

# CONTRACT-HOLDER FINDING SERVICES

**Our Contract-holder introduction services are aimed at the experienced Landlord who is licensed with the licensing authority “Rent Smart Wales” with a good knowledge of letting legislation relating to rental property, and has the time to deal with legal notices, legislation and legal matters, and with Contract-holders directly over maintenance issues.**

## Let Only-Contract-holder (Tenant) Introduction

In providing this service to you, we will (Terms and Conditions apply)

1. Carry out a free current market appraisal of your rental property at the initial point of instruction.
2. Include your property details on websites.
3. Arrange viewings between you and the prospective Contract-holder to view your property using the latest bespoke IT software.
4. Give you any feedback we receive from the prospective Contract-holder after they have viewed your property.
5. Communicate any offers received in writing to you and negotiate terms of the offer on your behalf with the applicant(s).
6. We will check all prospective Contract-holder's I.D of 18 years or over.
7. Collect a holding deposit of one week's rent from the prospective Contract-holder
8. Carry out a credit check on all prospective tenant(s) 18 years old or older.
9. Request (if appropriate) a landlord's reference on each prospective Contract-holder where appropriate.
10. Request (if appropriate) an employer's reference or accountant's reference of each prospective Contract-holder of 18 years of age or older, where appropriate.
11. Collect the first month's rent and the deposit on your behalf and make payment to you after completion. Preparing a Periodic Standard Occupation Contract necessary for the Private landlord to gain protection of the relevant rent and housing Acts.
12. Optional additional referencing of a guarantor (additional cost).
13. Arrange a check-in day and time between the you and your Contract-holder.
14. If requested by you in writing, we will arrange for an Inventory at an agreed cost to you.

## Let Only Plus-Contract-holder (Tenant) Introduction

**In providing this service to you, in addition to the ‘Let Only’ above we will;** (Terms and Conditions apply)

15. Arrange accompanied viewings of your property using the latest I.T. software. (Please note accompanied viewings means that a member of the management team or senior lettings negotiator will meet the prospective Contract-holder at your property, we do not give keys to prospective Contract-holder to view the property unaccompanied.

## Rent Collection Service

**In providing this service to you, in addition to the ‘Let Only Plus’ services above we will;** (Terms and Conditions apply)

16. Set up a standing order mandate for the payment of rent from the Contract-holder each month to The Home Rental Company.
17. Advise on, demand and account to you for the rent for the duration of the Contract-holder and pay the appropriate net amount into your nominated bank account once it has cleared our account.
18. Chase overdue rent payments in writing, email and telephone calls to the Contract-holder and guarantors (if any).
19. Email you a rent account statement each time funds are transferred to your nominated account.

- Information is correct at time of printing but can be changed at any time without notice.

# PROPERTY MANAGEMENT SERVICE

**Our Property management service is designed for unlicensed and licensed Landlords and property owners of properties registered with “Rent Smart Wales” wishing to let out their Property and have their property managed by a licensed agent.**

**In providing this service, in addition to the Let only, Let Only Plus’ and the Rent Collection service we will:** (Terms and Conditions apply)

27. Protect and register the deposit under the terms of the Tenancy in a Government Deposit Scheme as agents.
28. Notify the relevant local authority of the change of occupancy.
29. Arranging with service companies (principally electricity gas & water, not telephone or internet services) for meter readings and advising them of the transfer of service contracts to the Contract-holder at the beginning of each Occupation Contract, so you are compliant of the (Non-owners Occupiers) Regulations 2014 with Welsh Water.
30. Organise for a landlord's gas safety inspection and certificate when the property has a Contract-holder living in the dwelling.
31. The Contract-holder will be ‘checked in’ to the property by a check-in clerk with keys, on commencement of the occupation contract. The Contract-holder will be served with documents and notices as required by the Renting Home (Wales) Act 2016, at a cost to you
32. Visit the property periodically and submit a report to you on of the condition of the dwelling.
33. Carry out a rent review
33. At your cost, carry out any repairs, servicing or maintenance of the dwelling.
34. Act on your instructions to vary the terms of any occupation contract, or to grant a sub occupation contract or substitute contract, and in your absence, and where you have authorised us to do so, to act as your attorney, to negotiate the terms of and sign an appropriate occupation contract.
35. Prepare a yearly tax report for your records if requested.
36. Arrange and attend a check-out inspection of the property at the end of the occupation contract, at a cost to you.

Fees: (VAT at the current rate of 20.00%)

**LET ONLY; 65% of the 1<sup>st</sup> Months’ rent plus VAT (minimum of £475.00 plus VAT applies / £570.00 including VAT).**

**LET ONLY PLUS Service; 95% of the 1<sup>st</sup> month’s rent plus VAT (minimum of £475.00 plus VAT applies / £570.00 including VAT).**

**RENT COLLECTION SERVICE;** (includes “LET ONLY PLUS service)

**7.5% per month of the Rent plus VAT, plus LET ONLY PLUS fee 55% of the first month’s rent plus Vat) (minimum of £320.00 plus VAT applies / £384.00 including VAT).**

**MANAGED SERVICE INCLUDES** (includes ‘LET ONLY PLUS’ and ‘RENT COLLECTION services’)

**12.5% per month of the Rent plus VAT, plus a LET ONLY PLUS fee 55% of the first month’s rent plus Vat (minimum of £320.00 plus VAT applies / £384.00 including VAT).**

1; If at any time during the Contract-holder occupancy, You wish to transfer the RENT COLLECTION or MANAGEMENT OF YOUR PROPERTY to either you or any other party; this shall be on the basis of a fee being payable to the agent equivalent to six months’ worth of the property management service fees. You will need to give the agent two months’ written notice.

2; The minimum monthly fee payable is **£40.00 plus VAT / £48.00 including VAT**. In all instances fees remain payable for the entire duration of the tenants’ occupation, even if the tenant fails to pay the contacted rent, this fee applies to the RENT COLLECTION and PROPERTY MANAGEMENT SERVICE.

**The following services are included in our Property Management Service**

Deposit Protection in a Government authorised scheme	<b>included</b>
Serving the prescribed information	<b>included</b>
Monthly Rent account statements emailed	<b>included</b>
Rent payments will be made to You by BACS	<b>included</b>
Periodic condition check visits	<b>included</b>
Periodic condition check reports	<b>included</b>
Key holding service	<b>included</b>
Inform the local authority of the change of occupation of the property	<b>included</b>
Out of hours tenants’ emergency telephone service	<b>included</b>

Each time a contractor on our panel is instructed to go ahead with works up to the value of **£150.00**, we will levy an administration fee of **£10.00 plus VAT / £12.00 including VAT**, or if a particular contractor requested by you is instructed to go ahead with works, we will levy an administration fee of **£15.00 plus VAT / £18.00 including VAT**.

Each time a contractor on our panel is instructed to go ahead with works in excess of **£150.00**, an administration fee of **10% plus VAT** of the total cost of any work, but subject to a minimum fee of **£20.00 plus VAT / £24.00 including VAT** is charged for arranging the work. The administration fee does not include any visits to your property.

Check-in fee: **10.00% of first one month's rent plus VAT**. We will arrange to meet with the Contract-holder at your property and ‘check in’ the Contract-holder. Take meter readings of services and inform the service companies of meter readings and check any smoke/fire or CO alarms are operational, and log accordingly.

Check-out fee: **10.00% of one month's rent plus VAT**; We will arrange to take meter readings of services and inform the service companies of meter readings.

We ask that landlords have their post redirected with Royal Mail prior to vacating the property. If it is not carried out and the tenants forward the post to our office, and we in turn have to forward the post to you, we will deduct an administration fee of **£1.00 plus VAT / £1.20 including VAT** for UK addresses and **£2.00 plus VAT / £2.40 including VAT** for overseas addresses per letter from the rent or other funds received.

## **Individual Service Charges,**

**Marketing of your property £250.00 plus VAT / £300.00 including VAT;**

We will draw up the property description, upload and display your property details on websites.

Please note; Marketing of your property does not include finding a Contract-holder or drawing up a occupation contract, any referencing or collection of the 1<sup>st</sup> month's rent, deposit, or any other monies.

**Written statement of a periodic standard occupation contract: £200.00 plus VAT / £240.00 including VAT.**

Landlord finds their own tenants; Preparing the Periodic Standard Occupation Contract necessary for the Landlord to gain protection of the relevant Rent and Housing Acts.

Please note; The cost of the Written statement of the Periodic Standard Occupation Contract is where a landlord does not require any advertising and/or marketing of the property, referencing of tenants or collecting the 1<sup>st</sup> month's rent, deposit, or any other monies,

**Written statement of the Periodic Standard Occupation Contract and referencing; £300.00 plus VAT / £360.00 including VAT;** (a maximum of 2 tenants 18 years of age and over)

Landlord finds their own tenants. We will check all prospective Contract-holder's I.D of 18 years of age or over. Collect a holding deposit of one week's rent from the prospective Contract-holders Carry out a credit check on all prospective Contract-holder 18 years of age or over. Apply for a landlord's reference on each prospective Contract-holder where appropriate. Apply for an employer's reference or accountant's reference of each prospective Contract-holder 18 years of age or older, where appropriate. Collect the first month's rent and the deposit on your behalf and make payment to you after completion. Preparing the written statement of the Periodic Standard Occupation Contract necessary for the landlord to gain protection of the relevant Rent and Housing Acts.

Please note for the Written statement of the Periodic Standard Occupation Contract **and references** there is a maximum of 2 applicants, 18 years of age or over, each additional tenant **£30.00 plus VAT / £36.00 including VAT**, this service does not include marketing of your property or introduction of an applicant to you.

Guarantor agreement; **£50.00 plus VAT / £60.00 including VAT.** Drawing up a Guarantor agreement.

Guarantor referencing: **£30.00 plus VAT / £36.00 including VAT.**

Accompanied viewings to your property; **£20.00 plus VAT / £24.00 including VAT** per hour or part thereof.

Travel to viewings at your property; **£1.00 plus VAT / £1.20 including VAT** per mile from and returning to lettings office.

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