not applicable                              | Not applicable                                   |
| <b>Service of a Notice to Quit (non-Housing Act tenancies only)</b>                                                                                                                                                                                                                                                                                                                               | Included in your service level                                                                               | £114 inc. VAT                               | £114 inc. VAT                                    |
| <b>Section 8 Notice (Possession)</b><br>Advising on the applicable grounds under Section 8 of the Housing Act 1988, as amended, where you wish to bring an Assured Periodic Tenancy to an end, and serving the appropriate notice.<br>Your Winkworth office will advise whether they will refer you to our preferred solicitors for legal advice and next steps or deal with the matter in-house. | £180 inc. VAT                                                                                                | Not applicable – please speak to the office | Not applicable – please speak to the office      |
| <b>Preparation of Inventory and Schedule of Condition at the end of each Tenancy</b> – This may be conducted by our staff or an independent inventory clerk. Please ask us for further details.                                                                                                                                                                                                   | At cost of 3 <sup>rd</sup> party provider                                                                    | At cost of 3 <sup>rd</sup> party provider   | At cost of 3 <sup>rd</sup> party provider        |
| <b>Void Period Property Visits</b><br>The scope and frequency of the visits to be agreed in writing with you                                                                                                                                                                                                                                                                                      | £102 inc. VAT/visit                                                                                          | £102 inc. VAT/visit                         | £102 inc. VAT/visit                              |

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**Winkworth**

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| <b>Void Management Service</b> - To visit the Property once per week (during normal office hours) and recommend to you any repair or maintenance deemed necessary for the Property, and to seek your instructions as to the carrying out of such work.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 9% inc. VAT payable in advance, monthly                                                                | Not applicable                                 | Not applicable                                 |
| <b>Key Cutting Service</b><br>In addition to the cost of the key                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | £25 inc. VAT per key provided plus cost of key                                                         | £25 inc. VAT per key provided plus cost of key | £25 inc. VAT per key provided plus cost of key |
| <b>Float we will hold on account</b> – Please note that this float is held on your account throughout the Tenancy and any balance will be refunded to you at the end of our contract                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Usually £250.00<br><br>If rent payable 6 monthly or annually then £500.00                              | Not applicable                                 | Not applicable                                 |
| <b>Tenancy Agreement Variation as requested by you</b><br>To organise a new agreement to be signed by the Tenant. Please note that this does not include legal advice                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | £150 inc. VAT                                                                                          | £150 inc. VAT                                  | £150 inc. VAT                                  |
| <b>Charge for tenancies where we have found a suitable Prospective Applicant and have proceeded with the application and you refuse their offer or subsequently impose unacceptable conditions on the Tenant</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Tenancy set up fee non-refundable                                                                      | Tenancy set up fee non-refundable              | Tenancy set up fee non-refundable              |
| <b>Additional works beyond the agreed works</b><br>An hourly rate for all aspects carried out on your behalf which are not detailed as part of your chosen service level unless any other fee is agreed                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | £102 inc. VAT per hour                                                                                 | £102 inc. VAT per hour                         | £102 inc. VAT per hour                         |
| <b>Compliance and Verification Fee</b><br>For sanctions screening and, where necessary, AML, identity and verification checks. This fee is payable upon instruction and is non-refundable once the relevant checks have commenced.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | £47 inc. VAT                                                                                           | £47 inc. VAT                                   | £47 inc. VAT                                   |
| <b>Property and Compliance Health Check – opt in</b><br>For Landlords on a Letting Service or Rent Collection Service, we are able to carry out an annual compliance review of your Property on request, checking the status of your Gas Safety Certificate, Electrical Installation Condition Report, Energy Performance Certificate, and deposit protection provisions. (Please note that the ultimate responsibility for compliance rests with you as the Landlord).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Included within Management Service                                                                     | £180 inc. VAT                                  | £180 inc. VAT                                  |
| <b>HMO Compliance Health Check – opt in</b><br>Where your Property is licensed as a House in Multiple Occupation (HMO) under the Housing Act 2004 or any applicable local authority scheme, we will, upon your instruction, carry out a compliance review of the Property in preparation for a local authority inspection. This will include reviewing the current HMO licence conditions, checking the status of all required safety certifications (including fire safety, gas safety, electrical safety and emergency lighting where applicable), and advising you on any remedial action required prior to inspection including upcoming expiry dates. Any works identified as necessary will be arranged at your expense.<br><br><b>This service is administrative in nature and does not constitute a full compliance audit or transfer of legal responsibility. You remain responsible for ensuring the Property complies with all HMO licensing conditions and statutory requirements.</b> | Included within Management Service (Unless we are instructed on a property already occupied as an HMO) | £295 inc. VAT                                  | £295 inc. VAT                                  |

# Our Services and Fee Sheet Marlborough

Winkworth

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| Where we are named as licence holder, this service forms part of our administrative management of licence conditions. Legal responsibility for funding, completing, and maintaining compliance with all HMO requirements remains with you unless expressly agreed otherwise in writing. |  |  |  |
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Please note that where our Summary of Service states “Landlord responsibility” we may be able to assist you for an additional fee which will be based on our “Additional Work” terms stated in the above Our Services and Fees Sheet.

**We can provide you separately with costs at your request for the following, all of which are conducted by independent professional contractors:**

- Energy Performance Certificate
- Gas Safety Reports undertaken by a Gas Safe Engineer
- Periodic Electrical Reports
- Electrical Installation Condition Report
- Portable Appliance Testing
- Risk Assessment for Legionnaires’ Disease
- Installation of Battery-operated Smoke Alarms and / or Carbon Monoxide Detectors
- Testing of the Smoke Alarms and Carbon Monoxide Detectors on the start date of the Tenancy

**Please note that we may increase our fees and charges to reflect the increase in costs of providing the Services and any additional services. We shall give you not less than 30 days’ prior notice of each increase in Fees and/or charges and will not increase fees more than once in every 12 months. Please see our Terms and Conditions for further information.**