

TERMS OF BUSINESS
RENT COLLECTION & COMPLIANCE SERVICE



southernbrook

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This Agreement is made between the Landlord of the Property (as named at the end of this Agreement) and Southernbrook (Registered Address: TML House, 1A The Anchorage, Gosport, PO12 1LY) who agree to act as sole agent for the Landlord for letting the property and are hereinafter referred to as "the Agent". The purpose of this document is to set out clearly and concisely the extent of the letting and management service offered and the scale of fees charged.

The terms of the Agreement set out in this document will constitute a binding legal contract. If you are unsure of your obligations under this Agreement, then you are advised to take independent legal advice before signing. This Agreement is set out to comply with the requirements of the Provision of Services Regulations 2009 SI 2999.

RENT COLLECTION & COMPLIANCE SERVICE Southernbrook Lettings provides a property management service to owners wishing to let out their property. The standard fee for the rent collection service is taken as a percentage of the gross rents due for the period of the tenancy.

The Rent Collection & Compliance Service includes:

1. Advising as to the likely rental income.
2. Advertising and generally marketing the Property.
3. Interviewing prospective tenants and conducting viewings. Upon application to rent the property the Agent will, if requested by the Landlord take up full references. This may be carried out by the agent or through a third-party referencing company. Where necessary, additional security would be requested by means of a guarantor.
4. Carry out initial right to rent checks in accordance with the Immigration Act 2014
5. Providing a suitable tenancy agreement for the Property
6. Taking a deposit from the Tenant, dealing with this deposit under the requirements of the agents chosen deposit protection scheme until the end of the tenancy when the Property and contents have been checked.
7. Collecting the Rent as per the terms of the Tenancy and paying over to the Landlord (normally within 5 working days of receipt) 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 emailed or posted to the Landlord.
8. Making payments on behalf of the Landlord from rents received for costs incurred during the tenancy.

All items and other expenses will be charged according to the scale of fees at the end of this agreement.

1. GENERAL AUTHORITY:

The Landlord confirms that they are the sole or joint owner of the Property and has the right to rent out the Property under the terms of the mortgage or head lease. Where necessary, the Landlord confirms that permission to let has been granted by the mortgagee and the freeholder or head leaseholder, and that the Landlord agrees to comply with any mortgage or headlease conditions. Where the Property is subject to a mortgage or headlease, the Landlord shall supply the Agent with details of any headlease or mortgage conditions that may affect the letting of the Property.

The Landlord and the Agent confirm to each other that they are not banned from letting or managing property and that their details have not been added to a rogue landlord or rogue agent database. Should either party become subject to a banning order or their details appear on a rogue landlord or rogue agent database after commencement of this Agreement then that party must inform the other immediately.

The Landlord confirms that they are not restricted from letting or marketing the Property for any reason under the relevant Housing and other Acts, including but not limited to as a result of serving a Section 8 notice on a tenant (for example, where the landlord planned to sell the Property and the Property is still within the restricted re-letting period). Where the Landlord is restricted from letting or marketing the Property and fails to inform the Agent the Landlord will be responsible for any financial or civil penalties or reasonable costs incurred by the Agent as a result of marketing the Property within the restricted period.

The Landlord and the Agent are required to comply with laws and regulations in England when letting property. The Agent may require information, including identification documents, from the Landlord to assist with compliance. The Landlord agrees to provide such information to the Agent within three working days of such request, time being of the essence, in relation to current laws and regulations and to those that come into force during this Agreement. Where the Landlord fails to comply with the requirements, fails to provide required information, or provides false or misleading information, the Landlord will be responsible for the Agent's reasonable costs incurred as a result of the Landlord's non-compliance in accordance with Clauses 3.2 and 3.5. Should the Landlord require the Agent to ensure compliance with laws and regulations on the Landlord's behalf then such instruction must be agreed in writing and the Landlord agrees to pay the Agent's reasonable costs to be charged at the hourly rate set out above in accordance with Clause 3.6.

The Landlord authorises the Agent to carry out the various usual duties of property management including those listed in items 1-13 of the Standard Management Service – detailed previously. The Landlord also agrees that the Agent may take and

hold deposits and comply with the requirements of any tenancy deposit scheme that may apply to that deposit. It is declared that the Agent may earn and retain commissions on insurance policies and other services provided. The Agent declares that fees may be charged to the Landlord for ancillary services and that such fees will include a profit element to cover the Agent's administrative and business costs.

1.1. REFERENCING:

Upon request from the Landlord, the Agent will carry out referencing checks on any prospective tenants. This may be carried out by the Agent themselves or through a third party referencing supplier. The Agent will make reasonable endeavours to select good tenants with appropriate references who are capable of meeting the monthly rental payments. However, the Agent will not be responsible where fraudulent or incorrect information has been provided by applicants and the Agent had no reason to believe the information to be fraudulent or incorrect. Where a third party referencing supplier report shows the applicants to be suitable tenants and the Agent has reviewed the report with the Landlord and has no reason to believe that the information is incorrect or has been fraudulently supplied the Agent will not be responsible for any default by the Tenant

2. LIABILITY FOR TENANT DEFAULT:

Although the aim is to take every care in managing the Property, the Agent cannot accept responsibility for non-payment of rent, damage or other default by tenants, or any associated legal costs incurred in their collection where the Agent has acted correctly in terms of this Agreement, or on the Landlord's instructions. An insurance policy is recommended for this eventuality.

3. AGENT REMUNERATION:

3.1 The Landlord agrees to pay the management or service fee at the applicable rate above for the service level they have selected.

3.2 The Landlord agrees to repay the Agent for any costs, expenses or liabilities incurred or imposed on the Agent provided that they were incurred on behalf of the Landlord in pursuit of the Agent's normal duties and within the scope of the authority given by this Agency Agreement.

3.3 To assist the Agent in carrying out their duties effectively, the Landlord agrees to respond promptly with instructions where necessary to any correspondence or requests from the Agent.

3.4 Where this Agreement is cancelled under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (or other consumer contract legislation) the Landlord agrees to repay any reasonable costs incurred by the Agent in carrying out their duties before the cancellation of the contract (see Clause 15.6).

3.5 The Landlord agrees to indemnify the Agent for any loss, damage, penalty or fine (whether civil or criminal) or associated costs suffered as a result of the Agent providing services to the Landlord, except where any action or omission is attributable to the negligence of the Agent. Such indemnity extends but is not limited to the following illustrations:

- (a) Where the Property is required for any reason to have a licence but does not or that licence is revoked.
- (b) Where the Landlord and/or dwelling is required to be entered in the Private Rented Sector Database but is not and/or either is removed for any reason.
- (c) Where the Landlord is required to update their entry and/or in relation to the dwelling in the Private Rented Sector Database but does not do so.
- (d) Where the Landlord is required to be a member of a redress scheme but is not or their membership is revoked.
- (e) Where there has been non-compliance with the requirement to give a statement of terms or The Renters' Rights Act Information Sheet 2026.
- (f) Where there has been discrimination relating to children or benefits status.
- (g) Where there has been a breach of the Protection from Eviction Act 1977 or other Housing Act 1988 breach or offence (see the Statutory Guidance to Local Authorities, Civil penalties under the Renters' Rights Act 2025 and other housing legislation).
- (h) Where the Landlord and/or letting agent become subject to a rent repayment order for any reason.

3.6 The Landlord agrees that any work carried out by the Agent for the Landlord beyond that set out in this Agreement, which is within the scope of the Agent's general authority, or agreed with the Agent in writing, will be charged at the hourly rate specified above together with any applicable fee(s) set out in the Scale of Fees above.

4. MAINTENANCE:

4.1 The Landlord agrees to provide the Property in a good, fit, and lettable condition and that the Property conforms to all current Regulations relating to the Letting of the Property. The Landlord agrees to make the Agent aware of any ongoing maintenance problems prior to instructing the Property to let.

4.2 Should the Landlord require the Agent to carry out any maintenance works on their behalf, the Agent will instruct their preferred contractor, which is normally Houserack Ltd, unless otherwise agreed with the Landlord, and by signing these Terms of Business the Landlord gives consent for their contact details to be passed to Houserack Ltd or any other agreed contractor, to be used only in correspondence for maintenance works, a shareholder of Southernbrook Lettings Ltd is also a shareholder within Houserack Ltd. Under the rent collection service an maintenance arrangement fee will be payable.

4.3 By law, it is necessary to carry out an electrical safety check at least every five years and an annual gas safety inspection on any gas appliances and flues to ensure they are maintained in a safe condition. The Agent will carry this out on the Landlord's behalf and expense and administer the necessary records. The reasonable costs involved will be debited to the Landlord's account.

4.3 Where the Agent is required to co-ordinate repair and maintenance work on behalf of the Landlord, the Agent will not be responsible for any negligence, damage, or breach of contract by any contractor employed in this way.

5. OVERSEAS RESIDENTS:

When letting property and collecting rents for non-UK resident landlords (NRL) i.e. landlords living overseas, the Agent is obliged by the Income Tax Act 2007 and the Taxation of Income from Land (Non-Residents) Regulations 1995 to deduct tax (at the basic tax rate) to cover any tax liability, unless the Landlord has been authorised in writing by HM Revenue and Customs (HMRC) to receive rent gross. In this situation, the Agent also requests that the Landlord appoints an accountant or reserves to the Agent the right to employ a suitably qualified accountant in order to manage correspondence with the Inland Revenue. A standard annual charge will be made for this work and the Agent may charge reasonable administration expenses for further work requested by the Landlord, the Landlord's accountant or the HMRC in connection with such tax liabilities.

6. COUNCIL TAX:

Payment of Council tax will normally be the responsibility of the Tenants in the Property unless otherwise agreed. However, landlords should be aware that where a property is empty, let as holiday accommodation, or let as a house in multiple occupation (HMO) responsibility for payment of council tax then rests with the owner of the Property.

7. SERVICES:

The Landlord will be responsible under the rent collection service to inform the utility companies (electricity, gas and water) of the meter readings and change of occupation. In many cases, the service companies (e.g. BT) require that the new occupiers formally request and authorise the service and it is not possible for the Landlord/Agent to do this on the Tenant's behalf. Regarding mail, Landlords should take care to inform all parties (e.g. Banks, clubs, societies etc.) of their new address; it is not always possible to rely on tenants to forward mail.

8. INVENTORY:

The deposit protection schemes established under the terms of the Housing Act 2004 advise that all landlords need to be protected by good inventory and condition reports from the outset. Upon request by the Landlord, the Agent will arrange for an inventory to be carried out and a charge will be made for this depending on the size of the Property as per the scale of fees. The inventory service will include all removable items in the Property (except those of negligible value) plus carpets, paintwork, wall coverings, curtains, mirrors, sanitary ware and other articles that, in the opinion of the Agent, need regular checking. Landlords should not leave any articles of exceptional value in the Property without prior arrangement with the Agent. The inventory service will include a full schedule of condition (condition, colour & decoration of ceilings, walls, doors & door fittings etc.), with accompanying photographs, and a full report will be kept on file by the Agent for the term of the tenancy. Should the landlord not want the agent to organise an inventory then they must make this clear and it will not be charged although this isn't recommended.

9. TENANCY AGREEMENT:

The Rent Collection Service includes the preparation of a tenancy agreement in the Agent's standard form(s). Should the Landlord, advisors or mortgagees require amendment of the contract or require the Agent enter into further work or

correspondence, a fee for this extra work may be requested (or you may have the tenancy agreement amended by your own adviser at your own expense). It is agreed that the Agent may sign the tenancy/let agreement(s) on behalf of the Landlord.

10. NOTICES:

The Agent will, upon request of the Landlord, serve the usual legal notices on the Tenant(s) in order to terminate the tenancy, increase the Rent, or for any other purpose that supports the good management of the Property, or the timely return of the Deposit at the end of the Tenancy. Fees will be charged for this service as per the scale of fees.

11. HOLDING DEPOSIT:

A holding deposit is usually taken from a tenant applying to rent a property. The purpose of this deposit is to verify the Tenant's serious intent to proceed, this deposit is the equivalent to one week's rent. This deposit does not protect the Landlord against loss of rent due to the Tenant deciding to withdraw, or references proving unsuitable. Upon the commencement of the Tenancy Agreement, this deposit will be credited to the Tenant's account towards the first month's rent. Should the tenant fail referencing due to misleading information provided against their application, or withdraw their application to rent the Property, the Agent reserves the right to retain any costs incurred.

12. TENANCY DEPOSITS:

12.1 Deposits A tenancy deposit will be payable by the Tenant prior to or upon signing the tenancy agreement in addition to any rent due. The purpose of the tenancy deposit is to protect the Landlord against loss of rent or damage to the Property during the tenancy itself. The Deposit will be kept in a separate and secure client account ready for refunding (less any charges due) at the end of the tenancy, or forwarded to one of the Government-regulated deposit schemes listed below.

12.2 Statutory Tenancy Deposit Protection. Where the tenancy is an assured shorthold tenancy, the Landlord or Agent is legally required to ensure that any tenancy deposit taken under the tenancy is protected within one of three statutory tenancy deposit schemes within 30 days of receipt. The schemes are:

- (1) The Deposit Protection Service (DPS)
- (2) My Deposits
- (3) Tenancy Deposit Scheme (TDS)

12.3 Tenancy Deposit Information. Where statutory tenancy deposit protection applies to a tenancy deposit, and the deposit is received by the Agent, the Agent will within 30 days of receipt of the deposit, provide to the Tenant and any other Relevant Person, the Prescribed Information required under The Housing Act 2004. By signing this agreement, the landlord gives the agent authorization to sign deposit information on their behalf.

12.4 Agent Deposit Protection. The Landlord agrees that the Agent may use information given, including information about the Landlord, for the purposes of performing the Agent's obligations to the Landlord and supply such information as is reasonably required to the scheme. Where the tenancy deposit is not held under a tenancy deposit scheme (e.g. non AST tenancies) it will be held by the Agent as 'Stakeholder' on behalf of the Landlord and the Tenant.

12.5 Landlord Deposit Protection. Where the Agent is providing a let only service without deposit protection it will be the Landlord's responsibility to protect the Deposit, as required by law, and the Landlord agrees to provide evidence to the Agent that the Deposit has been protected and the correct information has been provided to the Tenant and any other Relevant Person. A valid notice seeking possession under s21 of the Housing Act 1988 cannot be served on a Tenant whose Deposit is not protected unless the Deposit has been returned to the Tenant or court proceedings relating to the return of the Deposit have been disposed of. A Tenant or any Relevant Person may apply through the courts for compensation of at least the amount of the Deposit, and up to three times the Deposit, where the Landlord (or someone acting on the Landlord's behalf) has failed to protect the Deposit, failed to provide the Prescribed Information or failed to comply with the initial requirements of the authorised scheme.

12.6 End of Tenancy. Where the Agent has protected the Deposit on behalf of the Landlord the Agent will liaise with the Landlord at the end of the tenancy to ascertain what (if any) deductions will be made from the Deposit and liaise with the Tenant regarding any deductions. The Agent will assist in resolving any dispute between the Landlord and the Tenant and arrange for the return of the Deposit to the Tenant less any deductions agreed. Where the Deposit has been protected in one of the statutory tenancy deposit schemes and a dispute cannot be resolved the matter will be referred for adjudication under an Alternative Dispute Resolution (ADR) process within the scheme.

More information on the requirements of the deposit protection schemes are available on the following website(s) and landlords are strongly urged to familiarize themselves with their legal responsibilities:

<https://www.gov.uk/tenancy-deposit-protection>

13. TENANCY CHECK OUT:

13.1 Following the departure of tenants, and upon request by the Landlord, and as per scale of fees, a final inspection (Check Out) of the Property will be carried out. Testing of all the electrical appliances, heating system and plumbing is not feasible during this inspection; a qualified contractor should be appointed for this purpose should it be required by the Landlord. The Agent, or appointed Inventory Company, will endeavour to report any apparent deficiencies or dilapidations to the Landlord (and, if appropriate, to the relevant tenancy deposit scheme administrator) together with any recommended deductions or replacement values if requested by the Landlord

14. TENANCY DEPOSIT DISPUTES:

14.1 Upon request of the Landlord, and as per scale of fees, the Agent will attempt, by negotiation, to resolve any deposit disputes between the Landlord and the Tenant. Where the Deposit is subject to statutory tenancy deposit protection, and a dispute cannot be resolved between the parties, then it will be necessary to submit the claim to the tenancy deposit administrators for adjudication under an alternative dispute resolution (ADR) process or to take Small Claims action in the County Court. An estimate of the likely costs of preparing and submitting the claim to adjudication or for Small Claims will be prepared by the Agent, and a fee will be payable for this Service.

14.2 The Landlord agrees that in the event of a deposit going into dispute and being submitted to the adjudicators, that any outstanding bills for cleaning or repairs subject to the dispute process will be settled by the Landlord and any monies due repaid to the Landlord from the deposit subject to the findings of the adjudicators. The agent accepts no liability for any decisions made by the deposit protection dispute resolution or small claims court.

15. TERMINATION:

15.1 Termination of Agency Agreement. This Agreement may be terminated by either party by way of six months' written notice.

15.2 Serious Breach of this Agreement. The Landlord or Agent may terminate this Agreement on 14 days notice if there is a fundamental breach of this Agreement, and the other party does not remedy the breach within 14 days. Discrimination against any applicant, tenant, employee or sub-contractor for gender, race, age disability, religious belief, or sexual orientation may constitute a fundamental breach.

15.3 Withdrawal Fee. The withdrawal fee applies when a landlord has served the six month notice period to terminate the management of the property by Southernbrook Lettings. Where cancellation of this Agreement is unavoidable due to circumstances beyond the control of either party, the Minimum Fee may not apply and any pre-payments will be returned to the person entitled to them, less any expenses reasonably incurred to the date of cancellation.

The Withdrawal Fee will also apply if the Agent introduces a Tenant to the Property, who finds the Property because of the Agents marketing efforts, or the Tenant is otherwise introduced to the Property during the Agents period of sole agency and enters into a Tenancy Agreement with the Landlord.

15.4 Tenancy Agreement. The Landlord shall provide the Agent with any requirements for return and repossession of the Property at the earliest opportunity. Landlords should be aware that any tenancy agreement entered into on the Landlord's behalf is a binding legal agreement for the term agreed. Details of any tenancy agreement being entered into will be communicated to the Landlord as soon as possible. Landlords should be aware that the legal minimum notice period to tenants under assured shorthold tenancies is generally two months (should the contract allow for early termination) and this needs to be given even in the case of a fixed term tenancy which is due to expire.

15.5 Agreements signed away from the Agents office. Where the Landlord is a consumer (being an individual acting wholly or mainly outside of their own trade or business) and this Agency Agreement is signed:

- at a place which is not the Agent's office;
- at the Agent's offices but following a meeting between the parties away from the Agent's offices; or
- without meeting face to face at all.

The Landlord has a right to cancel under consumer protection legislation within 14 days ('a cooling off period') of the date of this Agreement. A cancellation notice is available at the end of this Agreement. Where the Landlord waives his right to cancellation by agreeing to the Agent carrying out works immediately following the date of this Agreement he will be responsible for any reasonable costs incurred by the Agent in carrying out their duties if the Landlord cancels this contract during the 'cooling off' period.

16. SOLE LETTING RIGHTS:

The Landlord appoints the Agent as sole agent for the marketing, letting and/ or aspects of the management of the Property depending on which Service Level is agreed. **If the Landlord lets the Property during the appointment of the Agent under this**

Agreement the Landlord might become liable to pay commission to both Agents. It is agreed that only the Agent may let the Property on behalf of the Landlord.

17. SAFETY AND ENERGY PERFORMANCE REGULATIONS:

WARNING: You should read and understand these obligations before signing overleaf.

17.1 The letting of property is now closely regulated with respect to consumer safety. The law makes particular demands regarding the safety, servicing and inspection of the gas and electric appliances and installations within a property, and with respect to the safety of furniture and soft furnishings provided. The key regulations that apply include (but are not limited to):

- Landlord and Tenant Act 1985
- Housing Health & Safety Rating System, Part 1, Housing Act 2004
- Licensing of HMO's, Part 2, Housing Act 2004
- Selective Licensing, Part 3, Housing Act 2004
- Smoke and Carbon Monoxide Alarm Regulations 2015 & (Amendment Regulations) 2022
- Furniture and Furnishings (Fire Safety) regulations 1988
- General Product Safety Regulations 2005
- Gas Safety (Installation and Use) Regulations, 1988 & 2018
- Electrical Equipment (Safety) Regulations 1994 & 2016
- Electrical Safety Standards in the Private Rented Sector Regulations 2020
- Plugs and Sockets (Safety) Regulations 1994
- Regulatory Reform (Fire Safety) Order 2005
- Management of Houses in Multiple Occupation (England) Regulations 2006
- Fire Safety (England) Regulations 2022

17.2 The Landlord confirms that they are aware of these obligations and that the Agent has provided sufficient information to assist with compliance. It is agreed that the Landlord shall ensure that the Property is made available for letting in a fit and safe condition and in compliance with the above regulations. The Agent shall ensure that all relevant equipment is checked at the beginning of the tenancy and maintained during the tenancy as required, and that appropriate records are kept. The Landlord agrees to repay the Agent's costs incurred including any expenses or penalties that may be suffered as a result of non-compliance of the Property with the relevant legislation.

17.3 Where the Landlord has duties in regard to the prevention of legionella and the inspection of domestic-type water systems, it is agreed that the Landlord shall be responsible for the maintenance of the water system and any associated safety checks under these duties. The Landlord confirms that they are aware of these duties and that the Agent has provided sufficient information to assist with compliance. The Agent shall arrange for the relevant risk assessments to be carried out should the Landlord not supply their own report and a fee will become payable (As per scale of fees)

17.4 The Landlord must ensure that a valid Energy Performance Certificate (EPC), unless exempt, is made available free of charge to any prospective tenant at the earliest available opportunity, and in any event in the following circumstances:

1. At the commencement of marketing the Property
2. At the time any prospective tenant views the Property

Where the Landlord does not have a valid EPC prior to the marketing of the Property, the Agent will arrange for this to be carried out and the fee will become payable as per the Scale of Fees.

17.5 The Landlord must ensure that a Gas Safety Certificate, where required, is provided to the Tenant prior to their occupation of the property and annually thereafter. Where the Landlord does not have a valid Gas Safety Certificate for the property the Agent will arrange this and the Landlord will reimburse the Agent for the full cost of arranging the gas safety check.

17.6 The Landlord must ensure that when the premises are occupied under the tenancy :-

- a) a smoke alarm is equipped on each storey of the premises on which there is a room used wholly or partly as living accommodation.
- b) a carbon monoxide alarm is equipped in any room of the premises which is used wholly or partly as living accommodation and contains a fixed combustion appliance (excluding gas cookers); and

B. checks are made by or on behalf of the landlord to ensure that each prescribed alarm is in property working order on the day the tenancy begins if it is a new tenancy.

17.7 The landlord must further ensure that the property is professionally cleaned prior to the commencement of any tenancy and will provide receipts to the agents for this. The agent can provide written quotations where necessary.

17.8 The landlord must ensure that a satisfactory EICR (Electrical Installation Condition Report), is carried out prior to the tenancy commencing to comply with statutory regulations and every five years thereafter. Where a landlord does not have a satisfactory EICR in place the agent will organise this and the landlord will reimburse the agent for all costs. Further guidance can be found here:

<https://www.gov.uk/government/publications/electrical-safety-standards-in-the-private-rented-sector-guidance-for-landlords-tenants-and-local-authorities/guide-for-landlords-electrical-safety-standards-in-the-private-rented-sector>

18. INSTRUCTIONS:

It is agreed that any instructions to the Agent from the Landlord regarding termination, proceedings, major repairs, payment, or other significant details regarding the letting be confirmed to the Agent in writing.

19. FEES AND VALUE ADDED TAX:

All fees stated are inclusive of VAT and will be deducted from the Landlord's account as they fall due. Management fees are based on a percentage of the actual rental amount. For example, a property rented at £1,000pcm at a commission rate of 10% will incur a monthly management fee of £120.00 including VAT.

19.2 The Agent may increase their service fees and additional charges set out in the Scale of Fees by giving at least two months' notice to the Landlord subject to such increase taking effect no earlier than twelve months from the date of this Agreement or twelve months from the date of the last increase.

20. INSURANCE:

The Landlord shall be responsible for the Property being adequately insured and that the insurance policy covers the situation where the Property is let.

21. HOUSING BENEFIT:

The Landlord undertakes to reimburse the Agent for any claims arising from overpayment which may be made by the local authority in respect of housing benefit, or other benefit scheme, paid to or on behalf of the Tenant(s) as rent. This undertaking shall remain in force during the currency of the tenancy and up six years thereafter, whether or not the Agent continues to be engaged to let or manage the Property under this Agreement.

21.2 A person who paid rent as a tenant under an assured tenancy is entitled to be repaid any part of that rent that relates to days falling after the end of the tenancy. The Landlord agrees to repay any such rent to the Tenant and re-imburse the Agent for any claims arising from non-payment of any overpayment of rent which the Tenant is entitled to that relates to days falling after the end of the tenancy.

22. LEGAL PROCEEDINGS:

If the Agent is collecting rent from the Tenant and rent is outstanding for 5 days after it becomes due the Agent will notify the Landlord promptly and use its reasonable endeavours to obtain payment from the Tenant over the following 28 day period. At the expiry of that 28 day period the Agent will offer general advice on the next steps to be taken but cannot undertake legal proceedings on the Landlord's behalf and cannot accept any liability for rent arrears or breaches of the Tenancy Agreement. If the Landlord wishes to appoint a solicitor he may do so at his sole cost. The Agent will charge a fee for attendance at Court and any protracted correspondence with solicitors.

23. RIGHT TO RENT CHECKS:

The Agent will carry out any checks required under the Immigration Act 2014, as required by law, on all proposed Tenants and any permitted occupiers at the start of or prior to the commencement of the Tenancy and any follow up checks where the Tenant has a limited right to rent. The Agent's responsibilities for such checks will only extend for the duration of this Agreement. A fee will be charged for this service.

24. COMPLAINTS:

Where the Landlord is unsatisfied with any service provided by the Agent the Landlord should contact the Agent in the first instance to try to resolve matters. The Agent has an in-house complaints policy which must be followed. The complaint will be acknowledged within three working days of receipt, a full investigation will be undertaken with a written outcome submitted within 15 working days. The Agent is a member of The Property Ombudsman and where the Landlord is unsatisfied with the way the complaint has been handled the Landlord may refer the matter to the scheme for a further decision. The TPO can be contacted via their website www.tpos.co.uk, Tel: 01722 335458 Address: Milford House 43-55 Milford Street Salisbury SP1 2BP

25. KEEPING RECORDS AND DATA PROTECTION:

The Agent undertakes to comply with data protection regulations and not to divulge any personal details of the Landlord or Tenant to any other third party or organisation without prior approval unless this is necessary to comply with a statutory

obligation. The Agent will make every effort to keep such information safe and secure and will keep copies of agreements and other documents in relation to the tenancy for the period of the tenancy and for a reasonable period from the date of expiry of the tenancy. The Agent will keep copies of all financial information for seven years.

25.1 Where the Landlord processes and stores any personal details of the Tenant, the Landlord is required to provide the Tenant with a privacy notice of how their data will be processed or used by the Landlord. The Landlord is also required to ensure that any data held is adequate, relevant and not excessive for the purposes for which it is processed and is accurate and kept up to date. Data should not be kept for longer than necessary and should be deleted or shredded appropriately when no longer required. When the agent is instructed on a rent collect basis and the landlord is managing the property, contact details will be provided to both Tenant and Landlord to facilitate the management of the property.

26. ABOUT THIS AGREEMENT:

No amendments or variation to this Agency Agreement will have any contractual effect unless agreed by the parties in writing. This Agreement shall be governed by and construed in accordance with the laws of England and Wales, and each of the parties submits to the exclusive jurisdiction of the courts in England and Wales.

This Agency Agreement constitutes the entire written agreement between the parties and supersedes any previous agreement, discussion, correspondence or understanding between the parties but this will not affect any obligations in any such prior agreement which are expressed to continue after termination. In the event that any part of this Agreement is held to be void or unenforceable it will be severed from the Agreement and the remainder of the Agreement will continue in force to the fullest extent possible. The terms and conditions of this Agreement may be varied by the Agent, but only with two months' prior written notice.

27. SELLING PROPERTY TO TENANT

If the Landlord sells the Property to the Tenant (or to any individual or entity introduced to the Landlord by the Agent) during the tenancy or within 12 months after the termination of the tenancy, the Landlord agrees to pay the Agent a commission of 1% (plus VAT, if applicable) of the final sale price achieved. This fee becomes due and payable upon the exchange of contracts (or equivalent binding agreement) for the sale of the Property.

28. DUE DILIGENCE CHECKS

It is agreed that the Agent will carry out any checks required under the Immigration Act on the proposed Tenants and any permitted occupiers at the start of or prior to the commencement of the Tenancy. Where the Agent is managing the Property and the Tenant has a limited right to rent, the Right to Rent Check fee will be payable where a follow up check is required. The Agent's responsibilities for such checks will only extend to the duration of this Agreement and at the termination of this Agreement the Agent will transfer the status evidence to the Landlord and the responsibility for maintaining immigration status checks will return to the Landlord.

The Agent is required to verify the identity of the Landlord and the Landlord agrees to provide proof of identification and relevant information to assist the Agent with due diligence checks. Where there is suspicion or evidence of money laundering or financial sanctions the Agent is required by law to report the Landlord to the appropriate authority.

Notice of the Right to Cancel

The Consumer Contracts (Information, Cancellation and Additional Charges) Regs 2013

The right to cancel only applies if the Landlord enters into an agreement with the Agent where the Landlord is a consumer (being an individual acting wholly or mainly outside of their own trade or business) and this Agency Agreement is signed:

- at a place which is not the Agent's office;
- at the Agent's offices but following a meeting between the parties away from the Agent's offices; or
- without meeting face to face at all.

Information for Landlords:

You have the right to cancel this contract within 14 days without giving any reason. The cancellation period will expire after 14 days after the day on which this contract was entered into.

To exercise the right to cancel, you must inform the Agent at *[Insert address, tel, fax and email]* of your decision to cancel this contract by a clear statement (eg a letter sent by post, fax or email). You may use the model cancellation form below, but it is not obligatory.

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

Effects of cancellation

If you cancel this contract, the Agent will reimburse to you any payments received from you without undue delay, and not later than 14 days after the day on which the Agent was informed about your decision to cancel this contract. The Agent will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement. However, if you requested that the Agent begins the performance of services during the cancellation period, you shall pay an amount which is in proportion to what has been performed until you have communicated to the Agent your cancellation of this contract, in comparison with the full coverage of the contract.

----- cut here -----

Complete, detach and return this form **ONLY IF YOU WISH TO CANCEL THE CONTRACT.**

Cancellation Notice to be Included in Notice of the Right to Cancel

To: _____ *[Insert Agent's name, address, fax number and email address]*

I/We* hereby give notice that I/we* wish to cancel my/our* contract

.....

[Agent to insert reference number, property address or other details to enable the contract to be identified. He may also insert the name and address of the consumer.]

Signed.....

Name and Address

.....

Date.....

* delete as appropriate



SCALE OF FEES

RENT COLLECTION SERVICE	FEE	FEE INC VAT
MONTHLY MANAGEMENT FEE For Example Monthly Rent of £..... the fee would be £..... including VAT	10%	12%
RENT ON TIME FEE	Additional 5% of monthly rental	Additional 6% of monthly rental
ARRANGEMENT, REFERENCING AND DEPOSIT REGISTRATION	60% of first months rent (minimum fee of £500+VAT)	72% of first months rent
INVENTORY & CHECKOUT FEES	See separate scale of fees below	
LAND REGISTRY SEARCH	£25.00	£30.00
GAS SAFETY CERTIFICATE	£110.00	£132.00
GAS SAFETY & BOILER SERVICE	£160.00	£192.00
ENERGY PERFORMANCE CERTIFICATE	£110.00	£132.00
ELECTRICAL SAFETY CERTIFICATE(UP TO 4 BEDS)	POA	POA
ELECTRICAL SAFETY CERTIFICATE(5 BEDS +)	POA	POA
LEGIONELLA RISK ASSESSMENT	£110.00	£132.00
WITHDRAWAL FEE	£500.00	£600.00
SOLE AGENCY BREACH	£250.00	£300.00

INVENTORY & CHECKOUT CHARGES (Furnished +£20)	FEE	FEE INC VAT
STUDIO/ONE BEDROOM UNFURNISHED	£160.00	£192.00
CHECKOUT	£145.00	£174.00
2 BEDROOMS UN-FURNISHED	£175.00	£210.00
CHECKOUT	£160.00	£192.00
3 BEDROOMS UN-FURNISHED	£190.00	£228.00
CHECKOUT	£175.00	£210.00
4 BEDROOMS UN-FURNISHED	£220.00	£264.00
CHECKOUT	£200.00	£240.00
5 BEDROOMS AND OVER	POA	

ADDITIONAL FEES – as required	FEE	FEE INC VAT
ADDITIONAL CLAUSES TO AGREEMENT	£50.00	£60.00
ADDITIONAL RIGHT TO RENT CHECK	£50.00	£60.00
DRAWING UP OF TENANCY AGREEMENT	£150.00	£180.00
PREPARE & SUBMIT SINGLE CLAIM DEPOSIT	£100.00	£120.00
PREPARE & SUBMIT DISPUTE CASE FOR DEPOSIT	£150.00	£180.00
PREPARE & SERVE SECTION 8 NOTICE	£150.00	£180.00
PREPARE & SERVE SECTION 13 NOTICE	£150.00	£180.00
ADDITIONAL PROPERTY INSPECTION	£45.00	£54.00
ANNUAL RENTAL STATEMENT	£60.00	£72.00
QUARTERLY RENTAL STATEMENT	£25.00	£30.00
RENT APPEAL TRIBUNAL HANDLING	£75.00	£90.00
OVERSEAS LANDLORD NRL6 CERTIFICATE	£90.00	£108.00
RENT & LEGAL COVER	POA	POA
KEY CUTTING	POA	POA

I/we consent to the Agent carrying out marketing work immediately (prior to any right of cancellation period).
See clause 15.5 above. Tick box if this applies.

I/we agree that my personal contact details and relevant information may be shared with trusted third parties as necessary (the Agent will not share any personal information with third party organisations for marketing purposes).

I/we confirm that we are the sole/joint owners of the Property.

Property Address

_____ Post Code: _____

Landlord Details (1)

Title: Mr / Miss / Ms / Mrs / Other: (please specify) _____

Forename: _____ Surname: _____

Current Address: _____

_____ Post Code: _____

Home: _____ Mobile: _____

Email: _____

Landlord Details (2)

Title: Mr / Miss / Ms / Mrs / Other: (please specify) _____

Forename: _____ Surname: _____

Current Address: _____

_____ Post Code: _____

Home: _____ Mobile: _____

Email: _____

Bank details to which rent payments are to be sent:

Bank Name:.....

Sort Code:.....-.....-..... Account No:.....

Beneficiary:.....

IMPORTANT NOTICE: Clients should carefully read and understand the above terms of business before signing

Signed Landlord 1:..... Date:

Signed Landlord 2:..... Date:

Signed by Agent..... Date.....

Agent to complete:

Proof of Ownership provided: Mortgage Statement / Deeds / Land Registry Title (copies only).

Identification: Passport / Driving Licence (copies only).