

# Our Services and Fee Sheet

## Crediton

**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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| 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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| <b>Our Fees</b>                                          |                                                                                                                                                                  |
| <b>Commission for Letting Service</b>                    |                                                                                                                                                                  |
| Letting Service Commission                               | 75 % + VAT (90 % including VAT) of the first month's rent, as stated in the tenancy agreement, subject to a minimum fee of £600 +VAT (£720.00 inclusive of VAT). |
| <b>Commission for Rent Collection Service</b>            |                                                                                                                                                                  |
| Rent Collection Service Commission                       | Set up fee of £300 + VAT (£360 including VAT) and then 6 % + VAT (7.2 % including VAT) of the gross rent received for the full duration of tenancy               |
| <b>Commission for Management Service</b>                 |                                                                                                                                                                  |
| Management Service Commission                            | Set up fee of £300 + VAT (£360 including VAT) and then 12 % + VAT (14.4 % including VAT) of the gross rent received for the full duration of tenancy             |
| <b>Commission for Managed Plus (with Rent Guarantee)</b> |                                                                                                                                                                  |
| Management Service Commission inc Rent Guarantee         | Set up fee of £300 + VAT (£360 including VAT) and then 15 % + VAT (18 % including VAT) of the gross rent received for the full duration of tenancy               |

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| Description of the individual charge element                                                                                                                                                                                                                                                                                                                                                                                                                   | Management Service                                                                                                 | Rent Collection Service                                                                                            | Letting Service                                                                                                                              |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Right to Rent Checks</b><br>(Please note that this fee may be included in your Tenancy Arrangement and Preparation cost if no price is quoted here).                                                                                                                                                                                                                                                                                                        | £25 inc. VAT                                                                                                       | £25 inc. VAT                                                                                                       | £25 inc. VAT                                                                                                                                 |
| <b>Preparation of Inventory and Schedule of Condition at the start of each Tenancy</b> – This may be conducted by our staff or an independent inventory clerk. Please ask us for further details.                                                                                                                                                                                                                                                              | Cost varies by property size                                                                                       | Cost varies by property size                                                                                       | Cost varies by property size                                                                                                                 |
| <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>                                                                                                                                                                                                                                               | £360 inc. VAT                                                                                                      | £360 inc. VAT                                                                                                      | £360 inc. VAT                                                                                                                                |
| <b>Annual rent review and Section 13 notice service</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, and where agreed, 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                                                                                                                                |
| <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                                                                                                                                                                                                                                                                                          | £90 inc. VAT                                                                                                       | £90 inc. VAT                                                                                                       | £90 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 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. | £360 inc. VAT                                                                                                      | £360 inc. VAT                                                                                                      | £360 inc. VAT<br><br>(Only where we created the initial tenancy and / or completed the rent review and service of Section 13 on your behalf) |
| <b>Reporting to and making payments to HMRC for overseas Landlords without HMRC approval</b>                                                                                                                                                                                                                                                                                                                                                                   | £30 inc. VAT<br>(per quarterly return)                                                                             | £30 inc. VAT<br>(per quarterly return)                                                                             | £30 inc. VAT<br>(per quarterly return)                                                                                                       |
| <b>Property Visits</b> in addition to the visits provided at your service level (per visit)                                                                                                                                                                                                                                                                                                                                                                    | £90 inc. VAT                                                                                                       | £90 inc. VAT                                                                                                       | £90 inc. VAT                                                                                                                                 |
| <b>Fee for arranging refurbishment or building work contracts for works over £1000.00 (inc. VAT)</b>                                                                                                                                                                                                                                                                                                                                                           | 5 % of the total net value of the contractor's invoice (labour and materials).<br><br>Our fee is inclusive of VAT. | 5 % of the total net value of the contractor's invoice (labour and materials).<br><br>Our fee is inclusive of VAT. | 5 % of the total net value of the contractor's invoice (labour and materials).<br><br>Our fee is inclusive of VAT.                           |
| <b>Seeking additional estimates for maintenance work over the standard two provided within our service</b>                                                                                                                                                                                                                                                                                                                                                     | £60 inc. VAT                                                                                                       | £60 inc. VAT                                                                                                       | £60 inc. VAT                                                                                                                                 |

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| <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.                                   | £180 inc. VAT                                             | £180 inc. VAT                                             | £180 inc. VAT                                             |
| <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.                                                                      | Cost varies by property size                              | Cost varies by property size                              | Cost varies by property size                              |
| <b>Meter readings and utility administration</b><br><b>Recording meter readings at tenancy commencement and termination, and administering utility accounts and billing matters with relevant suppliers where required.</b>                                          | £30 inc. VAT                                              | £30 inc. VAT                                              | £30 inc. VAT                                              |
| <b>Deposit dispute preparation and resolution</b><br><b>Preparing and submitting evidence in support of the Landlord's position in the event of a tenancy deposit dispute, and managing the process through the relevant deposit protection scheme adjudication.</b> | £90 inc. VAT                                              | £90 inc. VAT                                              | £90 inc. VAT                                              |
| <b>Void Period Property Visits</b><br>The scope and frequency of the visits to be agreed in writing with you                                                                                                                                                         | £90 inc. VAT                                              | £90 inc. VAT                                              | £90 inc. VAT                                              |
| <b>Key Cutting Service</b><br>In addition to the cost of the key                                                                                                                                                                                                     | £10 inc. VAT                                              | £10 inc. VAT                                              | £10 inc. VAT                                              |
| <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                                                              | £30 inc. VAT per hour                                     | £30 inc. VAT per hour                                     | £30 inc. VAT per hour                                     |
| <b>Sale of property to tenant</b><br><b>Where a Tenant introduced by us proceeds to purchase the property, a sales fee shall be payable in respect of that introduction, with the transaction progressed through to completion as required.</b>                      | 1.2 % inc VAT, subject to a minimum fee of £3,600 inc VAT | 1.2 % inc VAT, subject to a minimum fee of £3,600 inc VAT | 1.2 % inc VAT, subject to a minimum fee of £3,600 inc VAT |

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.**