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 The Property Ombudsman



www.robinsonreade.co.uk

Landlord Fees

General Fees (applicable to all services)

Inventory and Accompanied Check In Fee

Charged according to size of property and furnishing as per table below:-

Job Type	1 Bed	2 Bed	3 bed	4 Bed	5 Bed	6+ Beds
Furnished	£93.00	£102.00	£117.00	£132.00	£147.00	POA
Unfurnished	£78.00	£87.00	£102.00	£117.00	£132.00	POA

This fee includes:-

- Instructing a third party to prepare an inventory and schedule of condition for the property
- Preparing relevant paperwork for the check in appointment
- Accompanying the tenants to the property at the start of the tenancy to confirm the inventory
- Taking meter readings and passing readings and tenant details to utility companies where possible

Check Out Fee

Charged according to size of property and furnishing as per table below. Please see individual service type for description of what is included in this fee as it differs according to service type.

Job Type	1 Bed	2 Bed	3 bed	4 Bed	5 Bed	6 + Bed
Furnished	£42.00	£48.00	£54.00	£66.00	£78.00	POA
Unfurnished	£36.00	£42.00	£48.00	£54.00	£66.00	POA

Additional Property Visits £42.00

To attend for specific requests such as periodic inspections, neighbour disputes; more visits required to monitor the tenancy; or any maintenance-linked visit

Tenancy Renewal Fee £90.00

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

Energy Performance Certificate £90.00

To instruct a third party to supply the Energy Performance Certificate (this includes the cost of the certificate itself)

Arrangement Fee £18.00

To organise third party services on your behalf including, but not exclusively, gas safety records, legionella risk assessments, electrical testing, cleaning, decorating.

Landlord Not Proceeding: Charged at cost. Not more than the initial set up fee plus the inventory and check in fee and any third party costs incurred.

Insurance Claim Handling: 12% of the value of any insurance claim (minimum fee £60)

To administer or deal with insurance claims on behalf of the Landlord is recoverable.

Security deposit disputes: 12% of the disputed amount (minimum fee £42.00)

To deal with deposit disputes using the Deposit Protection Services single claim process or alternative dispute resolution service.

Non Resident Landlord Annual Fee: £90.00 per tax year.

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

Rent Review Fee £60

Review rent in accordance with current prevailing market condition and advise the landlord

Negotiate with tenant

Serve Section 13 Notice if tenancy is on a rolling monthly basis

Direct tenant to make payment change as appropriate

Update the tenancy agreement

Use of a Tenancy Deposit Scheme other than The Deposit Protection Service: £42.00 To amend all our standard paperwork to reflect the different deposit scheme used.

Commission for Sale of the Property: 1.2% of the sale price including fixtures and fittings where the property is sold to a tenant of an associate of the tenant.

Introducing the landlord to a buyer for the property.

Cancellation Fee: £90.00

This fee is applicable when the Landlord gives notice to cancel the agreement between the agent and the landlord and will cover the cost of transferring the security deposit and the file to the Landlord

Court Attendance £42 for the first hour and £30 for each hour or part thereafter

To cover the time spent whilst attending court on a landlord's behalf.

If you have any questions please ask a member of our Lettings Team

Landlord Fees

Initial Set Up Fee

Charged according to service type please see tenancy type specific fees below.

This fee includes the following for all services:-

- Agree the market rent and find a tenant in accordance with the landlord guidelines;
- Advise on refurbishment and any updates required
- Provide guidance on compliance with statutory provisions and letting consents
- Prepare particulars of the property
- 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)
- Carry out accompanied viewings
- Prepare the tenancy agreement
- Collect the first rent payment, make any HMRC deduction and provide tenant with the NRL8 (if relevant), deduct any pre-tenancy invoices and pay contractors, pay remaining rent to landlord
- Collect the security deposit and pay to the Deposit Protection Service (please note additional fees apply where the Landlord uses an alternative scheme)

Fees specific to Our Tenant Find Only Service

Initial Set Up Fee 72% of the rent collected at the start of the tenancy.

(for description of what this includes please see our General Fees Display above)

Check Out Fee

Charged according to size of property and furnishing as per table shown in General Fees Display

This fee includes:-

- Instructing a third party to meet the tenants at the property on the last day of the tenancy to produce a check out report (including taking meter readings)
- Forwarding the report to the landlord and the tenant
- Passing meter readings and tenant contact details to utility companies (where possible)
- Releasing the security deposit via the Deposit Protection Service upon instruction from the landlord

This fee does NOT include:-

Agreeing deductions from the deposit with the tenant

Dealing with a 'single claim' or 'dispute' (ie the use of the DPS's Alternative Dispute Resolution Service – please see additional fee in the general fees section)

Fees specific to Our Rent Collection Service

Initial Set Up Fee 60% of the first month's rent collected at the start of the tenancy.

(for description of what this includes please see our General Fees Display above)

Monthly Commission

8% of rent collected

Collect and remit the monthly rent (less commission)

Pursue non payment of rent and provide advice on rent arrears actions

Check Out Fee

Charged according to size of property and furnishing as per table shown in General Fees Display:-

This fee includes:-

- Instructing a third party to meet the tenants at the property on the last day of the tenancy to produce a check out report (including taking meter readings)
- Forwarding the report to the landlord and the tenant
- Passing meter readings and tenant contact details to utility companies (where possible)
- Releasing the security deposit via the Deposit Protection Service upon instruction from the landlord

This fee does NOT include:-

Agreeing deductions from the deposit with the tenant

Dealing with a 'single claim' or 'dispute' (ie the use of the DPS's Alternative Dispute Resolution Service – please see additional fee in the general fees section)

Fees specific to Our Fully Managed Service

Initial Set Up Fee 60% of the first month's rent collected at the start of the tenancy

(for description of what this includes please see our General Fees Display above)

Monthly Commission

12% of rent collected

- Collect and remit the monthly rent (less commission)
- Pursue non payment of rent and provide advice on rent arrears actions
- Undertake regular inspection visits and notify landlord of outcome
- Hold a maintenance float and arrange routine repairs via approved contractors
- Hold keys through the tenancy term
- Liaise between landlord and tenant throughout the tenancy term
- Ensure, as far as possible, that the tenant complies with the terms of the tenancy

Check Out Fee

Charged according to size of property and furnishing as per table shown in General Fees Display

This fee includes:-

- Instructing a third party to meet the tenants at the property on the last day of the tenancy to produce a check out report (including taking meter readings)
- Forwarding the report to the landlord and the tenant
- Passing meter readings and tenant contact details to utility companies (where possible)
- Liaising between landlord and tenant to agree the release of the deposit less any deductions
- Releasing the security deposit via the Deposit Protection Service upon instruction from the landlord

This fee does NOT include:-

Dealing with a 'single claim' or 'dispute' (ie the use of the DPS's Alternative Dispute Resolution Service – please see additional fee in the general fees section)

All fees are inclusive of VAT at 20%

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