Our Services and Fee Sheet
Shepherds Bush

Winkworth

Services	Management Services	Rent Collection Services	Lettings Services
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)	✓	✓	**Landlord responsibility**
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)	✓	✓	**Landlord responsibility**
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	✓	✓	**Landlord responsibility**
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	✓	✓	**Landlord responsibility**
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	✓	✓	**Landlord responsibility**
Informing the utility providers (gas, electric & water) and Local Authority for council tax, of your new Tenant's details (where applicable)	✓	**Landlord responsibility**	**Landlord responsibility**
Holding a set of keys for the duration of your agreement with us	✓	**Landlord responsibility**	**Landlord responsibility**
Property Visits on a 6-monthly basis	✓	**Landlord responsibility**	**Landlord responsibility**
Recording renewal dates for safety records and arranging for renewal checks (all safety checks are at your expense)	✓	**Landlord responsibility**	**Landlord responsibility**
Arranging repairs and maintenance as required at the Property and accounting to you accordingly on your statement up to £250.00 inc. VAT	✓	**Landlord responsibility**	**Landlord responsibility**
Obtaining two estimates for maintenance over £250.00 inc. VAT	✓	**Landlord responsibility**	**Landlord responsibility**

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Shepherds Bush

Winkworth

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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Shepherds Bush

Our Fees	% of Gross Rental Value
Commission for Letting Service	
Letting Service Commission	12 % inclusive of VAT Payable six months in advance
Commission for Rent Collection Service	
Rent Collection Service Commission	12 % inclusive of VAT Payable monthly
Commission for Management Service	
Management Service Commission	19.2 % inclusive of VAT Payable monthly
Commission for Managed Plus (with Rent Guarantee)	
Management Service Commission inc Rent Guarantee	21.6 % inclusive of VAT Payable monthly

Our Services and Fee Sheet
Shepherds Bush

Winkworth

Description of the individual charge element	Management Service	Rent Collection Service	Letting Service
Early termination / minimum fees Where a relevant Tenancy ends for any reason 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. Should a tenant vacate in the first [6] months, the minimum fees are payable by the Landlord. Any remaining portion of the pre-paid fee may be credited against the letting fee for a replacement tenant, subject to the agent's agreement and provided the replacement letting is instructed within 1 month of the early termination.	1 months' rent inc. VAT	1 months' rent inc. VAT	1 months' rent inc. VAT
Tenant and Guarantor Referencing Fees (Please note that this fee may be included in your Tenancy Arrangement and Preparation cost if no price is quoted here).	Included in your service level	Included in your service level	Included in your service level
Right to Rent Checks (Please note that this fee may be included in your Tenancy Arrangement and Preparation cost if no price is quoted here).	Included in your service level	Included in your service level	Included in your service level
Tenancy Arrangement and Preparation (to include preparing the Tenancy Agreement, providing a sample copy to your prospective Tenant, taking a Holding Deposit to show commitment to wishing to enter into an agreement (subject to contract and references), conducting initial Right to Rent checks on each applicant, arranging the Tenant's standing order (where applicable), accounting to you regarding the first Rent paid less our fees and commission).	£500 inc. VAT	£500 inc. VAT	£500 inc. VAT
Preparation of Inventory and Schedule of Condition at the start of each Tenancy – This may be conducted by our staff or an independent inventory clerk. Please ask us for further details.	Contact office – dependant on size of property	Contact office – dependant on size of property	Contact office – dependant on size of property
Preparation of Renewal Agreement (non-Housing Act tenancies only) at the end of the initial term of the Tenancy.	£120 Inc. VAT	£120 inc. VAT	£120 inc. VAT
Annual Rent Review 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.	£75 Inc. VAT	£75 inc. VAT	£75 inc. VAT
Service of Section 13 Notice 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.	£100 inc. VAT	£100 inc. VAT	£100 inc. VAT
First-tier Tribunal Attendance (Rent Disputes — including challenges within the first 6 months of the tenancy and rent review disputes) Where your Tenant refers a rent dispute to the First-tier Tribunal for determination — whether challenging the initial 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.	£350 inc. VAT – Lettings Manager attendance £500 inc. VAT – Head of Property Management attendance £750 inc. VAT – Director attendance	£400 inc. VAT – Lettings Manager attendance £550 inc. VAT – Head of Property Management attendance £800 inc. VAT –	£450 inc. VAT – Lettings Manager attendance £600 inc. VAT – Head of Property Management attendance £850 inc. VAT –

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Shepherds Bush

Winkworth

		Director attendance	Director attendance
Waiting at the Property	£75 per hour inc. VAT	Not applicable	Not applicable
Providing Duplicate Statement(s)	15 inc. VAT per statement	£15 inc. VAT per statement	£15 inc. VAT per statement
Reporting to and making payments to HMRC for overseas Landlords without HMRC approval	£90 inc. VAT	£90 inc. VAT	£90 inc. VAT
Property Visits in addition to the visits provided at your service level (per visit)	£90 inc. VAT	Not applicable	Not applicable
Fee for arranging refurbishment or building work contracts for works over £1000.00 (inc. VAT)	12% of the total net value of the contractor's invoice (labour and materials). Our fee is inclusive of VAT.	Not applicable	Not applicable
Service of a Notice to Quit (non-Housing Act tenancies only)	Included in your service level	£125 inc. VAT	£125 inc. VAT
Section 8 Notice (Possession) 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. 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.	£200 inc. VAT	£200 inc. VAT	£200 inc. VAT
Preparation of Inventory and Schedule of Condition at the end of each Tenancy – This may be conducted by our staff or an independent inventory clerk. Please ask us for further details.	Contact office – dependant on size of property	Contact office – dependant on size of property	Contact office – dependant on size of property
Void Period Property Visits The scope and frequency of the visits to be agreed in writing with you	£50 inc. VAT	£75 inc. VAT	£75 inc. VAT
Void Management Service - 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.	£120 inc. VAT payable in advance, monthly	Not applicable	Not applicable
Key Cutting Service In addition to the cost of the key	£10 inc. VAT per key provided	£10 inc. VAT per key provided	£10 inc. VAT per key provided
Float we will hold on account – 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 £400.00 If rent payable 6 monthly or annually then £1200.00	Not applicable	Not applicable

Our Services and Fee Sheet
Shepherds Bush

Winkworth

Tenancy Agreement Variation as requested by you To organise a new agreement to be signed by the Tenant. Please note that this does not include legal advice	£100 inc. VAT	£100 inc. VAT	£100 inc. VAT
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	£350 inc. VAT	£350 inc. VAT	£350 inc. VAT
Compliance and Verification Fee 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.	£50 inc. VAT	£50 inc. VAT	£50 inc. VAT
Property and Compliance Health Check – opt in 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	Not applicable	Not applicable
HMO Compliance Health Check – opt in 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. **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.** 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.	Included within Management Service (Unless we are instructed on a property already occupied as an HMO)	Not applicable	Not applicable

Change of Sharer Fee	£360 inc. VAT	£360 inc. VAT	£360 inc. VAT
Handling Property License Application Fee	£350 inc. VAT	£550 inc. VAT	£600 inc. VAT
Review of check-out report and produce schedule of damages	Included in your service level	£100 inc. VAT	£100 inc. VAT
Follow up right to rent checks at expir	Included in your service level	£50 inc. VAT	£50 inc. VAT

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Shepherds Bush

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.