



**Francis Stuart**

HMOs • Lettings • Investments

## Services and Fees



# Service Options

## Service

### Tenant Find Package

#### What type of property does this work for?

All residential properties and whole blocks.

#### What does this service entail?

We work with Landlords to make sure they're getting the most from their property, and then find a top-notch tenant for their property.

#### What type of Landlord does it work for?

Landlords that have a full and complete understanding of the Housing Act, Landlord and Tenant Act, HHSRS, Furniture and Furnishing Fire

Safety, Homes Fitness for Human Habitation Act, GDPR, licencing Regulations, and the many other Regulations Landlords are required to conform with, and understand the implications of failure to conform (Fines, Criminal Conviction, Inability to take Legal Action against Tenants).

As well as this, Landlords self-managing should have the ability to manage and respond to maintenance reports at all hours, and/or a strong support network to respond to and manage maintenance on their behalf at any time, on any day (that includes Christmas, holiday season, and so on!).

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## Service

### The DIY Package

#### What type of property does this work for?

All residential properties, HMO's and whole blocks.

#### What does this service entail?

We'll do everything we do in the Tenant Find Package, plus manage rent collection from your Tenant, doing our best to make sure rent reaches you on time and in full.

On top of this, we'll be a point of contact for your tenant, and act on your behalf when needed meaning you only pay for our Property Management when you use it.

#### What type of Landlord does it work for?

Landlords who have a bit of an understanding of the many (many) regulations they have to adhere to and the implications of failure to do so, and have both the time and resources to manage their own property but don't want the full risk and liability of fully self-managing. These Landlords may want access to our property management resources, but only when they feel they are needed or unable to intervene themselves. Maintenance on their behalf at any time, on any day (that includes Christmas, holiday season, and so on!).

# Service Options

## Service

### Standard Residential Management

#### What type of property does this work for?

All residential properties

#### What does this service entail?

We'll do everything we do in the Tenant Find Package, plus manage your Property and the Tenancy once they've moved in. This Package covers all the core services needed to effectively and efficiently manage the Property for you. With this, you will be provided with your own Portfolio Manager, who will be your main point of contact and make it their job to know your Property and Tenants inside out, as well as keep you up to date.

#### What type of Landlord does it work for?

Landlords who don't have a thorough understanding of all of the many (many) regulations they are responsible for adhering to, and want to limit both their liability and their responsibility for making sure things are done right, as well as want access to extensive knowledge and advice.

Landlords who opt for this package may also be doing so because they don't have the time to manage the property, or their tenants, or maybe just want to be "hands off".

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## Service

### Standard HMO Management

#### What type of property does this work for?

Any property with 3 or more occupants from 2 or more households, with or without a HMO Licence.

#### What does this service entail?

We'll do everything we do in the Tenant Find Package, plus manage your Property, including compliance with the HMO Regulations, and all of your Tenancies.

This Package covers all the core services needed to effectively manage a HMO, and you will be provided with your own Portfolio Manager, specialising in Shared Housing, who will be your main point of contact and make it their job to know your Property and Tenants inside out, as well as keep you up to date.

This Portfolio Manager will also get to know your Tenants, making sure to manage the dynamics and hand-pick tenants on your behalf based on their knowledge of the Property and the House Culture.

#### What type of Landlord does it work for?

Landlords who don't have a thorough understanding of all of the many (many) regulations they are responsible for adhering to, including HMO-related compliance, and want to limit both their liability and their responsibility for making sure things are done right, as well as want access to extensive knowledge and advice.

Landlords who opt for this package may also be doing so because they don't have the time to manage the property, or their tenants, or maybe just want to be "hands off".

# Service Options

## Service

### Residential Block Management (With a twist)

#### What type of property does this work for?

Whole blocks of flats owned by 1 person, looking for management of the building as well as their individual properties within.

#### What does this service entail?

We'll do everything we do in the Residential Full Management Package, plus manage your responsibilities as a Block/Freehold owner.

This includes making sure the communal spaces of your building are safe and conform with the many Fire Safety, Building Regulations and Building Management Regulations. With this, you will be provided with your own Portfolio Manager, who will be your main point of contact and make it their job to know your Property and Tenants inside out, as well as keep you up to date.

#### What type of Landlord does it work for?

Landlords who don't have a thorough understanding of all of the many (many) regulations they are responsible for adhering to, including Block Management related compliance, and want to limit both their liability and their responsibility for making sure things are done right, as well as want access to extensive knowledge and advice.

Landlords who opt for this package may also be doing so because they don't have the time to manage the property, or their tenants, or maybe just want to be "hands off".

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## Service

### Landlord Rescue Package

#### What type of property does this work for?

Properties that require work to make them compliant and/or safe for occupation and/or have issues with tenants.

#### What does this service entail?

This Package entails everything included in our Full Management Services, but is designed specifically for those properties that require extensive work due to not being compliant at the point they are taken on. On top of your own Portfolio Manager, your Property will have a full recovery plan in place to make it an asset rather than a Liability, and will be dual-managed by our Lettings Director to ensure everything is done to the highest standard possible.

#### What type of Landlord does it work for?

This Package is perfect for clients that hold a property that isn't in tip-top shape compliance wise and needs special attention to detail to make sure it can be turned around and it's potential maximised.

We recommend clients opt for this package where they either have issues with tenants, with the property condition itself, or are preparing the property to sell and struggling to achieve the rate they want to for it because any issues you have with it is damaging it's market value or saleability.

# Service Options

## Service

### VIP Management

#### What type of property does this work for?

All residential properties, HMO's and whole blocks.

#### What does this service entail?

This Package entails everything included in our Full Management Services, but allows for a more personal service for those clients that wish either to have extensive guidance, or to be as hands off as possible.

On top of your own Portfolio Manager, your Property will be dual-managed by our Lettings Director to ensure everything is done to the highest standard possible, and you will be able to engage with our senior management for thorough guidance and advice as part of your service.

#### What type of Landlord does it work for?

Landlords who want or require extensive guidance and are looking to maximise the return from their portfolio as part of their service.

OR

Clients that want to be as hands-off as possible, but do not want to opt for a guaranteed rent package to make sure they are getting the maximum return from our service and their Property.

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## Service

### Guaranteed Rent

#### What type of property does this work for?

All residential properties, HMO's and whole blocks.

#### What does this service entail?

This package ensures Landlords can be as hands-off as possible while receiving a secure and consistent rent-rate for their property, without any tenant management or costs.

#### What type of Landlord does it work for?

Landlords that opt for this package may either lack the time or resources to manage their property, and as such be looking for an almost entirely "hands off" service that requires both minimal time and money invested while receiving a consistent return for their property.



## Our Fees Summarised

Service Options	Tenant Find Package	The DIY Package	Residential Management	HMO Management	Flat Block Management	VIP Management	Guaranteed Rent
Rent Appraisal & marketing strategy for your property	✓	✓	✓	✓	✓	✓	✓
Professional marketing on Rightmove, Zoopla, Social Media and Spareroms	✓	✓	✓	✓	✓	✓	✓
To Let Board outside Property	✓	✓	✓	✓	✓	✓	✓
Pre-viewing vetting for all applicants interested in your Property	✓	✓	✓	✓	✓	✓	✓
Unlimited Accompanied Viewings of the Property	✓	✓	✓	✓	✓	✓	✓
Full Referencing of Tenants	✓	✓	✓	✓	✓	✓	✓
Drawing up and signing of Tenancy Agreement	✓	✓	✓	✓	✓	✓	✓
Registration of Deposit with DPS	£30 incl. VAT						✓
Inventory pre-move in	Charged based on inventory fee scale						✓
Collection of Rent, automated and manual chasing of late payments during tenancy	(First month)	✓	✓	✓	✓	✓	✓
Periodic Statement for received rent	✓	✓	✓	✓	✓	✓	✓
Section 8 notice service	£42 incl. VAT	✓	✓	✓	✓	✓	✓
Section 21 notice	£42 incl. VAT						✓
Annal review of rent rates	£15 incl. VAT	✓	✓	✓	✓	✓	✓
Rent Guarantee	Not included	Quote on request					✓
Submission of Rent Guarantee Claim	Not included	£60 Incl. VAT					✓
24/7 Access to reporting system for maintenance	Not included	✓	✓	✓	✓	✓	✓
Management of maintenance	Not included	£60 incl. VAT Per hour	✓	✓	✓	✓	✓
Safety certificate Renewals	Not included	£60 incl. VAT per hour	✓	✓	✓	✓	✓
6-Monthly Property Inspections	Not included	£60 incl. VAT per inspection	£60 incl. VAT per inspection	✓	✓	✓	✓ HMO only
Annual Property Inspections	Not included	£60 incl. VAT per inspection	✓	✓	✓	✓	✓
Check out inspection	Charged based on inventory fee scale						✓
Deposit Claim via DPS	£15 incl. VAT	£15 incl. VAT	✓	✓	✓	✓	✓
Deposit Dispute via DPS	£84 incl. VAT						✓
Obtaining quotes for works to Re-let	£60 incl. VAT Per Hour	✓	✓	✓	✓	✓	✓
Management of any maintenance or works while the property is unoccupied	12% including VAT of of the cost of the work						
<b>Tenant find fee</b>	£650 incl. VAT	£450 incl. VAT	£450 incl. VAT	£360 incl. VAT	£450 incl. VAT	£360 - £450 incl. VAT	✓
<b>% of rent for Package</b>	None	8.4% incl. VAT	12.5% incl. VAT	15% incl. VAT	15% incl. VAT	18% incl. VAT	We pay you up to 75% of market value



## Our Fees In Detail for Lettings

Service Options	Tenant Find Package	The DIY Package	Residential Management	HMO Management	Flat Block Management	VIP Management	Guaranteed Rent
Rent Appraisal and 30 minute Landlord Advice Meeting	✓	✓	✓	✓	✓	✓	✓
Marketing strategy to suit property needs	✓	✓	✓	✓	✓	✓	✓
To Let Board outside Property	✓	✓	✓	✓	✓	✓	✓
Extensive rent appraisal report, detailing ways to maximise return, improve the property, value based on yield and potential strategy options	£60 incl. VAT	£60 incl. VAT	£60 incl. VAT	£60 incl. VAT	£60 incl. VAT	✓	✓
In office photography and editing	✓	✓	✓	✓	✓	✓	✓
Professional photography including team member attendance	£105 incl. VAT per property with 6 bedrooms or less, properties larger than this to be quoted						✓
Light dressing and staging for photos	£60 incl. VAT					✓	✓
Full dressing and staging for photos and viewings	Quote on request						
3D Virtual Tour of the Property	£105 incl. VAT per property with 6 bedrooms or less, properties larger than this to be quoted						
Floorplan of the Property	£85 incl. VAT per property with 6 bedrooms or less, properties larger than this to be quoted						
Full marketing package including 3D Tour, professional photos, floorplan	Quote on request						
Marketing on Rightmove & Zoopla	✓	✓	✓	✓	✓	✓	✓
Marketing on Facebook, Instagram and Social Media	✓	✓	✓	✓	✓	✓	✓
To Let Board outside Property	✓	✓	✓	✓	✓	✓	✓
Pre-viewing vetting for all applicants interested in your Property	✓	✓	✓	✓	✓	✓	✓
Unlimited accompanied viewings of the Property	✓	✓	✓	✓	✓	✓	✓
Full Referencing of Tenants including: employment, income, credit history, Landlord reference and character references where applicable	✓	✓	✓	✓	✓	✓	✓
Right to Rent Checks, confirming Right to Rent in the UK	✓	✓	✓	✓	✓	✓	✓
Compiling and arranging compliance certification needed pre-tenancy	£60 incl. VAT	60 incl. VAT	✓	✓	✓	✓	✓
Compliance with the Deregulation Act	✓	✓	✓	✓	✓	✓	✓
Drawing up of Tenancy Agreement	✓	✓	✓	✓	✓	✓	✓
Signing of Tenancy Agreement either in person, or electronically	✓	✓	✓	✓	✓	✓	✓
Registration of Deposit with DPS	£30 incl. VAT						✓
Notification of Utility Change with Providers	£30 incl. VAT	✓	✓	✓	✓	✓	✓
Inventory pre-move in	Charged based on inventory fee scale						✓
Ongoing Immigration Checks	£60 incl. VAT	£60 incl. VAT	✓	✓	✓	✓	✓
1hr 1 on 1 advice meeting to plan portfolio growth	£90 incl. VAT					For 1 month	£90 incl. VAT



## Our Fees In Detail for Tenancy Management

Service Options	Tenant Find Package	The DIY Package	Residential Management	HMO Management	Flat Block Management	VIP Management	Guaranteed Rent
Collection of Rent	Included for first month	✓	✓	✓	✓	✓	✓
Automated chasing of missed rent payments during Tenancy	Not included	✓	✓	✓	✓	✓	✓
Rent chasing Letters to Tenant	£15 incl. VAT	£15 incl. VAT	✓	✓	✓	✓	✓
Periodic Statement for received rent	✓	✓	✓	✓	✓	✓	✓
Landlord Portal Access	Not included	£45 incl. VAT P/A					
Section 8 notice service	£42 incl. VAT	✓	✓	✓	✓	✓	✓
Section 21 notice	£42 incl. VAT						✓
Assistance with submitting CCJ against tenant	£60 incl. VAT	£45 incl. VAT				✓	✓
1-on-1 advice in relation to tenant arrears management	£60 incl. VAT	✓	✓	✓	✓	✓	✓
Attendance to property regarding rent arrears	£60 incl. VAT						✓
Health Check of the property, checking compliance, occupancy, rent income	£60 incl. VAT					✓	✓ Once PA
Annual review of rent rates	£15 incl. VAT	✓	✓	✓	✓	✓	✓
Section 13 notice to increase rent	£42 incl. VAT						✓ Once PA
UC47 Application for Tenant in Receipt of Universal Credit	£30 incl. VAT						✓
Guarantee rent will be paid to you monthly	Not included	Quote on request					✓
Annual statement	Not included	£42 incl. VAT					
Tenancy renewed with existing Tenant	£120 incl. VAT	£90 incl. VAT					





## Our Fees In Detail for Maintenance

Service Options	Tenant Find Package	The DIY Package	Residential Management	HMO Management	Flat Block Management	VIP Management	Guaranteed Rent
24/7 Access to Online reporting system for maintenance	Not included	✓	✓	✓	✓	✓	✓
24/7 Access to out-of-hours emergency call handling	Not included	£45 incl. VAT	✓	✓	✓	✓	✓
Receipt of all maintenance reports	Not included	✓	✓	✓	✓	✓	✓
Management of all essential maintenance while property is occupied	Not included	£60 incl. VAT	✓	✓	✓	✓	✓
Management of non essential or recommended maintenance while property is occupied	Not included	£60 incl. VAT	✓	✓	✓	✓	✓
Full Schedule of Works for a large set of works being planned for the property	£60 including VAT per Schedule Produced						
Inspection of a property post-works to confirm it has been completed to a good standard and/or in line with initial quotation	£60 including VAT Per Hour						
Safety Certificate Renewals	Not included	£60 incl. VAT Per hour	✓	✓	✓	✓	✓
6-Monthly Property Inspections	Not included	£60 incl. VAT per inspection	Not included	✓	✓	✓	✓ HMO Only
Annual Property Inspections	Not included	£60 incl. VAT per inspection	✓	✓	✓	✓	✓
Furniture Orders / Key Cutting / Meter Readings	£42 incl. VAT per order	£42 incl. VAT per order	£30 incl. VAT per order				✓
Non-essential postage of statements and documents	£10 incl. VAT						
Attendance to the property, or anywhere else, at the Landlords request or by absolute necessity	£60 incl. VAT Per Hour						



## Our Fees In Detail for Shared Housing, Move Outs and Management

Service Options	Tenant Find Package	The DIY Package	Residential Management	HMO Management	Flat Block Management	VIP Management	Guaranteed Rent
<b>Shared Housing and Block Only</b>							
Property set up including health check for existing paperwork, pro photography for vacant rooms as and when available with light dressing	NA			£250 incl. VAT	£250 incl. VAT	✓ HMO Only	✓ HMO Only
Professional Marketing on Sparerooms	✓ HMO Only	✓ HMO Only	✓ HMO Only	✓ HMO Only	✓ HMO Only	✓ HMO Only	✓ HMO Only
Monthly communal inspection and Fire Alarm Testing	Not included	£45 incl. VAT (HMO and Block Only)					✓ HMO Only
Licencing application and submissal	£120 incl. VAT	£85 incl. VAT					
<b>Move outs and vacancies</b>							
Check out inspection	Charged based on inventory fee scale						✓
Deposit Claim via DPS	£15 incl. VAT	✓	✓	✓	✓	✓	✓
Deposit Dispute via DPS	£84 incl. VAT						✓
Obtaining quotes for works to relet	£60 incl. VAT PH	✓	✓	✓	✓	✓	✓
Management of any maintenance or works while the property is unoccupied	12% including VAT of the cost of the work						
Attendance to review works while property is vacant (where not already managing the works)	£60 including VAT Per Hour						
<b>Tenant find fee</b>	<b>£650 incl. VAT</b>	<b>£450 incl. VAT</b>	<b>£450 incl. VAT</b>	<b>£360 incl. VAT</b>	<b>£450 incl. VAT</b>	<b>£360 - £450 incl. VAT</b>	✓
<b>% of rent for Package</b>	<b>None</b>	<b>8.4% incl. VAT of rent</b>	<b>12.5% incl. VAT</b>	<b>15% incl. VAT</b>	<b>15% incl. VAT</b>	<b>18% incl. VAT</b>	<b>We pay you up to 75% of market value</b>



## Our Fees In Detail Inventory Fee Scale

Property	Furnished / Unfurnished	Check-In / Check Out Report	Inventory (Detailed)
Room in Shared House	Furnished	£30 incl. VAT	£45 including VAT per room
Ensuite Room in Shared House	Furnished	£45 incl. VAT	£60 including VAT per room
Shared House Communal Spaces	Furnished	£30 incl. VAT	£45 including VAT per room
Studio	Unfurnished Furnished	£30 incl. VAT £45 incl. VAT	£60 including VAT per room £75 incl. VAT
1 Bedroom Flat	Unfurnished Furnished	£60 incl. VAT Per Hour £60 incl. VAT Per Hour	£90 incl. VAT £105 incl. VAT
2 Bedroom Flat	Unfurnished Furnished	£60 incl. VAT Per Hour £60 incl. VAT Per Hour	£105 incl. VAT £120 incl. VAT
1 Bedroom House	Unfurnished Furnished	£60 incl. VAT Per Hour £60 incl. VAT Per Hour	£90 incl. VAT £105 incl. VAT
2 Bedroom House	Unfurnished Furnished	£60 incl. VAT Per Hour £60 incl. VAT Per Hour	£110 incl. VAT £125 incl. VAT
3 Bedroom House	Unfurnished Furnished	£60 incl. VAT Per Hour £60 incl. VAT Per Hour	£135 incl. VAT £150 incl. VAT
4 Bedroom House	Unfurnished Furnished	£60 incl. VAT Per Hour £60 incl. VAT Per Hour	£160 incl. VAT £175 incl. VAT
5 Bedroom House	Unfurnished Furnished	£60 incl. VAT Per Hour £60 incl. VAT Per Hour	£195 incl. VAT £240 incl. VAT
6 Bedroom House	Unfurnished Furnished	£60 incl. VAT Per Hour £60 incl. VAT Per Hour	£280 incl. VAT £315 incl. VAT
7 Bedroom House	Unfurnished Furnished	£60 incl. VAT Per Hour £60 incl. VAT Per Hour	Quote to be provided £360 incl. VAT
8 Bedroom House	Unfurnished Furnished	£60 incl. VAT Per Hour £60 incl. VAT Per Hour	Quote to be provided £405 incl. VAT
9 Bedroom House	Unfurnished Furnished	£60 incl. VAT Per Hour £60 incl. VAT Per Hour	Quote to be provided £450 incl. VAT
10 Bedroom House	Unfurnished Furnished	£60 incl. VAT Per Hour £60 incl. VAT Per Hour	Quote to be provided £495 incl. VAT