

Winkworth Residential Lettings Terms and Conditions

Deposit Protected by the Custodial Scheme – Administered by The Deposit Protection Service

2021 edition

Address of property to be let:

THE GABLES, 71 BURE LANE
POSTCODE

I/We instruct Winkworth to act on my/our behalf for the purpose letting of the above mentioned property and require Winkworth to provide the following service(s).

Full Management Service	<input checked="" type="radio"/> Yes	<input type="radio"/> No
Rent Collection Service	<input type="radio"/> Yes	<input type="radio"/> No
Let Only	<input type="radio"/> Yes	<input type="radio"/> No

Term of Letting

Date available

12 months
est. late JULY '23

I/We instruct Winkworth to arrange for the following to be prepared:

Independent Inventory of Contents and Schedule of Condition	<input checked="" type="radio"/> Yes	<input type="radio"/> No
Gas Safety Record (please supply a copy if you already have one)	<input checked="" type="radio"/> Yes	<input type="radio"/> No
Energy Performance Certificate (please supply a copy if you have one)	<input checked="" type="radio"/> Yes	<input type="radio"/> No
Register the deposit on my behalf (Deposit registration cost: £100.00 +VAT)	<input checked="" type="radio"/> Yes	<input type="radio"/> No

Electrical Reports

Electrical Installation Condition Report (EICR) ☐ Yes ☒ No

(any new tenancy must have one and any existing tenancy must have one by 1st April 2021)

Agency Agreement

This Agreement is made between the Landlord of the Property (as named at the end of this agreement) and **Winkworth Highcliffe** who agree to act as agent for the Landlord and are hereinafter referred to as "the Agent". The purpose of this document is to set out clearly and concisely the extent of the letting and management service offered and the scale of fees charged.

FULL MANAGEMENT SERVICE

Winkworth Highcliffe provides a property management service to owners (and superior landlords) wishing to let out their property. The fee for the management is taken as a percentage of the gross rents due for the period of the tenancy and a set-up fee will normally be levied at the outset for taking references and arranging the tenancy.

The Full Management Service includes:

1. Advising as to the likely rental income.
2. Advertising and generally marketing the Property.
3. Interviewing prospective tenants carrying out credit search and referencing (to include county court and insolvency records, electoral roll and bank details verification, taking up references employment references and if applicable landlords over 3 years) Where necessary, additional security would be requested by means of a guarantor. In the case of a limited company, a full company search and accountant's reference will be taken.
4. Preparing the Tenancy Agreement necessary for the Landlord to gain protection of the relevant Rent and Housing Acts and renewing the Agreement where necessary at the end of the Term.
5. Liaising with a Landlord's mortgagees where necessary with regard to references and Tenancy Agreement.
6. Arranging for the signing of the Tenancy Agreement and collection of rent for first rental period together with any dilapidation/security deposit paid. (see Holding Fees and Deposits).
7. Collecting the rent in line with the rent payment periods contained in the tenancy agreement and paying over to the Landlord less any fees or expenses due or incurred for the period. Payments will be made by direct bank transfer together with a detailed rent statement. Monies will reach the Landlord bank account as cleared funds no later than 10 working days from payment date.
8. Arranging with service companies (principally electricity, gas and water) for meter readings and advising them of the transfer of service contracts to the tenant at the beginning of each tenancy.
9. Regular inspections of the Property are carried out on a half yearly basis. (Responsibility for and management of empty property is not included, and will only be carried out by special arrangement).
10. Co-ordination of repair or maintenance including arranging for tradesmen to attend the Property and obtaining estimates where necessary, supervising works and settling accounts from rents received.
11. Making payments on behalf of the Landlord from rents received for water rates, insurance premiums, etc.
12. Carrying out a full property inspection and inventory check at the end of the tenancy and dealing with matters relating to unfair wear and tear before releasing the tenant's deposit.

Although the aim is to take every care in managing the Property, **Winkworth Highcliffe** cannot accept responsibility for non-payment of rent, damage or other default by tenants, or any associated legal costs incurred in their collection. An insurance policy is recommended for this eventuality. Please note that the scope of our management of your property, does not include anything outside the terms of the tenancy agreement, such as dealing with neighbours or anything concerning the boundaries of the property. Also, in case of properties where a management company relating to the building is concerned, it is the responsibility of yourself as the owner of the property and client of the management company to liaise with them on any issues.

RENT COLLECTION SERVICE

Rent Collection Service is provided made up of **CLAUSES 1 to 9 ABOVE**.

LET ONLY SERVICE

Where the Landlord does not wish the Agent to undertake Full Management or Rent Collection, the Agent can provide a Let Only Service, which is made up of **CLAUSES 1 to 6 ABOVE**.

SCALE OF FEES

(The percentage + VAT is taken against the total the amount for the agreed term of the let)

Full Management Service Fee:	10% (plus VAT) + tenancy set up fee
Let & Rent Collection:	6.75% (plus VAT) + tenancy set up fee
Let Only Service:	£750.00 + VAT, payable up front

The fees are payable at the commencement of the Tenancy and will be deducted from monies received by the Agent on the Landlord's behalf. If the tenant leaves prior to the end of the term of the Tenancy, the Landlord shall not be entitled to reimbursement of any fees paid.

ADDITIONAL FEES & CHARGES

Deposit registration to comply with legislative requirements: £100.00 + VAT.

Renewal fees to renew the tenancy for a fixed term: £150.00 + VAT.

Referencing services are included as part of our service at no extra cost.

All costs relating to the property as regards EPC / gas safety records / EICR reports / general essential maintenance, cleaning, inventory cost, et cetera, are the responsibility of the landlord.

GENERAL AUTHORITY:

The Landlord confirms that he/she is the sole or joint owner of the Property and that he/she has the right to rent out the Property under the terms of any mortgage or head lease. Where necessary, the Landlord confirms that permission to let has been granted by the mortgagee. The Landlord authorizes the Agent to carry out the various duties of property management as detailed in 1-12 above.

INDEMNITY:

The Landlord agrees to indemnify the Agent against any costs, expenses or liabilities incurred by or imposed on the Agent provided that they were incurred on behalf of the Landlord in pursuit of the Agent's normal duties.

In the event of the Landlord deciding to withdraw their property for whatever reason once referencing on prospective tenants has commenced the Landlord agrees to reimburse the Agent any costs incurred by them in respect of the tenant referencing process.

To assist the Agent in carrying out his duties effectively, the Landlord agrees to respond promptly with instructions where necessary to any correspondence or requests from the Agent.

MAINTENANCE:

The Landlord warrants that the Property is made available in good and tenantable condition and that the Property, beds, sofas and all other soft furnishings conform to the current fire safety regulations. The Landlord agrees to make the Agent aware of any ongoing maintenance problems. Subject to a retained maximum expenditure limit (UK landlords: £100.00 Overseas landlords: £200.00 on any single item or repair, and any other requirements or limits specified by the Landlord, the Agent will administer any miscellaneous maintenance work that needs to be carried out on the Property. It is agreed that in an emergency or for reasons of contractual necessity where reasonable endeavours have been made to contact the Landlord, the Agent may exceed the limits specified. The Agent endeavours to select competent tradesmen at a reasonable price but is unable to guarantee the standard of workmanship or any liability arising therefrom, although the Landlord retains the right to pursue any claim against appointed tradesmen for substandard work. If the landlord has preferred contractors, the agent reserves the right to use other contractors in the event the landlord's preferred people are unable to attend to maintenance issues in a timely manner to enable the efficient management of the property.

ENERGY PERFORMANCE CERTIFICATE (EPC)

Where required, we can arrange an EPC to be commissioned to adhere to current legislative requirements for the cost of £80.00. EPC's are valid for ten years.

GAS SAFETY:

By law, it is necessary to carry out an annual inspection and service for the central heating, any gas pipework and appliances. The Agent can action these to be carried out on the Landlord's behalf and expense and administer the necessary inspection and maintenance records.

OVERSEAS RESIDENTS:

When letting property and collecting rents for landlords resident outside the United Kingdom, the Agent is obliged by the Taxes Management Act (TMA) 1970 and the Taxation of Income from Land (Non-Residents) Regulations 1995 to deduct tax (at the basic rate) to cover any tax liability, unless the landlord has been authorized in writing by Inland Revenue to receive rent gross. In this situation, the Agent also requests that the Landlord appoints an accountant or gives the Agent the right to employ a suitably qualified accountant in order to manage correspondence with the Inland Revenue. A standard annual charge will be made for this work and administration expenses may be charged by the Agent for further work requested by the Landlord, the Landlord's accountant or the Inland Revenue in connection with such tax liabilities. In many cases, landlord's tax liability is minimal when all allowable costs are deducted.

COUNCIL TAX:

Payment of Council tax will normally be the responsibility of the tenants in the Property. However, landlords should be aware that where a property is empty, let as holiday accommodation, or let as a house in multiple occupation (HMO) responsibility for payment of council tax rests with the owner of the property.

SERVICES:

The Agent will take meter readings whenever possible at each change of occupation in the Property and inform the service companies (electricity, gas and water) of these readings and change of occupation. In many cases, the service companies (e.g. BT) require that the new occupiers formally request and authorize the service and it is not possible for the Agent to do this on the tenant's or Landlord's behalf. Landlords should take care to inform all parties (e.g. Banks, clubs, societies etc.) of their new address; it is not always possible to rely on tenants to forward mail.

INVENTORY:

The Agent will arrange for a clerk to prepare an inventory for the Property ***and a charge will be made for this depending on the size of the property.*** The standard inventory will record all removable items in the Property (except those of negligible value) plus carpets, paint work, wall coverings, curtains, mirrors, sanitary ware and other articles that, in the opinion of the Agent, need regular checking. Landlords should not leave any articles of exceptional value in the Property without prior arrangement with the Agent. The standard inventory service does not include a full schedule of condition (condition, colour & decoration of ceilings, walls, doors and fittings etc.) or photography; this can be prepared at the Landlord's request.

LETTING AGREEMENT

The Standard Management Service includes the preparation of a letting agreement in the Agent's standard form(s) and provision if requested of a copy of this agreement to a designated advisor or building society. Should the Landlord or his advisors or mortgagees require amendment of the contract or require the Agent enter into further work or correspondence, a fee for this extra work may be requested. It is agreed that the Agent may sign the tenancy agreement(s) on behalf of the Landlord.

INSPECTIONS:

Under Full Management and Rent Collection Services, the Agent will normally carry out inspections half yearly. It is not the intention to check every item of the inventory at this stage; the inspection is concerned with verifying the good order of the tenancy (i.e. house being used in a 'tenant-like' manner) and the general condition of the Property. This would normally include inspecting the main items (carpets, walls, cooker, main living areas and gardens.) Where these were felt to be unsatisfactory, a more detailed inspection would generally be made.

Following the departure of tenants, a final inspection of the Property is carried out by the Agent. Testing of electrical appliances, heating systems and plumbing is not feasible during this inspection; a qualified contractor should be appointed for this purpose should it be required by the Landlord. Any deficiencies or dilapidations would normally be submitted to the Landlord together with any recommended deductions or replacement values.

PREFERRED CONTRACTORS:

In the event that a landlord has a preferred contractor and that person is not able to attend the property at a suitable time for the purpose of our overseeing the efficient management of a property, we reserve the right to instruct an alternative contractor to carry out works.

BOOKING FEES & DEPOSITS:

Tenant(s) Deposit

In line with the Tenant Fees Act 2019 the maximum deposit amount is 5 weeks rent.

Rent Collection or Fully Managed Properties

Where the Agent manages the letting of the Landlord's property the Agent will be responsible for the lodging of the tenancy deposit with the Custodial Scheme (who will retain the monies in the capacity of stakeholder) and will ensure that the tenant(s) are provided with the relevant Prescribed Information at the commencement of the tenancy and that the deposit is registered in, and paid over to, the scheme provider in line with their Terms and Conditions of eligibility.

At the end of the tenancy where no dispute arises the Agent will arrange with the scheme administrators for the deposit to be returned / distributed as agreed.

In the event of a dispute arising at the end of the tenancy the Agent will provide to the scheme administrators in line with their Terms, Conditions and Procedures supporting evidence and any other documentation required or requested by them in respect of any claim by the Landlord against the deposit.

Let Only Properties

Where Landlords manage the letting of their own property and have instructed the Agent to act only as a tenant introducer it will be the Landlords responsibility to ensure that the whole amount of the deposit paid by the tenant and recorded on the tenancy agreement is protected in line with the Tenants Deposits Protection Order requirements.

If the Agent is preparing the tenancy agreement on the Landlords behalf the Agent will also arrange for the Tenant(s) copy of the Prescribed Information to be drawn up and for both documents and the counterparts to be signed by the ingoing tenants.

The Landlord copy of the completed Tenancy Agreement and the Prescribed Information will be sent to the Landlord as soon as possible by first class post together with Landlord Notes – Completion and Paying Over Of Deposits to Custodial Scheme (DPS).

If the Landlord is a member of an Approved Tenants Deposit Scheme under which they will be holding the tenant deposit the Landlord must provide the Agent with the full details of the Approved Scheme together with their membership/registration number.

As soon as is practicably possible (once funds have cleared) the balance of the rent and deposit, after deduction of the Agent's fees, will be forwarded to the Landlord.

The Landlord will be entirely responsible for the protection of the *whole* of the tenant's deposit in line with the Tenants Deposits Protection legislation and shall be liable for any failure to comply.

TERMINATION:

This agreement may be terminated by either party by way of three months' written notice.

The Landlord shall provide the Agent with any requirements for return and repossession of the Property at the earliest opportunity. Landlords should be aware that any tenancy agreement entered into on the Landlord's behalf is a binding legal agreement for the term agreed. Details of any tenancy agreement being entered into will be communicated to the Landlord as soon as possible. Landlords should be aware that if possession is required the legal minimum notice period to tenants under assured tenancies is generally two months (should the contract allow for early termination) and this needs to be given in the prescribed form even in the case of a fixed term tenancy which is due to expire.

SAFETY REGULATIONS:

The letting of property is now closely regulated with respect to consumer safety. The law makes particular demands regarding the safety/servicing and inspection of the gas and electric appliances and installations within a property, and with respect to the safety of any furniture and soft furnishings that are provided. The following regulations apply:

- Furniture and Furnishings (Fire)(Safety) Regulations 1988
- Gas Safety (Installation and Use) Regulations 1994
- Electrical Equipment (Safety) Regulations 1994
- The General Product Safety Regulations 1994
- The Gas Cooking (Safety) Regulations 1989
- The Plugs and Sockets (Safety) Regulations 1994
- Section 149: The Housing Act 2004

The Landlord confirms that he/she is aware of these obligations and that the Agent has provided sufficient information (via explanatory notes provided by the Agent) to assist with compliance. It is agreed that the Landlord shall ensure that the Property is made available for letting in a safe condition and in compliance with the regulations. The Agent shall ensure that all electrical equipment is checked at the beginning of the tenancy and every year thereafter. The Landlord agrees to indemnify the Agent against any expenses or penalties that may be suffered as a result of non-compliance by the Landlord with the relevant legislation and regulations.

INSTRUCTIONS:

It is agreed that the landlord's instructions to the agent regarding termination, legal proceedings, major repairs, bank details or other significant information concerning the letting be confirmed to the Agent in writing.

TENANT PURCHASE:

In the event that a tenant that we have placed in a property proceeds to purchase the property, our fees are payable for our introduction of the tenant to the property and any subsequent negotiations in the transaction, in the sum of 1.25% + VAT.

VALUE ADDED TAX:

Our fees are subject to VAT at the prevailing rate.

RENT PROTECTION SERVICE & GUARANTEE (only available with Full Management & Rent Collection Service)

The Rent Protection Service & Guarantee covers rent payments during the period of the tenancy and all legal costs incurred in connection with recovering vacant possession of the let property. Rent remaining unpaid 28 days after it is due will be paid to the Landlord. Rental payments will continue to be paid until vacant possession has been obtained. This service is only available where satisfactory references have been obtained for tenants and guarantors (where applicable).

INSURANCE:

The Landlord shall be responsible for the Property and the Landlord's furniture, fixtures and fittings being adequately insured and that the insurance policy covers the situation where the Property is let.

HOUSING BENEFIT:

The Landlord undertakes to reimburse the Agent for any claims arising from overpayment which may be made by the local authority in respect of housing benefit, or other benefit scheme, paid to or on behalf of the tenant(s) as rent. This undertaking shall remain in force during the currency of the tenancy and up to six years thereafter, whether or not the Agent continues to be engaged to let or manage the Property under the Agreement.

LEGAL PROCEEDINGS:

Any delays of payment or other breaches of the Agreement known to the Agent will be acted on by the Agent in the first instance. Where the Agent has been unsuccessful in these initial actions, or there are significant rent arrears or breaches of the tenancy agreement, the Landlord will be advised accordingly. A solicitor should then be appointed and instructed by the Landlord (except where the Agent is unable to contact the Landlord, in which case the Agent is authorized to instruct a solicitor on the Landlord's behalf).

Landlords not participating in the Rent Protection Service & Guarantee will be responsible for payment of all legal fees and any related costs.

1) FEES

Once a tenancy has been agreed, I authorise you to deduct your commission at a rate of:

- ☒ Full Management Service 10% + VAT & £250 + VAT Tenancy set up fee
- ☐ Let only & Rent Collection 6.75% + VAT & £250 + VAT Tenancy set up fee
- ☐ Let Only – Up front fee - £750.00 + VAT & £250 + VAT Tenancy set up fee

All fees are subject to VAT at the prevailing rate

2) RENT PROTECTION SERVICE & GUARANTEE - VAT not applicable.

(Only available with Full Management & Rent Collection)

Delete where appropriate

a) I/we **DO** wish to participate in the Landlord Rent Protection Service & Guarantee and authorise you to deduct an additional 1.99% per month from rental income.


b) I/we **DO NOT** wish to participate in the Landlord Rent Protection Service & Guarantee.

3) AUTHORITY & CONFIRMATION

a) I give my authority for you, as my agent, to sign tenancy agreements relating to the above property on my behalf.


b) I/we also confirm that we are the sole/joint owners of the above Property

(IF PROPERTY IS JOINTLY OWNED ALL PARTIES SHOULD SIGN) I hereby confirm my acceptance of your Terms of Business contained in this Agency Agreement and acknowledge receipt of a copy.

SIGNATURE	PRINT NAME	DATE
	SARA KERR	12/6/23

Landlord/s Address:

Landlord/s Telephone/email:

Signed on behalf of the Agent:  Date: 12/06/23

N.B. The terms & conditions of this Agreement may be varied by the Agent at any time or times, but only by 7 days notice in writing to the Landlord. Any amendments to these Terms and Conditions must be approved and agreed by Winkworth in writing. Manual amendments without agreement are invalid.

LANDLORD & PROPERTY

DETAIL FORM

PROPERTY ADDRESS

The Cables
71 Bure La.

- Complete form in black ink
- Complete all sections (mark those not applicable n/a)
- Current utility suppliers to be listed
- Declaration on back page to be signed and dated.

IMPORTANT INFORMATION RENTAL PAYMENTS – INLAND REVENUE

You are obliged to inform the Inland Revenue of rent received and expenses incurred in connection with the let property via your annual Self Assessment or Annual Tax Return.

For the purposes of Income Tax Assessment the Revenue are **not** interested in the ownership of the property only in who benefits from the rental income.

Therefore the rental income from a property in joint ownership i.e. owned - equally or unequally - by more than one party can be nominated to be:

- Split between all parties with an interest in the property - equally or unequally.
- Split between some of the parties with an interest in the property.
- Received by a single party with interest in the property.

The person or persons who are nominated to receive any or all of the rental income will be responsible for any Income Tax due.

Note: This information is provided for guidance only.

***If you have any queries regarding your own personal circumstances contact your accountants
or call the Inland Revenue direct on: 0845 9000 444***

**Your co-operation in completing this form as fully as possible will significantly aid the smooth running
of the tenancy**

LANDLORD & PROPERTY DETAILS

Property Address (must include full postcode)

1 st Line of Address	
2 nd Line of Address	
3 rd Line of Address	
County	
Post Code	

Landlord(s) Details

First Name (s)	Surname	% of Rent
1. Dr. David & Mrs Sara	KERR	
2.		
1. Current Address		
		Post Code
Daytime Tel. No.	Home Tel No.	
Mobile Tel No.	E Mail Address	

2. Current Address		
		Post Code
Daytime Tel. No.	Home Tel No.	
Mobile Tel No.	E Mail Address	

Statement Address (if different from above)

1. Current Address		
		Post Code

Bank Details for Rent Payment

Landlord 1

Bank Name	HALIFAX	Account Name:	SARA AND DAVID KERR
Sort Code	11-09-60	Account No:	00007758

Landlord 2

Bank Name		Account Name:	
Sort Code		Account No:	

Emergency Contact (if different from above)

Name	EMILY KERR (daughter)	Relationship	daughter
Daytime Tel. No.		Home Tel No.	
Mobile Tel No.	+1650 906 3794	E Mail Address	emily.kerr@1@gmail.com

Leasehold Properties

Managing Agents			
Contact Name		Tel. No:	

Buildings/Contents Insurance (you should advise your insurers of the proposed letting)

Insurer(s)	Direct Line		
Address			
		Post Code	
Policy No:		Tel. No:	

Mortgage Lender (if any)

Lender	N/A
Account or Roll No:	

Landlord Preferred Contractors

BOILER : ROSS Henderson

Electrician		Tel. No:	07904 702 821
Plumber		Tel. No:	e: service hunter
Other		Tel. No:	heating.com

Appliances Please ensure that instruction manuals & guarantees for all appliances are left in the property

Appliance	Age	Make/Model No	Under Guarantee	Expiry Date

If there are any appliances, which you would rather replace than repair in the event of a breakdown, or if you would prefer to set a limit on money spent before replacement is considered, please indicate under 'additional information' below.

Type of Heating

<input checked="" type="radio"/> Gas	<input type="radio"/> Electric	<input type="radio"/> Oil Fired	<input type="radio"/> No Fixed
Make of Boiler	Vaillant	Location of Boiler	Utility Room
Service Contract	Yes / No	Date Last Serviced	Contractor/Co. (eg British Gas)

Electricity (please supply contact numbers if possible)

Location of Main Fuse Box	In coal shed at rear (fuses to be clearly labelled)
Location of Meter	" "
Supplier of Electricity	" "

Gas

Location of Meter	coal shed
Supplier of Gas	

Water

Location of Meter	No water meter
Location of Mains Stop Cock	In outside l.p.s. ?
Supplier of Water	B'north water

Sewerage

Mains/Cesspit	
Cesspit – How often emptied	N/A

Fire Places

No. of Fireplaces	4	Date last swept	TBC
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Burglar Alarm

(NOT in USE)

Location		Service Company		Tel.No	
Entry / Exit Details					

Attic / Loft

If locked a key should be lodged with the Agent in case of emergency

(NOT IN USE)

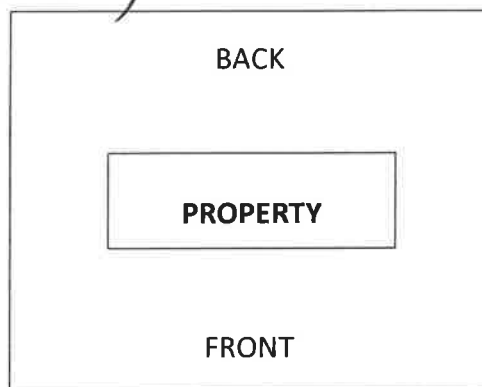
Locked	Contains Personal Belongings	Empty	Can / Cannot be Used
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Boundaries

Please indicate which fences/walls are your responsibility

(own all boundaries)

(can use side gate as own property next door) (No. 69)!



not really boarded!

Garage

N/A

Garage/Space No		Location	
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Garden – Areas being tenants responsibility

(i.e. flower beds, lawns back & front, hedges)

(Regular gardening at C.L. cost)

Rubbish Clearance Day

All weeks - Rubbish/Recycle + food

Monday	Tuesday	Wednesday	Thursday	Friday
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Additional Information which you consider would be useful to the tenant or agent

+ garden waste collect fortnightly.

DECLARATION

I/We declare that the information given above is, to the best of our knowledge, correct and that I/we have Registered Title over the property.

Signed *Skerr*

Date *12/06/23*

Signed

Date

12/06/2023

Private & Confidential

Mrs S Kerr

492 Scenic Drive

Santa Barbara

California

93103

USA

Dear Sara,

RE: The Gables, 71 Bure Lane, Friars Cliff

We are writing to thank you for your kind instructions for us to act as your Agent in the letting of the above Property.

Terms of Business:

Please find enclosed a copy of our Terms of Business for lettings along with the Property Information Form.

I.D:

If you could also please let us have a copy of a utility bill showing home address and also a copy of your driving license (needed please from both parties) or passport for fulfilment of our mandatory HMRC 'identity of the client' money laundering regulation checks which, as estate agents, we are bound to complete.

We will, of course, be keeping you closely informed on progress and in the meantime if there is anything you wish to discuss, please don't hesitate to contact us here at the office.

Yours sincerely,



Simon Barnes

Owner

WINKWORTH Highcliffe & Mudeford Offices

Winkworth

Residential sales, lettings & management

279 Lymington Road
Highcliffe
Christchurch
Dorset
BH23 5EB

Tel: 01425 270 055
Email: highcliffe@winkworth.co.uk
Web: winkworth.co.uk/highcliffe



@HighcliffeHomes



@winkworthhighcliffe



winkworth.co.uk/property-blog



AS WINKWORTH, WE SEE THE
LOVE WHEN WE SEE PEOPLE
DOING THE RIGHT THING.
UNIQUE PEOPLE DOING
ENTIRE PROTESTS OF SEEING
PEOPLE WITH HUMANS FROM
THE LITTLE THINGS WE SEE
THAT OTHERS MISS, IN
THE NEIGHBOURHOODS
WE KNOW LIKE THE BACK OF
OUR HANDS, BECAUSE WHERE
OTHERS SEE CUSTOMERS,
WE SEE PEOPLE AND WHERE
OTHERS SEE HOMES, WE
SEE HOMES.

**WINKWORTH. SEE THINGS
DIFFERENTLY**

Winkworth

DRIVING LICENCE

1. KERR
2. MRS SARA

3. 25.04.1958 UNITED KINGDOM
4a. 16.06.2017 4c. DVLA
4b. 15.06.2027
5. KERR9554258S99EY 89
7. *S Kerr*
8. THE GABLES, 71 BURE LANE, CHRISTCHURCH, BH23 4DL
9. AM/A/B1/B/C1/D1/BE/C1E/D1E/H/K/L/N/P/Q

15.06.2027



California USA **DRIVER LICENSE** FEDERAL LIMITS APPLY

DL **Y4505755** CLASS C
EXP **04/25/2026** END NONE
LN KERR
FN SARA
492 SCENIC DR
SANTA BARBARA, CA 93103
DOB **04/25/1958**
RSTR CORR LENS

04251958

SEX F HAIR BRN EYES GRN
HGT 5'-02" WGT 133 lb
DD 02/23/202154904/BBFD/26 ISS 02/23/2021



Property Management Highcliffe

From: Sara kerr <thekerrs2@hotmail.com>
Sent: 26 June 2023 11:02
To: Property Management Highcliffe
Subject: Bure Lane

Sonia

I return to the States on Wednesday and I'll drop the keys off tomorrow. I have got the gas certificate which I will drop off today in Mudeford or would you rather I pop up to Highcliffe?

Do you check on the tenants at all when they are in here, also, when do you expect to advertise it? Ian the painter will have finished the lounge, dining room, and the three bedrooms all by 19 July hopefully, the carpet cleaner comes on 19 July for the hallway, the lounge or should I say the orange carpet, and the small bedroom on the right. And then the new carpet will go in on 20th July. I am hoping to get it let by 1st August?, Is that your plan.

The stopcock is in the toilet outside toilet that is

I will forward the electric certificate which was completed last year I believe. When I get back to the states.

The gas and electric are supplied by Shell. I presume the meetings will be read when the new tenants move in and the bills will be forwarded to me for payment.

There is plenty of wood everywhere which anybody can use for the log burner and the fires.

I am hoping that the shed will be fairly clear when people move in. There is already a huge improvement in there. As well as the garden and everywhere really is looking lovely.

Was I supposed to contact kaleidoscope with regards to the Staining on the front door?

If you'd like me to pop in and chat I can come up to you at highcliffe if you are there or meet down in Mudeford or you can even meet here if necessary.

Many thanks.

Sara

Sent from my iPhone

gardener goes in once a week.

Arrange for EPC.

(George Fry for the washing machine) (-ask him) to go round.

Sent to
solution every 3 months for Kitchen floor.

Becky next door - bins go out side gate.

Called - give to Winkworth



09001_3003054010<2570>_S2568-PK2568/1L 40200 A
2568/3527292 402A
Occupier
71 Bure Lane
Christchurch
BH23 4DL



01/08/2023
Telephone* 01872 713610
Quote Ref. R2316107

Re:- **Shell Energy (www.shellenergy.co.uk) / Account No. 6478537**
Debt Outstanding £240.33

Dear Sir/Madam,

We have received instructions from the above named client to initiate formal debt collection proceedings for the unpaid charges relating to energy supplied to: 71 Bure Lane, Christchurch, BH234DL from 2023-05-19 - Gas

Please contact this office immediately in order that we can discuss a satisfactory resolution to this matter. We may also be able to help regarding the correct setup of your account.

Most people who contact us to settle the matter avoid possible further action.

This may be your final opportunity to resolve the matter before further action is taken. You can manage your account at www.shellenergy.co.uk/login

*Details of free debt advice is available on our website www.milcollections.co.uk.
Charitable support from (www.britishgasenergytrust.org.uk) or (www.edfenergytrust.org.uk).*

Yours faithfully

Paul Edwards

Recoveries Department



Calls may be recorded for training and auditing purposes.

Note: You can pay at any Natwest Bank Branch to:
Account number: **57090084**
Sort Code: **60-21-37**
Quote ref: **R2316107**

**Shell**
ENERGYOwner Occupier
71 Bure Lane
CHRISTCHURCH
BH23 4DL

Hello Owner

Your Electricity and Gas Bill

Previous balance	£240.33
Payments received	£0.00
Previous outstanding balance	£240.33

Total charges this bill	£82.54
 Electricity	£39.28
 Gas	£145.18
Cancelled bills	£101.92 CR

TOTAL NOW DUE	£322.87
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**Emergencies**Loss of supply? Call **105**Smell gas? Call **0800 111 999****Other enquiries**Call our customer service on **0330 094 5800**Rota Load Block
Alpha Identifier

Account number 6478537
 Bill number 130472388
 Bill date 08 Aug 2023
 Payment due 22 Aug 2023
 Bill period 19 May 23 - 31 Jul 23
 VAT registration number GB 867 2447 91
 Supply address 71 Bure Lane
 CHRISTCHURCH
 BH23 4DL

Your payment of **£322.87** is due by
22 August 2023If you believe you won't be able to make an upcoming payment and have been affected by COVID-19, please contact our dedicated team at paymentadvice@shellenergy.co.uk

To access your energy account details quickly, simply scan this code using your smartphone or tablet. To find out more about QR codes visit

shellenergy.co.uk/help/bills_and_payments



Shell ENERGY

How we estimate

If you have a smart meter or if you submit a meter reading every month then we will send you a bill based on your actual energy usage.

If you don't have a smart meter or if you are unable to submit a meter reading every month then your bill will be estimated.

For more information on how we estimate your bills please visit the Help and Advice section of our website shellenergy.co.uk

Gas calculation

We use the following example formula to calculate your gas charges:

Your units	2
Volume Correction Factor	x 1
Metric Units	2
Volume Correction *1	x 1.02264
Calorific Value *2	x 39.3
Convert to kWh	/ 3.6
kWh used	22

* 1 The change in pressure of gas from sea level to your home

* 2 The amount of energy released when gas is burned

Paying your bill

The easiest way to pay is by Direct Debit, we will let you know if your payment needs to go up or down to make sure you always remain on track based on any changes in the amount of energy that you use. You can also make a payment online using your My Account login or by phone using a credit or debit card, to do this call us on **0330 094 5800**. We also accept payment via a bank transfer or cheque, make sure you use your Shell Energy Account number as the reference so we can quickly apply the payment to your account. To pay via bank transfer you'll need our bank details: **Bank** Barclays **Sort Code** 20-00-00 **Account Number** 53764680 **Payee** Shell Energy Retail Ltd

Please send cheques to: Shell Energy Retail Limited, PO Box 6363, Coventry, CV3 9LR.

If you are struggling to pay there is support and information on our website or you can call us on **0330 094 5800** and we can discuss your options.

Need assistance?

If you have a query about your energy bill or need help understanding it then talk to our customer service team.

Customer service: **0330 094 5800**
customer.service@shellenergy.co.uk

We offer a range of services to assist you if you are having difficulty paying your bill. Our obligations are set out in our statement "I'm struggling to pay my bill - what should I do?" and in our policy "Paying your bill - help for domestic customers". Both are available on our website. Contact our Credit Control team on **0330 094 5800**.

Additional Services and our Priority Services Register

If your circumstances mean that you need extra support from us (for example, you may be of pensionable age, disabled, suffer from ill-health, or have young children) we have a range of additional free services which may help.

You can also ask to be added to our Priority Services Register (PSR). For further information, take a look at our website. You can register online, download the application form, or call us on **0330 094 5800** to find out more.

Complaints and Independent Advice

If you have a complaint, we want to resolve it quickly and effectively. Call us on **0330 094 5800**, or you can find full details of our complaint handling procedure on our website, shellenergy.co.uk. If you'd like a free copy, just ask.

You can get help with an energy problem if you are struggling to pay your energy bill or if you have a problem with your meter. Citizens Advice and Advice Direct Scotland are the official sources of free and independent energy advice and support.

If you live in England or Wales, go to citizensadvice.org.uk/energy or contact the Citizens Advice consumer service on **0808 223 1133**. For Relay UK, call **18001** then **0808 223 1133**. To contact a Welsh-speaking adviser call **0808 223 1144**. Calls are free.

If you live in Scotland, go to energyadvice.scot or contact Advice Direct Scotland on **0808 196 8660**. Calls are free.

For British Sign Language enquiries, go to contactscotland-bsl.org.

If we've let you know we've done all we can to resolve your complaint and you're still not satisfied, or if your complaint has not been resolved within 8 weeks of first being raised, you can refer it to Ombudsman Services: Energy on **0330 440 1624** or at ombudsman-services.org/sector/energy. They are free and independent, and we are bound by their decision.

Our fuel mix

To see how we generate your electricity supply, and its environmental impact, visit shellenergy.co.uk/info/energy/fuel-mix.

Moving home?

Don't forget to let us know! We need the date of your move, your final meter readings and your forwarding address. Call us on **0330 094 5800**

Alternatively, use our web service at the below address:
shellenergy.co.uk/moving

**Shell**
ENERGY

Account number 6478537

Bill date 08 Aug 2023

Page 2 of 6

About your tariff

Information about your current tariff*. You can use it to compare to others we have available.

*if you have recently changed tariff your bill may be based on your previous tariff rates



Electricity

Tariff name: Flexible July 2023

Payment method: Pay on receipt of bill

Tariff end date: n/a

Exit fees*: n/a

* if you cancel more than 49 days before the tariff end date

Your tariff rates

Unit rate per kWh: 31.910p

Standing charge: 55.95p per day

Prices inclusive of VAT



Gas

Tariff name: Flexible July 2023

Payment method: Pay on receipt of bill

Tariff end date: n/a

Exit fees*: n/a

Unit rate per kWh: 8.013p

Standing charge: 34.34p per day

About your usage

We do not yet have enough information to show you a summary of your energy use for this bill period compared to the same period last year.

Any questions? Visit [shellenergy.co.uk](https://www.shellenergy.co.uk), email customer.service@shellenergy.co.uk, or call our customer service team on **0330 094 5800**.

**Shell**
ENERGY

Account number 6478537

Bill date 08 Aug 2023

Page 3 of 6

Cancelled bills

The following bills have been credited due to new information provided by you or your new/previous supplier if you have recently switched.

We have credited back any bills which cover the affected period.

We have then re-billed you taking into account the up to date information where applicable, which you can see on the following pages detailing your energy usage.

TOTAL		£101.92 CR
Date	Product	Amount
30 May 2023	Usage Charge - Gas	£29.00 CR
30 Jun 2023	Usage Charge - Gas	£57.85 CR
07 Jul 2023	Usage Charge - Gas	£10.22 CR
31 Jul 2023	VAT	£4.85 CR



**Shell**
ENERGY

Account number 6478537

Bill date 08 Aug 2023

Page 4 of 6

Your payments

TOTAL**£0.00**

No payments have been received since your last invoice.

The easiest way to pay is by Direct Debit, and you can learn more about all our alternative payment methods in the **Paying your bill** section or at [shellenergy.co.uk](https://www.shellenergy.co.uk).

DATE _____

bank giro credit

Cashier's stamp

Bank:	Barclays CHURCHILL PLACE BRANCH
Account:	Shell Energy Retail Limited
Paid in by:	
Ref No:	6478537

Notes £50
Notes £20
Notes £10
Notes £5
Coins £
50p
20p
Silver
Bronze

Total of cash

Cheques P.O.

FDML (020) 7265 0686

Items

Fee

Sorting Code Number

Account Number

20-00-00

53764680

78

£

Please do not write or mark below this line and do not fold this counterfoil

<6478537< 200000+ 53764680< 78 X

405-3/4

FDM\SHELL\GEN\RJ176\1\PR1\Rec\405Pg.5

0/1/1111/1100




Shell
ENERGY

Account number 6478537

Bill date 08 Aug 2023

Page 5 of 6

⚡ Electricity statement

Your total new electricity charges £39.28

Standing Charge Electricity 24 days x 53.29p per day £12.79

Usage charge single rate - electricity £24.62

Total supply charges £37.41
Plus VAT at 5% £1.87
**Electricity
supply number**

S	01	801	100
20	0002	0125	544

Loss of supply?

 Call 105 or
 0845 770 8090

Electricity readings for meter 22M0203613

Opening read date	Read type	Opening read	Closing read date	Read type	Closing read	kWh	rate (£)	price
07/07/23	S	2622.000	31/07/23	F	2703.000	81.000	0.30390	£24.62

Usage charge £24.62
Read types:

 C = Customer
 E = Estimate
 D = Deemed
 R = Routine
 S = Smart
 I = Initial
 F = Final

The Energy Price Guarantee has been applied to your bill. This will save a typical dual fuel household around £700 this Winter, based on what prices would have been under the October price cap. A Government-led review will be conducted to consider energy support after 31 March 2023.

**Shell**
ENERGY

Account number 6478537

Bill date 08 Aug 2023

Page 6 of 6

Gas statement**Your total new gas charges £145.18**

Standing Charge Gas	24 days	x 32.70p per day	£7.85
Usage charge - gas			£130.42

Total supply charges	£138.27
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Plus VAT at 5%	£6.91
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Gas Readings for Meter 0043370

Gas Meter Type - Imperial

Units are measured in 100's of cubic feet (ft³). To convert to m³ multiply by 2.83.

Opening read date	Read type	Opening read	Closing read date	Read type	Closing read	Units	m3
19/05/23	I	7100.0	31/05/23	E	7109.5	9.5	26.9
31/05/23	E	7109.5	01/07/23	E	7127.0	17.5	49.5
01/07/23	E	7127.0	31/07/23	F	7144.0	17.0	48.1

Total m3	124.5 m3
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How we calculate your gas charges**m3 to kWh conversion**

Date	m3	Correction factor	Calorific value	kWh	Rate (£)	Price
31/05/23	26.9	x 1.02264	x 39.7 ÷ 3.6 =	303.363	x 0.09915 =	£30.08
01/07/23	49.5	x 1.02264	x 39.7 ÷ 3.6 =	558.234	x 0.10560 =	£58.95
31/07/23	48.1	x 1.02264	x 39.7 ÷ 3.6 =	542.445	x 0.07631 =	£41.39

Total usage charges	= £130.42
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A correction factor of 1.02264 is applied to account for fluctuations in temperature and pressure of gas in the UK.

The Calorific value is the amount of energy released when gas is burnt. The quality of gas varies slightly every day so the average Calorific value for the bill period is used when calculating the number of kilowatt-hours used.

The Energy Price Guarantee has been applied to your bill. This will save a typical dual fuel household around £700 this Winter, based on what prices would have been under the October price cap. A Government-led review will be conducted to consider energy support after 31 March 2023.

Gas supply number
3910339101**Smell gas?**
Call 0800 111 999

Read types:
 C = Customer
 E = Estimate
 D = Deemed
 R = Routine
 S = Smart
 I = Initial
 F = Final

Gas Safe Register

Gas Safe Register replaced the CORGI gas register in Great Britain and Isle of Man. Always use a Gas Safe registered engineer to install, repair and service your gas appliances. Always ask to see their ID card. Be gas safe. For more information and to find and check an engineer go to

www.GasSafe
Register.co.uk
 or call
0800 408 5500.

