***Charles Kimbell International ***

***9 Church Street, Market Harborough, Leics. LE16 7AA*** 

***Tel: 01858 434838 Tel: 01455 558829 Fax: 01858 432009***

**Website:** **Email:** charleskimbell@btconnect.com

***SPECIALIST RESIDENTIAL PROPERTY MANAGEMENT AND LETTING SERVICES***

**TERMS OF BUSINESS as applicable to any tenancy commencing from 1/1/2021**

**We offer two levels of service:**

1. **LETTING/INTRODUCTION ONLY – FOR SELF MANAGING LANDLORDS**

**SEE FEE PAGE (3) FOR COST DETAILS**

These services are FREE for Landlords who want our Full Management Service.

No valuation or advertising fees are charged. We have a no 'let' no 'fee' policy.

**WE CAN VISIT TO GIVE A RENTAL VALUATION AND DISCUSS SAFETY COMPLIANCE ISSUES**

We will carry out a free legionella risk assessment. ***## see last page***

Ensure smoke alarms and co detectors are in place and check the gas /electric requirements are compliant.

There is no obligation or cost for this visit

**WHEN FORMALLY INSTRUCTED IN WRITING WE WILL:**

**ADVERTISE YOUR PROPERTY TO PROSPECTIVE TENANTS** - We advertise locally and on own website and use property portals, currently On The Market and Rightmove.

**ORGANISE VIEWINGS** - We arrange viewings for prospective tenants, accompanied whenever possible. (Please note we do not under any circumstances release keys to prospective tenants)

**REFERENCING AN APPLICANT**

Referencing is done by a separate third party Company - and includes: a credit check, employment status and previous landlord if applicable. A tenancy will not be granted until we and the Landlord are satisfied as to the applicants’ credentials and the necessary checks have been done and the applicant approved by the Company.

**\*\*Through our reference service we offer a 12 month rent protection cover \*- which covers default and any rent related court action. This can be renewed by agreement annually for £198.00 (@1/1/21) - subject to price changes**

(\*\*subject to terms and conditions – this insurance may be free for some Landlords) Changes due to the Tenant Fee Ban 2019 ***## see last page***

**“Right to Rent” residency checks will be done as legally required since 1/2/16 on behalf of our Landlords. ## *see last page***

**SUPPLY A TENANCY AGREEMENT AND DEPOSIT PAPERWORK and SIGNING THEREOF**

We draw up the Tenancy Agreement at no cost to the Landlord. The standard tenancy agreement now in use is the Assured Shorthold, which has to be for a MINIMUM of six months for a Landlord but can be shorter for a tenant. We recommend the use of a contractual periodic tenancy, hence do not issue a renewal. ***## see last page***

This will be sent to you for signing and approval from any Legal Advisor or Building Society, if applicable.

We ensure the signing of the Agreement by the tenant. Our tenancy agreement is approved for “plain” English, as per legal requirements. A tenancy is only valid and binding from commencement date, not the date when signed.

**DEPOSIT/1ST RENTAL PAYMENT - FEE DEDUCTION FOR INTRODUCTION ONLY**

A suitable applicant will pay either a month or five weeks rent as a deposit, which since **6/4/12 must** be protected and held in a Government approved scheme. We opt for the Government custodial scheme with The DPS which is FREE to both Landlords and Tenants. This scheme also protects the landlord from Agent insolvency, they hold the money. Please contact us to discuss the Deposit Scheme for further information, and how to ensure you comply and avoid non compliance, which can be a serious issue. ***## see last page***

The First month rent is paid in advance, and in the case of Introduction/Letting only, we deduct all our fees. The balance of monies is then paid directly to the Landlord.

1. **FULL PROPERTY MANAGEMENT SERVICE FOR LANDLORDS**

**FULL MANAGEMENT SERVICE -** **SEE FEE PAGE (3) FOR COST DETAILS**

**- the rate will be confirmed and agreed at the time of a rental valuation**

**Includes all**

**1. Introduction/Letting Services plus:-**

**WE WILL:**

**- PREPARE THE INVENTORY AND MEET THE TENANT TO DO THE CHECK IN** - Essential in light of the Tenancy Deposit Scheme ***## see last page***

We prepare a written Inventory (and take a multiple quantity of photos), meet to do a Check-in, and at vacation do a check out. Items are listed and checked for condition, including walls, curtains and carpets and furniture (soft furnishings must be fire resistant labelled or pre 1950). Appliances must have manuals and be in safe condition. We also need to be able to designate who is responsible for repair. Any fitted integral appliances will be Landlord responsibility

The tenant will not be given keys/possession unless they have signed and agreed the inventory, at the property, at the time of handover.

AT THIS TIME WE GIVE AND ASK THE TENANT TO SIGN FOR THE FOLLOWING

The gas safety certificate, if applicable, MUST also be given to the tenant at the start of the tenancy. Recent court cases have resulted in dramatic consequences if not supplied and signed for at commencement. Ask for further details

A copy of the EPC, a copy of the current How To Rent guide and the EICR (electrical report)

Failure to supply these items will result in a probable problem with serving a Section 21 notice, to end the tenancy and recover possession. – Ask for further details

This Company cannot be held responsible for Inventory discrepancies.

**UTILITIES /COUNCIL TAX** - We have the names changed into the name of the tenant and arrange final meter readings and forwarding address for the Landlord. The final account is then sent to the Landlord or may be sent to this office for payment should we expect to be in funds to do so. Any commissions earned from “change of supplier” will be shared with Landlords – details to follow at time of let.

**TELEPHONE/Broadband:** Landlord/Tenant must contact the telephone supplier; they will not accept instructions from other parties.

**RENT COLLECTION** - The tenant normally pays rent calendar monthly in advance to this Company in the form of standing order, of which the balance - less fees and any repair costs - is paid directly into our Clients' bank account (via BACS). Therefore we require your bank details. A remittance advice is sent monthly and an annual statement for tax purposes is sent to our Clients. When Managing your property, we must always be in funds for repairs or any outstanding accounts to be paid on your behalf. If we are not in funds we will be unable to pay accounts on your behalf. **We cannot use Company funds to pay your Accounts.**

**RENT INCREASES:** - Subject to inflation and current rental market values/trends. We will assess annually or when inspections are done

**RENT ARREARS** - This may be dealt with by the third party who provide the rent warranty cover and who cover the legal costs. However if warranty cover is not applicable then in the case of non-payment of rent, after one calendar month, we warn the tenant of pending formal Notice to Quit, which can be issued on two months arrears, giving the tenants 14 days to vacate the premises. Should he/she fail to vacate, we "on taking our client's instruction" apply for a Court Order for possession, via solicitors. We cannot however guarantee the tenants will attend Court, and the Landlord may be liable for all legal expenses. This Company cannot be held responsible for non-payment of rent. Costs to Landlord: Court Order is payable plus legal fees of solicitors.

**KEYS** - We hand the keys over to the tenant(s) on the moving in date or before if over a weekend. We recommend a set of keys be left at this office for inspection purposes and one set for each tenant moving in to the property.

**INSPECTIONS** – SUBJECT TO COVID RESTRICTIONS - Inspections are carried out initially three monthly, if required. We notify you of the general condition of the property, however we cannot be held responsible for Building defects unseen as we are not Chartered Surveyors and as such are not qualified to do so. Should we find section 11 defects, we take your instructions accordingly as to repair. However, should the repair be urgent or dangerous, it will be carried out without consent from the Landlord. We do not inspect lofts/roof spaces.

**RESIDENTIAL PROPERTY MANAGEMENT & LETTING SCALE OF FEES** (with effect from 1/1/21)

**In the case of Full Management our fees are charged monthly from the rent received.**

**NB. WE DO NOT CHARGE ANY SET UP FEES.**

All rent is paid into our HSBC Client Rent account (no interest is payable to the Client). We, as required by law, have Client Money Protection. The balance of the rent, less our monthly fee and any deductions, is transferred direct to the Landlord's account via BACS transfer

Please find set out below, CHARLES KIMBELL INTERNATIONAL Residential Property Management and Letting services and scale of charges.

NB. Final Agreed Fee rates will depend upon property valuation and may reduce by per property for more than 1 property to a minimum of 8 % (9.6% inclusive of vat).

**MANAGEMENT AND LETTING COMBINED FEE** (full service package) New Instructions

Sole Agency [maximum] - 12% net of vat - 14.4% Inclusive of VAT per monthly rent collected

**Ie if Rent is £400pcm – 14.4% monthly fee will be inclusive of vat - £57.60**

Above is subject to negotiation, in regard to the rent achieved – so for example if the

**Rent is £850.00 pcm – then expect 10.8% fee inclusive of vat - £91.80**

\*\* Rent Protection Cover is included ongoing in the management fee if the monthly fee is more than £90.00 inclusive of vat.

From 1/1/2021 if your fee level per property is less than £90.00 inc vat and you want Rent Protection cover then a charge will be made for the annual amount of £198.00 pa for the renewal of this cover or if preferred we can charge monthly and renew for £19.80 pcm inc vat which will be added to your monthly management fee. The cover is for 12 months and non refundable. This may also be proportionate to your fee level.

A Fee adjustment may apply to increase the level to the inclusive amount and thus incur lower cost, ring for quotation. We also offer RPC at 50% discount on a property to property basis if you introduce a new landlord and their managed property.

**LANDLORD SELF LET - MANAGEMENT ONLY FEE**

(Landlord finds/supplies own tenant OR let property transferred from another agent - we then manage the let)

If vacated then fee structure may revert to a higher level if relet by us – rate to be agreed at the time

Fee rate will be set in regard to the rent being paid

– maximum fee – 9.6% inclusive of vat - minimum fee - 6% inclusive of vat

**The above figures relate to the period the tenant(s) remain in the property and/or term of Tenancy Agreement.**

**INTRODUCTION ONLY FEE** (We find tenant and reference them – Rent Protection included for 1st year

Subject to a minimum of £600.00 (£720.00 inclusive of vat) - **50% of one months rent (60% inclusive of vat)**

If no RPC required then minimum is £480 inc vat ) – up to **50% of one months rent (60% inclusive of vat)**

In the case of introduction only if the tenancy is renewed we recommend that the Rent Protection Cover is extended at a cost of £198.00 (@cost 1/1/21) for each extra twelve month period. To be paid prior to renewal date

**Note:** A Cancellation fee is payable if a tenant has been referenced and then the Landlord withdraws the property, having prior knowledge that the applicant is/has been referenced. Fee will be £250.00 inclusive of vat.

**INVENTORY CHARGES** - Inclusive in Full Management Service Charges, otherwise:

Listing only - £80.00 inclusive of vat for up to 2 bedrooms (£30.00 inclusive of vat per extra bedroom)

Check-in/Check-out - £60.00 inclusive of vat per visit – report will follow

 NB Loft areas/roof spaces are not checked or listed.

**RENT COLLECTION ONLY and INSPECTION ONLY SERVICES**

This service is for Clients who are out of the Country and who wish the rent to be monitored by this Company. (We cannot be held responsible for non-payment of rent). - 6% inclusive of vat of rent received

We will inspect the property on your behalf and report back to you on the state of the interior and furnishings. - £60.00 (inclusive of vat)

**TERMINATION OF INSTRUCTION**

It is agreed that either party may terminate the business relationship by giving three months notice in writing, after a three month period of the initial tenancy has elapsed. Fees will be payable during this period. If a tenant buys their rental property then fees are payable for the outstanding period of tenancy term left. Sale fees are not charged.

**REPAIRS**

Unless it is an emergency we will always seek Landlord authorisation and a quote figure if feasible/required.

We do not levy an additional charge (or receive a fee from contractors) for co-ordination of repairs/building works to your property. To do so without advising a Landlord is a “secret profit” which is illegal. However we may charge when the repairs relate to an Insurance claim relating to repairs, or for coordinating major works, and which involves site visits. Charge will be 10% (inclusive of vat) of the Insured Claim cost if over £5000.00

**TERM OF TENANCY**

The term can vary from one month to one year renewable however, we recommend a 12 month Contractual Periodic tenancy with a break clause at 6 months. Longer tenancies will usually result in less wear and tear on the property.

**MORTGAGE COMPANY**

We advise you to inform your Mortgagee of any proposed letting as you will need their consent, (they usually charge a fee for documentation).

**INSURANCE**

As an authorised and regulated FCA firm, registration number 309886, we can offer a variety of specialist Landlord buildings and contents insurance products, which can cover for accidental damage and malicious damage by tenants. These products are available even if we do not manage/let your property, please contact us for details and to arrange a quotation.

Overseas Landlords should leave copies of all Insurance Policies with this office in case of claims. We recommend you notify your Insurance Company for extra cover to include tenants in residence and check to ensure that by renting your property out your insurance policy is not invalidated. We receive commission for this service from the insurance provider. We also retain any commission if a Tenant purchases a Tenant Insurance policy.

**INCOME TAX – Overseas Landlords only**

As your Managing Agent, we are liable for payment of taxes on unearned income should you **be resident outside the United Kingdom we may have to** retain 20% of the gross rent received in a current account for the Inland Revenue. Overseas Landlords can apply for tax exemption - please contact your local tax office for details, and you will need our relevant HMRC number. If applicable ring to discuss

**RISKS INVOLVED IN LETTING YOUR PROPERTY**

We must stress, in letting your property, there are risks involved:

1. Tenants non-payment of rent.

2. Tenants using deposit as rent (not paying final months rent).

3. Tenants not vacating the property on expiry of tenancy.

4. Tenants having more people in residence than agreed.

5. Tenants failing to attend Court for non-payment of rent.

6. Tenants not reporting damage at the property in good time.

7. Tenants neglecting the property (not cleaning/having pets/smoking).

For the above reasons, it is advisable to employ a Managing Agent and to utilise the “safety net” insurance policies available. Charles Kimbell International however, CANNOT be held responsible for the above occurrences. However as your Managing Agent, we will act on your behalf, negotiate and implement your instruction within the confines of the Law of Property and Rent Acts, advise you on Property Management and Letting issues and assist you in every way within our capacity.

**INDEMNITY**

The owner of the property undertakes to ratify whatsoever the Agents shall lawfully do by virtue of this Agreement and to indemnify them against all costs and expenses properly incurred by them.

**DISCLAIMER**

The agent will not be under any liability which may be imposed directly upon the agents by reason of any present or future statutory or similar provision unless such responsibility is the subject of express written instructions to the agent which have been accepted by the agent in writing and the indemnity contained in the indemnity clause hereof shall apply accordingly.

**INSTRUCTING CHARLES KIMBELL INTERNATIONAL TO ACT AS YOUR MANAGING/LETTING AGENT**

We trust you have found the above information of value and trust we can be of assistance, so please contact us on either 01858 434838 or 01455 558829 and we thank you for your enquiry.

Property rental valuations are free and impose no obligation, so please contact us for a valuation and appraisal at either our Market Harborough office or Lutterworth office. We offer purchase advice locally; regarding suitability, furnished/unfurnished decisions. Also whole Property Investment Review – visits/reviews to be undertaken subject to Covid restrictions

We can offer many other service aspects of property rental: NB Mandatory and Required to let a property #

\* EPC provision, by use of a local firm. An EPC is required by law. #

NB We charge an admin fee for the arranging an EPC inclusive in the cost.

\* Gas Inspections/Safety Checks (obligatory by law and heavy fine penalties imposed for non-compliance). We will monitor and arrange annually as required if managing the property #

\* EICR – Electrical report – mandatory from 1st April 2021 for ALL tenancies #

\* Supply at cost Smoke Alarms and Carbon monoxide detectors – to test at check ins #

Relevant for property management

\* Overseas tax advice

\* Team of contractors for gardening, decorating, repairs, cleaning

Insurances including specialist Landlord house insurance and for legal expenses are available upon request.

To proceed please complete below and return to us, thank you. We cannot commence marketing without the formal instructions.

***NB where “## see last page” – This refers to legislation an experienced and informed agent can help you with, and further information is freely available from us. Do ask about the Tenant Fee Ban 2019 and related issues***

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I/ We....................................................................................................................................................................

Of:.......................................................................................................................................................................

 .....................................................................................Telephone:.....................................Mob ....................

Email address:……………………………………………………….

I/we agree to supply ID and proof of residence, and confirm ownership of the below property and hence

instruct Charles Kimbell International to act as our:

Letting and Management Agent / Introduction Only Agent **(delete accordingly)**

and I/we hereby instruct Charles Kimbell International, our Managing /Letting Agent, to sign on my/our behalf, the Deposit Information Certificate, required to be given to the tenant as per the Housing Act 2004

for the property at:.........................................................................................................................................

At agreed fee rate of: ........................................ & Agreed rental figure pcm of:........................

having read and accepted these terms of business **as applicable at 1/1/2021** *delete one of below as appropriate*

**I agree / DO NOT Agree – Charles Kimbell may change utility suppliers when advertising the property**

**I have an EPC already OR I require an EPC and would like Charles Kimbell to arrange for £72.00 inc VAT**

**I DO / DO NOT authorise Charles Kimbell to erect a ‘to let’ board at the property**

Signed:................................................................................................. Date:..........................

NB There is a Fourteen day “cooling off” period, from the date of signature. If you wish to start marketing asap or by signing in our office. If you don’t want to wait the 14 days. Sign below

 I/we agree to waive the 14 day cooling off period:…………………………………..

. ****** v 1/21