

Terms of Business

Arnolds | Keys

WE LET | YOU RELAX

Tenant Find, Rent Collection, Complete or Ultimate Management Services

These are the service options available to you however, we would be happy to discuss a tailored service to meet your requirements.

For any of the options, we will deal with all aspects of the marketing, letting (and re-letting) of your property, tenant referencing to include credit and Right to Rent checks. We will collect the first month's rent & deposit and will protect it via the TDS (Tenancy Deposit Scheme), and account to the Landlord. We can also organise the EPC (Energy Performance Certificate) / Landlords Gas / Electrical Safety Certificates, Chimney Sweeping Certificates and provide or update a digital inventory and schedule of condition. Please refer to our Terms of Business for a complete breakdown of the services provided.

Tenant Find 120% (inclusive of VAT) of the first month's rent

If you prefer, we will be pleased to simply find you a Tenant and, after we have seen the Tenant into occupation will pass the property back to you to manage and collect the rent. This is called Tenant Find, and you pay a single fixed fee to the Agent for this service.

Rent Collection 12% (inclusive of VAT) of rents received + 90% Initial Letting Fee (inclusive of VAT)

If you are able to deal with repairs and any maintenance issues. This option is cheaper than our complete managed service and might suit you if you are local to the property and have your own preferred contractors. We will collect the rent as described in the management service options and deal with any legal matters that arise through non-payment of rent

Complete Management 15% (inclusive of VAT) of rents received + 90% Initial Letting Fee (inclusive of VAT)

Most landlords who prefer not to be involved with the day-to-day administration of a tenancy choose this level of service. We are the first point of call for all the Tenant's queries, problems, fault reports and maintenance issues. We receive and account the rent payments to you each month and inspect the property from time to time and report to you. With a Complete Management Service, we retain a float of £250 on your account to cover any repair costs that come up during the month. If it is necessary to use part of this float, it will be topped up when the next rent payment arrives.

Ultimate Management 18% (inclusive of VAT) of rents received + 90% Initial Letting Fee (inclusive of VAT)

All the Complete Management Service as referred to above, with the addition of Professional Photography, a dedicated Property Manager, vacant property management, video defect reporting and Rent Guarantee and Legal Expenses Insurance included.

With the Complete Management or Ultimate Management Service, the Landlord can elect to pay monthly, spread the cost across the term of the tenancy or pay up front. Further details are available from the Arnolds Keys letting team.

SERVICE REQUIREMENTS

At Arnolds Keys we would like to give you the option of how you want to let your property, and your level of involvement. The details of the three service packages we offer are below.

SERVICE	Ultimate Management	Complete Management	Tenant Find
Advice on rental value	✓	✓	✓
Marketing and promotion of property	✓	✓	✓
Arranging viewings	✓	✓	✓
Referencing and Right to Rent checks	✓	✓	✓
Preparation and execution of Assured Shorthold Tenancy with associated compliance documentation	✓	✓	✓
Collection of first month's rent and protection of deposit	✓	✓	✓
Access to financial services	✓	✓	✓
Concierge service (Just Move In)	✓	✓	✓
Collection, accounting and management of rent	✓	✓	
Managing routine repairs and contractors	✓	✓	
Retention of keys	✓	✓	
Tenancy renewals and managing the termination of tenancies	✓	✓	*
Dealing with tenant checkouts and deposit return	✓	✓	*
Feedback within 24 hours of all viewings booked	✓	✓	✓
24-hour emergency helpline (tenant access)	✓	✓	
Dedicated point of contact	✓	✓	
Property defect photographic report	✓	✓	*
Annual rent and compliance review	✓	✓	*
Schedule of condition (unfurnished)	✓	✓	*
Access to online client portal	✓	✓	
Professional photography (subject to a 12-month tenancy)	✓	*	*
Personal Property Manager	✓		
Vacant property management	✓	*	*
Property defect video report	✓	*	*
Legal Expenses and Rent Guarantee insurance (subject to a 12-month tenancy)	✓	*	*
Furnished inventory and Schedule of condition	*	*	*
Please indicate your preference for the service package required ✓			

With the Complete or Ultimate Managed Service, the Landlord can elect to pay monthly, spread the cost across the term of the tenancy, or pay up front.

Full details of the fees are detailed on the accompanying sheet, as detailed in the Landlords Guide or available from the Arnolds Keys letting team.

ADDITIONAL REQUIREMENTS

Please complete the form below to enable us to begin the process of letting your property.

Service	Cost (incl. VAT)*
Energy Performance Certificate	£90.00
Electrical Installation Condition Report (EICR) Up to 2 bedroom: Up to 4 bedrooms: Above 4 bedrooms:	£156.00 £180.00 £204.00
Gas Safety Certificate One appliance: Two appliances: Three appliances:	£62.34 £92.28 £122.23
Boiler Cover Plans	from £15.12 pcm
Home Emergency Cover Plans	£TBC
Oil Boiler Service	From £83.34
Chimney Sweeping	From £60 per chimney
Wood Burner Servicing	From £60.00
Battery Smoke Alarms	From £25 each
Legionella Safety Certificate	From £90
Battery Carbon Monoxide Alarms / Heat detectors	From £25 each
Buildings Insurance	
Contents Insurance	
Rent Guarantee Insurance	
Legal Expenses Cover	
Vacant Property Management Service	£30 per visit
Court Attendance	£120 per hour
Additional Property Visits (disputes etc)	£120
Annual Income & Expenditure Report	£36

Service	Cost (incl. VAT)*
Furnished Inventory and Schedule of Condition per tenancy (Tenant Find, Complete and Ultimate Managed Service).	From £96
Unfurnished Inventory and Schedule of Condition (Tenant Find)	From £75
Professional photography (Complete and Tenant Find)	From £95
Property defect video report (Complete and Tenant Find)	£110
Renewal of Tenancy with new fixed term agreement (Tenant Find)	£120
Property defect photographic report (Tenant Find)	£95
Annual Rent Review (Tenant Find)	£120
Check Annual Safety Certificates (Tenant Find)	£30
Service of notices (21,13,48 and 8) (Tenant Find)	£120 each
End of Tenancy checks (Tenant Find)	£300
Contractors administration cost (Ultimate and Complete Management)	10% of contractors total invoice



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Arnolds Keys

2 Prince of Wales Road

Norwich | NR1 1LB

01603 216812 | arnoldskeys.com | lettings@arnoldskeys.com