

As of June 2019.

TENANT FIND: Maximum 1 month's rent, (£500 inc VAT)

- Agree the market rent and find a tenant in accordance with the landlord's guidelines
- Advise on refurbishment, compliance with property laws and letting consents
- Market the property and advertise on relevant portals
- Carry out accompanied viewings
- Erect board outside property in accordance with Town and Country Planning Act 1990
- Advise on no-resident tax status and HMRC (if relevant)
- Carry out full referencing procedure
- Carry out full written and photographic inventory and schedule of condition
- Compile necessary documents to include tenancy agreements and guarantor agreements

- Collect and remit the initial months' rent & deposit
- Register deposit with the Deposit Protection Service (DPS)
- Deduct any pre-tenancy invoices
- Make any HMRC deduction and provide tenant with NRL8 (if relevant)
- Provide tenant with opening meter readings and advise of method of payment and landlord contact details
- Issue Vacating letter and instructions to move out when requested by landlord
- Carry out check out and report to landlord with potential deductions
- Release deposit or proportion of, based on any agreed deductions to tenants

Please see our additional fees list.

FULLY MANAGED: £474.00 (inc VAT) Set Up Fee + Maximum of 15 % (inc VAT) Monthly Management Commission

- Agree the market rent and find a tenant in accordance with the landlord's guidelines
- Advise on refurbishment, compliance with property laws and letting consents
- Market the property and advertise on relevant portals
- Carry out accompanied viewings
- Erect board outside property in accordance with Town and Country Planning Act 1990

- Deduct any pre-tenancy invoices
- Make any HMRC deduction and provide tenant with NRL8 (if relevant)
- Provide tenant with opening meter readings and advise of method of payment and out of hours contact details
- Pursue non-payment of rent and provide advice on rent arrears & deduct commission and other works
- Arrange routine repairs and instruct approved contractors
- Advise on no-resident tax status and HMRC (if relevant)
- Carry out full referencing procedure
- Carry out full written and photographic inventory and schedule of condition
- Compile necessary documents to include tenancy agreements and guarantor agreements
- Collect and remit the initial months' rent & deposit and the monthly rent thereafter
- Register deposit with the Deposit Protection Service (DPS)

- Organise for any safety certificates to be renewed/updated
- Carry out quarterly property inspections + notify landlord
- Hold keys throughout the tenancy
- Issue Vacating letter and instructions to move out when notice is received
- Carry out check out & coordinate any necessary works
- Release deposit or proportion of, based on any agreed deductions to tenants



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Complete Property are a member of Client Money Protection with UKALA (The UK Association of Letting Agents).





Fees to tenants

Applicable to all new assured short hold tenancies (ASTs) commencing on or after 1st June 2019.

Holding Deposit – capped at One weeks rent

This is usually £125 per property unless the rent is less than £500pcm

Paid by you to reserve the Property. This will only be retained by us if any relevant person (including any guarantor(s)) withdraw from the tenancy, fail a Rightto-Rent check, provide materially significant false or misleading information, or fail to sign their tenancy agreement (and/or Deed of Guarantee) within 15 calendar days.

Deposit - capped at 5 weeks rent where the annual rent is under £50,000 and 6 weeks rent where the annual rent is £50,000 or higher.

This will cover damages and defaults by the tenant as detailed in the AST during the tenancy.

Late payment of Rent

Interest will be charged at 3% above the Bank of England

Variation or changes to an existing tenancy agreement — £50 (inc. VAT) per change.

This charge will cover the costs associated with taking landlord's instructions as well as the preparation and execution of new legal documents. This also covers costs in 'change of sharer' situations and covers the landlords costs in securing a new sharing and associated legal requirements in processing that new sharers application.

Early Termination as requested by Tenant

Should you wish to leave the property before the end of your tenancy agreement, and should the landlord agree to this, then you will be liable to cover the landlord's costs of re-letting the property as well as any rent due under the terms of your tenancy agreement up until the point the replacement tenancy commences.

Utility Payments

Tenants will remain responsible, unless agreed otherwise, for all utility payments, TV licence and Council Tax accounts. Please refer to your AST for full information.

Base Rate from Rent Due date until paid in full. This will not be levied until the rent is more than 14 days in arrears with the interest calculated back from the first day of the arrears.

Lost Keys or security devices

Tenants are liable to the actual cost of replacing any lost key(s) or other security device(s). If the loss results in locks needing to be changed, the actual costs of a locksmith, new lock and replacement keys for the tenant, landlord any other persons requiring keys will be charged to the tenant.



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additional fees to landlords

TENANT FIND - ADDITIONAL OPTIONAL & NON OPTIONAL FEES AND CHARGES (inc VAT):

NON OPTIONAL

- Non-standard payment to landlord (cheque) £6.00
- Non-standard payment to landlord (non-UK bank account) £30.00
- Property Withdrawal/Cancellation Fee £300.00

OPTIONAL

- Property Inspections £36.00
- Rent Arrears & Late Payment Letters £36.00
- Service of Notices (to include sec 21) £54.00
- Rent Review Fee £54.00
- Tenancy Renewal Fee: £60.00
- Arbitrate/Adjudicate Deposit Disagreements

Rent Collection - ADDITIONAL OPTIONAL & NON OPTIONAL FEES AND CHARGES (inc VAT):

NON OPTIONAL

- Non-standard payment to landlord (cheque) £6.00
- Non-standard payment to landlord (non-UK bank account) £30.00
- Property Withdrawal/Cancellation Fee £300.00

OPTIONAL

- Property Inspections £36.00
- Tenancy Renewal Fee £60.00
- Arbitrate/Adjudicate Deposit Disagreements
 £36.00 per hour

FULLY MANAGED - ADDITIONAL

- £36.00 per hour
- Court Attendance Fee: £60.00 per hour

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AND CHARGES (inc VAT):

NON OPTIONAL

- Non-standard payment to landlord (cheque) £6.00
- Non-standard payment to landlord (non-UK bank account) £30.00
- Property Withdrawal/Cancellation Fee £300.00
- Dis-instruction Fee 3 x months commission as notice and release from contract







additional fees to landlords

These may be optional, if this isn't included as standard within the level of service you choose (incl) VAT:

Preparing Inventory/Schedule of Condition:	£90
Additional property Inspections:	£30
Administration of NRL tax returns:	£60 per annum
Maintenance Repair Limit (see clause 4.1):	£100
Administration of major works or refurbishment:	Agreed by separate negotiation based on scale of works
Energy Performance Certificate Admin Fee:	£90
Hourly rate for other work:	£30 per hour
Issuing Rent Increase notice:	£60
Issuing tenancy Renewal:	£60
Issuing a Section 21/6a notice:	£150

Check out:

Deposit dispute:

£90

Other costs may be applicable for other services outside our scope of works as outlined in our Terms of Business, by separate negotiation. Please speak to a member of the lettings team to find out more. These fees are applicable from 1st June 2019.

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