

## Landlord fees

### Letting service for the duration of the tenancy: 12%

- Finding and referencing a tenant
- Collect and remit initial months rent
- Agree collection of any shortfall and payment method
- Provide tenant with method of payment
- Deduct any pre-tenancy invoices
- Make any HMRC deduction and provide tenant with the NRL8 (if relevant)

### Letting and rent collection for the duration of the tenancy 13.2%

- Collect and remit initial months' rent received
- Agree collection of any shortfall and payment method
- Pursue non-payment of rent and provide advice on rent arrears actions
- Provide tenant with method of payment
- Deduct commission and other works
- Deduct any pre-tenancy invoices
- Make any HMRC deduction and provide tenant with the NRL8 (if relevant)

### Letting and fully managed service for the duration of the tenancy 19.2%

- Collect and remit the monthly rent received
- Pursue non-payment of rent and provide advice on rent arrears actions
- Deduct commission and other works
- Advise all relevant utility providers of charges
- Undertake two inspection visits per annum and notify landlord of the outcome
- Arrange routine repairs and instruct approved contractors (providing two quotes)
- Hold keys throughout the tenancy term
- Negotiate the return of the deposit in line with TDS regulations

Cluttons LLP is a member of The Property Ombudsman Services Limited: Property redress scheme for dealing with complaints.

The Property Ombudsman  
Milford House, 43-55 Milford Street  
Salisbury, Wiltshire, SP1 2BP  
T: 01722 333 306  
admin@tpos.co.uk  
www.tpos.co.uk

Cluttons LLP is a firm regulated by the Royal Institution of Chartered Surveyors (RICS) and our annual regulatory review fee covers the Clients' Money Protection Scheme.

### Additional non-optional fees and charges (irrespective of level of service):

#### Setup Fee: £250 (inc VAT)

- Agree the market rent and find a tenant in accordance with the landlord guidelines;
- Advise on refurbishment
- Provide guidance on compliance with statutory provisions and letting consents Carry out accompanied viewings (as appropriate)
- Market the property and advertise on relevant portals
- Erect board outside property in accordance with Town and Country Planning Act 1990 Advise on non-resident tax status and HMRC (if relevant)

#### Inventory Fee, check in and check out

Dependent on the number of bedrooms and/or size of the property and outbuildings. £200-£500.

#### Reference Fees: £85 per tenant (inc VAT)

Instruct Letref to carry out a reference check per tenant to include current and previous landlords, employer, accountant (if necessary), character referee, carry out a credit and electoral roll check, passport check (if requested) and will always carry out a pre-ID/Visa document check to assist with the Right to Rent Check.

#### Professional Clean

To arrange a professional pre-tenancy clean. Depending upon size of property, furnishing and level of clean, prices can range from £200-£800 (inc VAT).

#### Change of sharer administration fee: £250 (inc VAT)

Should the landlord wish to grant a change of tenant during a fixed term tenancy (including at renewal stage) the administration fee plus reference fee per tenant will be payable.

#### Deposit Registration Fee: £85 (inc VAT)

Register landlord and tenant details and protect the security deposit with a Government-authorized Scheme Provide the tenant(s) with the Deposit Certificate and Prescribed Information within 30 days of start of tenancy.

#### Additional property visits: £96 (inc VAT) per hour plus travel expenses

To attend for specific requests such as neighbour disputes; more visits are required to monitor the tenancy; or any maintenance linked visit.

#### Submission of non-resident landlords receipts to HMRC: £360 (inc VAT) per annum

To remit and balance the financial return to HMRC quarterly – and respond to any specific query relating to the return from the landlord or HMRC.

#### Rent Review Fee: Included in annual letting fee

- Review rent in accordance with current prevailing market condition and advise the landlord
- Negotiate with tenant
- Direct tenant to make payment change as appropriate
- Update the tenancy agreement
- Serve Section 13 Notice if tenancy is on a rolling monthly basis

#### Renewal Fee: £200 (inc VAT)

Contract negotiation, amending and updating terms and arranging a further tenancy and agreement.

#### Court Attendance:

£300 (inc VAT) per hour – partner level,  
£200 (inc VAT) per hour – associate level

Letting and renewal service for Tenancies of 3 months or less	24% of the rent plus VAT minimum fee £600.00
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Management only service	7.2% of the rent
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Management services when instructed to let only	£175.00 per hour inc VAT
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Administration fee – abortive deals/ reimbursement of advertising charges	£250.00 inc VAT
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Vacant management	£1000.00 per quarter (or part thereof) payable in advance plus a working fund of £500.00
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Management take over	£500 including VAT initial appraisal fee and 7.2% of the rent
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Decorating, refurbishment and major works service	18% of the cost of works over £5,000
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Courier charges	At cost
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Purchasing items on behalf of the Landlord	£96.00 per hour plus travel expenses
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Insurance claims	12% of the total claim cost
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Obtaining consents	£60.00 per application inc VAT
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Negotiating dilapidations at the end of the Tenancy (for Landlords who have opted for the letting or rent collection service)	£200.00 per hour inc VAT
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Service of a Section 21 or Section 13 Notice on non-managed Properties	£100.00 inc VAT each
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Administrative charge for key cutting etc.	£75.00 per hour inc VAT
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Key holding service for non-managed Properties	£150.00 per annum inc VAT
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Assistance with a claim to recover damages through the dispute service	£200.00 per hour inc VAT
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