

Tenant & Landlord Fees

United Lettings Group Ltd t/a

North East Letting / North East Rentals / North East Housing &
Prima Management

If you have any questions regarding our fees please ask a member of staff
or call us on 0191 215 4580.

Fees before you move in

Tenancy Administration Fee

£150 (inc VAT) per person

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.

Guarantors

£100 (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.

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.

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.

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.

Part Management Fee for the Landlord

10.8% (inc VAT) per month

Collect the monthly rent, Deal with any arrears, Take calls and emails from your tenant, Tenancy renewals, Gas test reminders, Property inspection reminders, Detailed monthly account statements, Rent paid direct to your account, Access to our legal services team

Tenancy Renewal Landlords Share

£180 (inc VAT) per tenancy/property

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

United Lettings Group Ltd subscribes to the Property Ombudsman redress scheme Member Number T01899. United Lettings Group Ltd uses the DPS - Deposit Protection Scheme to safeguard all tenants' deposits. United Lettings Group Ltd is a member of Client Money Protect for client money protection, membership number CMP003073