



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!).

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".

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".

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	Guaranteed Rent
Rent Appraisal & marketing strategy for your property	✓	✓	✓	✓	✓	✓
Professional marketing on Rightmove, Zoopla, Social Media and Sparrerooms	✓	✓	✓	✓	✓	✓
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	✓	✓	✓	✓	✓	✓
Compliance with the Deregulation Act	✓	✓	✓	✓	✓	✓
Drawing up and signing of Tenancy Agreement	✓	✓	✓	✓	✓	✓
Registration of Deposit with DPS	£36 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 for rent arrears (Grounds 8, 10 and 11 are met)	£48 incl. VAT		✓	✓	✓	✓
Section 21 notice or Section 8 where not due to rent arrears	£60 Incl. VAT					✓
Annual review of rent rates	£15 incl. VAT		✓	✓	✓	✓
Rent Guarantee	Not included	Quote on request with insurance provider Rightmove				✓
24/7 Access to reporting system for maintenance	Not included	✓	✓	✓	✓	✓
Management of all maintenance while property is occupied	Not included	£60 incl. VAT Per hour	✓	✓	✓	✓
Safety certificate Renewals	Not included	£60 incl. VAT per hour	✓	✓	✓	✓
6 Monthly Safety Compliance Visit	Not included	£60 incl. VAT per inspection	Not included	✓	✓	✓ HMO only
Annual Property Inspections	Not included	£60 incl. VAT per inspection	✓	✓	✓	✓
Monthly communal inspection and Fire Alarm Testing	Not included	£48 incl. VAT (HMO and Block Only)				✓
Check out inspection	Charged based on on inventory fee scale					✓
Deposit Claim via DPS	£15 incl. VAT		✓	✓	✓	✓
Deposit Dispute via DPS	£84 incl. VAT					✓
Obtaining quotes for works to Re-let	£60 incl. VAT PH		✓	✓	✓	✓
Management of any maintenance or works while the property is unoccupied	Up to 12% including VAT of the cost of the work					
Tenant find fee	First months rent (minimum fee of £650 incl. VAT)	£495 incl. VAT	£495 incl. VAT	£395 incl. VAT	£495 incl. VAT	✓
% of rent for Package	None	8.4% incl. VAT	12.5% incl. VAT	15% incl. VAT	15% 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	Guaranteed Rent
Rent Appraisal and 30 minute Landlord Advice Meeting	✓	✓	✓	✓	✓	✓
Marketing strategy to suit property needs	✓	✓	✓	✓	✓	✓
To Let Board outside Property	✓	✓	✓	✓	✓	✓
In office photography and editing	✓	✓	✓	✓		✓
Professional photography including team member attendance	Quote on Request					✓
Light dressing and staging for photos	£60 incl. VAT					✓
Floorplan of the Property	£120 incl. VAT per property with 6 bedrooms or less, properties larger than this to be quoted					
Marketing on Rightmove & Zoopla	✓	✓	✓	✓	✓	✓
Marketing on On the Market	✓	✓	✓	✓	✓	✓
Marketing on Facebook, Instagram and Social Media	✓	✓	✓	✓	✓	✓
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	✓	✓	✓	✓	✓	✓
Compliance with the Deregulation Act	✓	✓	✓	✓	✓	✓
Drawing up of Tenancy Agreement	✓	✓	✓	✓	✓	✓
Signing of Tenancy Agreement either in person, or electronically	✓	✓	✓	✓	✓	✓
Registration of Deposit with DPS	£36 including VAT					✓
Notification of Utility Change with Providers	£36 incl. VAT	✓	✓	✓	✓	✓
Inventory pre-move in	Charged based on on inventory fee scale					✓
Ongoing Immigration Checks	£60 incl. VAT		✓	✓	✓	✓
Licence Agreement Let	£150 incl. VAT		£300 incl. VAT	£120 incl. VAT	£300 incl. VAT	✓



Our Fees In Detail for Tenancy Management

Service Options	Tenant Find Package	The DIY Package	Residential Management	HMO Management	Flat Block 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 P/A		✓	✓	✓	✓
Periodic Statement for received rent	✓	✓	✓	✓	✓	✓
Section 8 notice service Section 8 notice service for rent arrears (Grounds 8, 10 and 11 are met)	£48 incl. VAT P/A		✓	✓	✓	✓
Section 21 notice or Section 8 where not due to rent arrears	£60 incl. VAT					✓
Assistance with submitting CCJ against tenant	£75 incl. VAT		£60 incl. VAT			✓
Section 13 notice to increase rent	£48 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 with insurance provider Rightmove				✓
Annual statement	Not included	£42 incl. VAT Per Property				✓
Tenancy renewed with existing Tenant	£150 incl. VAT	£120 incl. VAT				



Our Fees In Detail for Maintenance

Service Options	Tenant Find Package	The DIY Package	Residential Management	HMO Management	Flat Block 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 per call	✓	✓	✓	✓
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	✓	✓	✓	✓
Safety Certificate Renewals	Not included	£60 incl. VAT Per hour	✓	✓	✓	✓
6 Monthly Safety Compliance Visit	Not included	£60 incl. VAT per inspection	Not included	✓	✓	✓ HMO Only
Furniture Orders / Key Cutting / Meter Readings	£42 incl. VAT per order		£30 incl. VAT per order			✓
Annual Property Inspections	Not included	£60 incl. VAT per inspection	✓	✓	✓	✓
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	Guaranteed Rent
Shared Housing and Block Only						
Professional Marketing on Sparerooms	✓ HMO Only	✓ HMO Only	✓ HMO Only	✓ HMO Only	✓ HMO Only	✓ HMO Only
Monthly communal inspection and Fire Alarm Testing	Not included	£48 incl. VAT (HMO and Block Only)				✓ HMO Only
Monthly Fire Alarm Testing	Not included	£30 incl. VAT (HMO and Block Only)				✓ HMO Only
Licencing application and submissal	£150 incl. VAT	£120 including VAT				
Move outs and vacancies						
Check out inspection	Charged based on 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 of the cost of the work					
Tenant find fee	First months rent (minimum fee of £650 incl. VAT)	£495 incl. VAT	£495 incl. VAT	£395 incl. VAT	£495 incl. VAT	✓
% of rent for Package	None	8.4% incl. VAT of rent	12.5% incl. VAT	15% incl. VAT	15% incl. VAT	We pay you up to 75% of market value



Our Fees In Detail Inventory Fee Scale

Property	Furnished / Unfurnished	Check-In / Check Out Report	Inventory (Detailed)
Room in Shared House	Furnished	£36 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	£45 incl. VAT £60 incl. VAT	£75 including VAT £90 incl. VAT
1 Bedroom Flat	Unfurnished Furnished	£60 incl. VAT Per Hour £60 incl. VAT Per Hour	£95 incl. VAT £110 incl. VAT
2 Bedroom Flat	Unfurnished Furnished	£60 incl. VAT Per Hour £60 incl. VAT Per Hour	£110 incl. VAT £125 incl. VAT
1 Bedroom House	Unfurnished Furnished	£60 incl. VAT Per Hour £60 incl. VAT Per Hour	£110 incl. VAT £125 incl. VAT
2 Bedroom House	Unfurnished Furnished	£60 incl. VAT Per Hour £60 incl. VAT Per Hour	£115 incl. VAT £130 incl. VAT
3 Bedroom House	Unfurnished Furnished	£60 incl. VAT Per Hour £60 incl. VAT Per Hour	£140 incl. VAT £155 incl. VAT
4 Bedroom House	Unfurnished Furnished	£60 incl. VAT Per Hour £60 incl. VAT Per Hour	£165 incl. VAT £180 incl. VAT
5 Bedroom House	Unfurnished Furnished	£60 incl. VAT Per Hour £60 incl. VAT Per Hour	£200 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 £400 incl. VAT
8 Bedroom House	Unfurnished Furnished	£60 incl. VAT Per Hour £60 incl. VAT Per Hour	Quote to be provided £450 incl. VAT
9 Bedroom House	Unfurnished Furnished	£60 incl. VAT Per Hour £60 incl. VAT Per Hour	Quote to be provided £490 incl. VAT
10 Bedroom House	Unfurnished Furnished	£60 incl. VAT Per Hour £60 incl. VAT Per Hour	Quote to be provided £545 incl. VAT