

Landlord Fees & Charges – Wales

The fees & charges listed below may vary depending on the scope of the services provided and your requirements. What we charge you depends on various factors, including the type of property you are letting and the service you would like.

The team in your local office will confirm our terms of business, the services we offer and what your fees will be.

	Levels of service offered:		
	Contract-holder Find: 100% of rent (inc. VAT)	Rent Collection: 7.2% of rent (inc. VAT)	Fully Managed: 14.5% of rent (inc. VAT)
Initial property visit to assess the property rental value	✓	✓	✓
Provide guidance on compliance with statutory provisions and letting consents	✓	✓	✓
Advise on presentation and refurbishment requirements	✓	✓	✓
Erect board outside property in accordance with Town and Country Planning Act 1990 (where possible and if relevant)	✓	✓	✓
Marketing the property and advertise on all relevant portals	✓	✓	✓
Carry out accompanied viewings (as appropriate)	✓	✓	✓
Interview prospective applicants, detailed references and contract-holder checks	✓	✓	✓
Advise on non-resident tax status and HMRC (if relevant)	✓	✓	✓
Collect and remit initial months' rent and provide contract-holders with method of payment	✓	✓	✓
Preparation of Agreement and supporting documents required by law	✓	✓	✓
Pre-contract visit to check the property is ready for occupancy and test alarms	✓	✓	✓
Arrange Inventory and record of condition and provide detailed report	✓	✓	✓
Deposit registration with Government deposit scheme	✓	✓	✓
Advise all relevant utility providers	✓	✓	✓
Contract handover to new contract-holders	✓	✓	✓
Provide a statement of income and expenditure on a monthly basis		✓	✓
Pursue non-payment of rent and provide advice on rent arrears actions		✓	✓
Undertake two routine visits per annum and notify the outcome to the landlord			✓
Arrange routine repairs and instruct approved contractors			✓
Hold keys throughout the contract term			✓
Security Deposit dilapidation negotiations			✓

Additional non-optional fees and charges (irrespective of level of service)

<p>Pre-contract fees (all service levels)</p>	<p>Arranging and facilitating statutory compliance (this is in addition to the costs of the item itself) if not provided on instruction or undertaken by the landlord:</p> <ul style="list-style-type: none"> • Energy Performance Certificate (EPC) £90 (inc. VAT) per contract • Gas Safety Certificate (GSR) £108 (inc. VAT) per contract • Electrical Installation Condition Report (EICR) £165 (inc. VAT) per contract depending on property size and number of consumer units • Portable Appliance Testing (PAT) £90 (inc. VAT) per contract • Legionella Risk Assessment £84 (inc. VAT) per contract • Installing Smoke alarms and Carbon Monoxide £90 (inc. VAT) per contract • Testing Smoke alarms and Carbon Monoxide detectors on the first day of the contract £30 (inc. VAT) per contract • Handling local authority licensing application £90 (inc. VAT) per contract • Fees subject to change dependant on the contractor, size of property and location - A cost will be agreed prior to instructing the contractor
<p>Start of contract fees</p>	<p>Set-up Fees: As per the fee schedule (inc. VAT) per contract. Referencing for up to two contract-holders (ID checks, Right-to-Rent checks, financial credit checks, obtaining references from current or previous employers / landlords and any other relevant information to assess affordability) as well as contract negotiation (amending and agreeing terms) and arranging the signing of the contract agreement.</p> <p>Sanction Checks: £6 (inc. VAT) checks must be applied to ALL parties involved with a contract.</p> <p>Additional Contract-Holder Referencing Fees: £30 (inc. VAT) per person. As Set-up Fees above for additional contract-holders.</p> <p>Guarantor Fees: £50 (inc. VAT) per guarantor.</p> <p>Covering credit referencing and preparing a Deed of Guarantee (or as part of the Contract Agreement).</p> <p>Permitted Occupier Fees: £50 (inc. VAT) per permitted occupier. Explaining to any permitted occupier their rights and responsibilities towards the named contract-holder(s) and landlord.</p> <p>Deposit Registration Fees (where collected): £90 (inc. VAT) per contract. Register landlord and contract-holder details and protect the security deposit with a Government-authorized Scheme. Provide the contract-holder(s) with the Deposit Certificate and Prescribed Information within 30 days of the contract start date.</p> <p>Inventory Fees: Dependant on the number of bedrooms and/or size of the property and any outbuildings.</p> <p>Accompanied Check-in Fees: £300 (inc. VAT) per contract. Attending the property to welcome the contract-holder(s), confirm the Inventory and Schedule of Condition, explain the operation of appliances, highlight the location of utility meters, stop-cocks etc. and test that all smoke alarms and carbon monoxide detectors are present and in working order. This is subject to an approved Inventory as above.</p> <p>Landlord Withdrawal Fees (before move-in): £500 (inc. VAT) per contract. To cover the costs associated with the marketing, advertising and contract set-up should the landlord withdraw from the contract before it has started.</p>
<p>During contract fees</p>	<p>Additional Property Visits: £150 (inc. VAT) per visit. Should the landlord request property visits in addition to those within their existing Terms of Business, this covers the costs of attending the property.</p> <p>Rent Review Fees: £180 (inc. VAT) per contract. Review rent in accordance with current prevailing market conditions and advise the landlord, negotiate with the contract-holder(s), direct contract-holder(s) to make payment change as appropriate, update the contract agreement and serve a Section 13 Notice if the contract is on a periodic basis.</p> <p>Renewal Fees: £180 (inc. VAT) per contract. Contract negotiation, amending and updating terms and arranging for the signing of a further contract agreement.</p> <p>Right-to-Rent Follow-Up Check: £50 (inc. VAT) per check. Undertaking a repeat check in person on a time-limited visa in accordance with the Immigration Acts 2014 and 2016. Notifying the Home Office should an illegal overstayer be identified. This does not apply to a Contract-holder-Find service.</p>

	<p>Landlord Withdrawal Fees (during contract): £800 (inc. VAT) per contract. To cover the costs associated with advising the contract-holder on the change and the position of the security deposit, transferring the security deposit to the landlord or new agent, notifying all utility providers and local authority (where necessary) and returning all relevant documents held by the agent to the landlord. This does not apply to a Contract-holder-Find service.</p> <p>Arrangement Fees for works over 24% of net cost (inc. VAT). Arranging access and assessing the costs with any contractors, ensuring work has been carried out in accordance with the Specification of Works and retaining any resulting warranty or guarantee. Fully Managed service only.</p>
End of contract fees	<p>Check-out Fees: £180 (inc. VAT) per contract.</p> <p>Attending the property to undertake an updated Schedule of Condition based on the original inventory and negotiating the repayment of the security deposit.</p> <p>Contract Dispute Fee: £300 (inc. VAT) per contract.</p> <p>The costs associated with the preparation of all evidence and submitting the case to the contract deposit scheme as well as dealing with all correspondence relating to the dispute. This only applies where the agent has protected the deposit.</p> <p>Fees for the service of Legal Notices (Section 8 or Section 21): £180 (inc. VAT) per Notice.</p> <p>Court Attendance Fees: £108 (inc. VAT) per hour.</p>
Financial charges	<p>Interest on Unpaid Commission: 10% above the Bank of England Base Rate from Due Date until paid.</p> <p>Contractor Commission: 0% of contractors invoice (inc. VAT). To cover the costs associated with arranging and facilitating the visit of a vetted professional tradesperson.</p> <p>Submission of Non-Resident Landlords receipts to HMRC £108 (inc. VAT) per hour. To remit and balance the financial Return to HMRC on both a quarterly and annual basis.</p> <p>Additional HMRC Reporting Fees: £108 (inc. VAT) per hour. Responding to any specific queries relating to either the quarterly or annual Return from either the landlord or HMRC.</p> <p>Fees for providing an Annual Income and Expenditure Schedule: £30 (inc. VAT) annually.</p> <p>Same-Day Payment Fees: £30 (inc. VAT) per payment.</p> <p>Should the landlord request a payment faster than the agreed timescales within their existing Terms of Business, this covers the costs of providing a same-day payment service.</p> <p>Foreign Currency Payment Fees: £90 (inc. VAT) per payment. Should the landlord request a payment to be made in a currency other than that which is agreed within their existing Terms of Business, this covers the costs of providing a payment in another currency.</p>
Other fees and charges	<p>Arrangement Fees for refurbishments over £750: 24% of net cost (inc. VAT). Arranging access and assessing the costs with any contractors, ensuring work has been carried out in accordance with the Specification of Works and retaining any resulting warranty or guarantee.</p> <p>Obtaining more than two contractor quotes: £60 (inc. VAT) per quote. Fully Managed service only.</p> <p>Vacant Property Management Fees: £90 (inc. VAT) per visit. To cover the costs associated with visiting the property to undertake visuals checks on the inside and outside at a frequency mutually agreed with the landlord.</p> <p>Management Take-over Fees: £600 (inc. VAT) per contract. To cover the costs associated with taking over the management of an ongoing contract, ensuring all statutory compliance has been undertaken, confirming everything under "Set-up Fees" above, receiving and protecting the security deposit and providing all necessary legal documentation to the contract-holder.</p> <p>Deposit Transfer Fees: £60 (inc. VAT) per deposit. Should the landlord request any changes to a protected deposit during a contract, this covers the costs associated with legal compliance for said request.</p> <p>Other fees and charges may apply, depending on whether or not you ask us to carry out additional services.</p>

<p>Client Money Protection</p> <p>As a Regulated Firm under the Royal Institution of Chartered Surveyors (RICS) we are members of the RICS Client Money Protection Scheme. Detailed rules about the scheme can be found here.</p> <p>View our Client Money Protection Scheme certificate here.</p>	<p>Regulated by RICS</p>	<p>Independent Redress</p> <p>We are members of Property Redress, an independent organisation dedicated to resolving disputes between consumers and property agents. They provide impartial mediation and resolution, promoting transparency and trust within the property industry.</p> <p>View our Complaint Handling Procedure here and our Property Redress certificate here.</p>	
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Please ask a member of staff if you have any questions about our fees.