

# **Tenant & Landlord Fees 2016**

GB UK Services Limited t/a

North East Letting / iMove North East

Watson & Jackson Estate Agents / Prima Management

If you have any questions regarding our fees please ask a member of staff or call us on 0191 215 4560.

## Fees before you move in

### Tenancy Administration Fee

**60% of the first months rent inc VAT or £400 (inc VAT) whichever is greater.**

This fee is payable when you wish to reserve a property and make an application to rent. This fee covers the referencing and credit checking for all applicants which includes contacting employers and landlords to obtain references, identification, immigration and visa confirmation, the creation of the tenancy agreements, contract negotiation, comprehensive check-in pack, providing utility suppliers details, arranging and conducting the check-in/move-in, setting up the standing order mandate or direct debit and any other administration required in setting up the tenancy on behalf of the applicants. This fee covers two tenants application.

### Tenancy Administration Fee for properties rented on the Halls Estate Gosforth.

**60% of the first months rent inc VAT or £400 (inc VAT) whichever is greater.**

This fee is payable when you wish to reserve a property and make an application to rent. This fee covers the referencing and credit checking for all applicants which includes contacting employers and landlords to obtain references, identification, immigration and visa confirmation, the creation of the tenancy agreements, contract negotiation, comprehensive check-in pack, providing utility suppliers details, arranging and conducting the check-in/move-in, setting up the standing order mandate or direct debit and any other administration required in setting up the tenancy on behalf of the applicants. This fee covers two tenants application.

### Tenancy Renewal Fee and Bond Registration Fee for properties rented on the Halls Estate Gosforth only (*please see 'Fees payable during the tenancy if the agency manages the property' below for full details of fees and charges relating to managed properties*)

**£72 inc VAT to renew the tenancy and £60 inc VAT to re-register the bond**

Contract negotiation, amending and updating your tenancy agreement during your tenancy. Re-registering your bond with the deposit protection scheme. The landlord will re-register your bond and not the agency.

### Additional Tenants

**£80 (inc VAT) per person**

Processing the application, associated paperwork and referencing.

### Guarantors

**£80 (inc VAT) per person**

Covering credit referencing and preparing the Guarantor Agreement as part of the Tenancy Agreement.

### Pet Bond

**Returnable additional security deposit of £150 per pet**

To cover the added risk of property damage. This will be protected with your security deposit in a Government authorised scheme and may be returned at the end of the tenancy.

### Making a Payment by Debit Card

**£5.00 (inc VAT) per payment**

This fee covers the administration involved in taking a debit card payment and the charges imposed on the Agent by the Merchant provider.

### Making a Payment by Credit Card

**5% (inc VAT) of the total payment made, per payment**

This fee covers the administration involved in taking a credit card payment and the charges imposed on the Agent by the Merchant provider.

## **Fees payable during the tenancy if the agency manages the property**

### **Renewal Fee (tenant's share)**

**£120 (inc VAT) per tenancy/property**

Contract negotiation, amending and updating your tenancy agreement during your tenancy.

### **Tenancy Amendment or Change to the Agreement**

**£120 (inc VAT) per tenancy/property every time a change is requested**

To cover the administration involved in making the requested changes, negotiations between the Tenant and Landlord, issuing new tenancy agreements.

### **Change to a Rent Payment Due Date**

**£54 (inc VAT) per tenancy/property every time a change is requested**

To cover the administration involved in making the requested changes, making changes to the standing order or direct debit and advising the landlord of the requested change.

### **Pet Request During the Tenancy**

**Returnable additional security deposit of £150 per pet and an administration fee of £72 (inc VAT)**

To cover the added risk of property damage. This will be protected with your security deposit in a Government authorised scheme and may be returned at the end of the tenancy. The administration fee covers the administration involved in setting up the pet contract, issuing the documents, registering the additional bond and negotiation between the Tenant and Landlord. The Landlord may not agree to a pet during a tenancy.

### **Missed Maintenance Appointments**

Should a contractor not gain access to the property after an agreement has been reached with the Tenant or their representative a call out charge may be levied by the contractor and this charge would be passed to the Tenant to pay in full. It is not possible to provide an exact cost as this would depend on the nature of the maintenance and the charges made by the contractor. As a guide we would estimate the charge would be no more than £120 (inc VAT).

### **Maintenance User Faults**

Where a tenant requests maintenance and the issue is deemed to be a user fault or no fault is found the Tenant will be responsible for the charge made by the contractor. It is not possible to provide an exact cost as this would depend on the nature of the maintenance and the charges made by the contractor.

### **Late Payment Fee / Unpaid Rent / Returned Payments**

**£42 (inc VAT) per incident.**

This fee covers the administration involved with contacting the Tenant and Landlord to resolve the issue, office resources used and any potential visits to the property.

### **Late Letter Fee**

**£12 (inc VAT)**

If a letter is issued to advise of non payment of rent a fee will be charged to cover the administration involved and office resources used.

### **Property Visit**

**£24 (inc VAT) per visit**

This fee covers the time and costs associated in arranging for a member of staff to visit the property to deal with rent arrears.

**Direct Debit Cancellation****£12 (inc VAT) per cancellation**

Every time a direct debit is cancelled a charge will be made. This fee covers the administration involved in contacting the Tenant to resolve the issue, updating the Landlord and the fees and penalties imposed on the Agent by the Direct Debit provider.

**Making a Rent Payment by Debit Card****£5.00 (inc VAT) per payment**

This fee covers the administration involved in taking a debit card payment and the charges imposed on the Agent by the Merchant provider.

**Making a Rent Payment by Credit Card****5% (inc VAT) of the total payment made, per payment**

This fee covers the administration involved in taking a debit card payment and the charges imposed on the Agent by the Merchant provider.

**Missed Property Inspection****£45.00 (inc VAT) per missed appointment**

This fee covers the administration involved in re-arranging the inspection, updating the Landlord and the member of staffs time in attending the new appointment.

**Ending The Fixed Term Tenancy Early****One full months rent + VAT**

Should the landlord agree to release a Tenant from a fixed term tenancy agreement the existing Tenant would be expected to cover the full costs incurred by the Landlord in the Agency finding a new tenant. This charge would be one months rent plus VAT. The fee covers all marketing costs, the erection of a to-let board, accompanied viewings, feedback calls to tenants following a viewing, updating the landlord digitally and by telephone, negotiating a new tenancy term and rent charge and any other special terms stated by the new tenant and any other administration required in letting the property for the landlord. We cannot provide an exact cost as this would depend on the rent payable per property.

**Labour Rate for End of Tenancy Issues****£50 (inc VAT) payable per property**

This fee is payable if the Agency engages in work to arrange contractors to attend the property and make good any issues created by the Tenant which has resulted in the property not being returned in the same condition/standard as at the start of the tenancy.

**Pre-Payment Meters****£60 (inc VAT) to cover administration costs**

Should the Tenant leave the property with Pre-Pay electricity and/or gas meters where they were not installed at the start of tenancy the Agent will arrange to have these changed back to standard meters. The fee covers the administration and time taken by the Agent to deal with the utility company and attending the property to allow access for the change to be made. The tenant will also be required to pay any outstanding debt found on the meters; this will usually be requested from the Tenants bond.

**Future Landlord Reference Fee****£25 (inc VAT) per person, per reference provided**

Collating information and preparing a reference for a future landlord or letting agent.

**Tenant Check-out Fee (tenant's share)**

**£150 (inc VAT) per property**

Attending the property to undertake an updated schedule of condition based on the original inventory and negotiating the repayment of the security deposit(s).

## Landlord Fees & Charges

### **Tenant Find Fee for Landlord (Landlords share)**

**60% (inc VAT) of the first month's rent plus VAT or £480 (inc VAT) whichever is greater. Per property.**

This fee covers the marketing of the property, accompanied viewings, the creation of the tenancy paperwork, credit and reference checks, checking the tenant into the property, collecting meter readings.

### **Property Management Fee for the Landlord**

**14.4% (inc VAT) per month, minimum fee £66 (inc VAT) per property**

Centralised professional property management from our dedicated property management office dealing with all day-to-day issues. Registering the tenants bond in a government approved tenancy deposit scheme. Collecting rent and paying to you monthly less any fees or expenses due or incurred for the period. Payments will be made by direct bank transfer and a detailed rent statement will be forwarded to you via email or post. Arranging with service companies (e.g...gas, electric, water etc..) for meter readings and advising them of the transfer of service contracts to the tenant at the beginning of each tenancy. Property inspections carried out at intervals of your choice. 24 Hour contact for tenants to report maintenance or emergencies and deal with account queries. Co-ordination of repairs and maintenance including arranging for tradesmen to attend the property and obtaining estimates where necessary and settling accounts from rent received. Emergency key holding service for all managed properties. Arranging annual gas safety test and certificate. Ensuring rents are paid in full and on time, should rent not be received our dedicated rent arrears team will take swift action to resolve any issues. We ensure the property is receiving market rent by conducting regular rent reviews. Negotiating tenancy renewals and issuing new fully compliant tenancy agreements. Making payments on behalf of the Landlord from rents received for costs in managing the property, e.g. service charge, ground rent etc. Conducting a full property inspection and inventory check at the end of the tenancy and dealing with matters relating to wear and tear or damage before releasing the tenants deposit.

### **Property Management Plus Fee for the Landlord**

**18% (inc VAT) per month, minimum fee £84 (inc VAT), initial set up fee £120 (inc VAT) per property**

All services as stated in the Property Management service shown above. In addition, the agency will supply full rent guarantee with no excess and legal expense cover (relating to non-payment of rent).

### **Tenancy Renewal Landlords Share**

**£180 (inc VAT) per tenancy/property**

Contract negotiation, amending and updating the tenancy agreement during the tenancy.

GB UK Services Limited trading as iMove North East, Watson & Jackson and North East Letting subscribes to the Property Ombudsman redress scheme. Registration number D03156. GB UK Services Limited trading as iMove North East, Watson & Jackson and North East Letting uses the DPS - Deposit Protection Scheme to safeguard all tenants' deposits. GB UK Services Limited trading as iMove North East, Watson & Jackson and North East Letting does not subscribe to a client protection scheme.