

students.graduates.



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Partner Terms and Conditions

1. If a mortgage exists on the property, the owner must obtain the lenders consent to let.
2. If the owner is a leaseholder the terms of the lease must be checked and any necessary, consent to let obtained.
3. The owner must ensure that adequate building insurance cover is in place and must inform the insurers that the property is to be let.
4. The owner hereby grants the agent the authority to sign the tenancy agreement and notices on behalf of the owner.
5. Before the tenancy is granted; the owner is to ensure that the property is in a suitable condition for the purposes of letting in accordance with the requirements of the Local Authority Environmental Health department, and other legislation.
 - I. Before the tenancy is granted; The Owner is to ensure that the Fire and Safety Regulations (soft furnishings) states that all furnishings (beds, sofas, chairs and the like) comply with the latest fire regulations. The owner must ensure that you do not have any non-compliant furnishings.
 - II. Before the tenancy is granted; The Owner is to ensure that all electrical appliances and circuits are in order and comply with current legislation.
 - III. Before the tenancy is granted; The Owner is to provide a smoke alarm on each story and a carbon monoxide alarm in any room with a solid fuel burning appliance (for example a coal fire or wood burning stove) as required by current regulations. The Owner is responsible for checking check that the required alarms are in working order on the first day of the tenancy. The first day of the tenancy is the date stipulated in the tenancy agreement, unless this service is under contract with the agent to perform.
 - IV. The Owner is to ensure that all gas appliances have been serviced and checked by a Gas Safe Registered engineer within the last twelve months and there is a Safety Certificate to comply with the current legislation in force.
6. The agent service does not include supervision of the property whilst unoccupied. The owner will be responsible for any bills during an unoccupied period.
7. The Owner will pay to the agent any fees, commission and expenses appropriate for the level of service required as set out in the contract details.
8. The Owner is responsible at all times for taking legal action against a tenant where a tenant is in breach of the tenant's obligations as set out in the tenancy agreement, and for the cost and expenses involved in taking legal, or other action.
9. It is hereby agreed that the agent may deduct from the rental income received all fees, commission charges and expenses payable or reimbursable to the agent under the terms of the agreement.

10. The agent will not accept responsibility for frost or cold weather damage to water systems or subsequent damage caused at any time, the owner should therefore ensure that such risks are covered by adequate insurance.

11. Where the owner is resident in the UK income tax on the rental of the property is entirely the owner's responsibility and the owner will need to inform HM Revenue and Customs directly. However, where the owner is deemed to be resident overseas (unless exemption has been agreed) the agent must deduct tax from the rental received and forward the same to the inland revenue to comply with current regulations.

12. Whilst the agent shall use their best professional judgement in the selection of tenants and the execution of service hereunder, the agent shall not under any circumstances be liable for non-payment of rent or any other outcome of the tenancy or any legal costs resulting there from. Insurance policies are recommended to cover such risks. Commission is due on all contracted rent.

13. It is hereby agreed that the agent may use their best judgement to set tenant rental rates and contract lengths. The agent will endeavour to achieve the most market suitable opportunity for the property

14. If at the discretion of the agent it is felt that the owner is demonstrating unreasonable behaviour the agent reserves the right to hand back the management of the property to the owner and the agent will cease to manage the property. The agent, where deemed necessary, will look to rehouse existing tenant. The Owner will be liable for the contracted break charges.

15. The agent shall not be liable for any loss or damage arising from defective work, substandard repair or any other fault caused by a contractor engaged by the agent.

16. The agent is not responsible for redirecting the Owners post delivered to the property.

17. The agent will pay for any repairs out of the rent money held and where the monies held are insufficient to cover the cost of a repair the Owner will pay the agent any shortfall on demand. The agent will act as an 'agent of necessity' in the event of an emergency.

18. Repairs of a value up to £300 will be undertaken in scenarios as required and deemed necessary by the agent without the necessity of notification.

19. The owner is responsible for full utility management and monitoring unless agreed with The Agent in writing.

20. Upon the receipt of rental income by the agent from the tenant, monies will be passed to the owner within a maximum of a one-month period. All funds will look to be released within 7 working days where possible. The agent will make payments every Friday of monies received, where possible. The agent will deduct any all fees, commission charges and expenses payable or reimbursable to the agent under the terms of the agreement.

21. Each Owner and agent have the right to terminate this on the condition of a breach in terms and conditions of the agreement during a tenancy. This termination is to be advised in writing and is subject to a 30 days' notice period during which period if the breach is rectified the termination will be cancelled and standard notice terms must be adhered to.

22. The agent may terminate this agreement forthwith, without notice in the event of any omission or breach by the owner, or the owner's representative which frustrates the continued performance of the agent's service hereunder or results in serious complaint from contracted tenants. This will result in a charge of any remaining contracted commission with a minimum value of £300 per tenant.

23. The Owner may terminate this agreement, in writing, at any time before the signing of a booking form or tenancy agreement by an intending tenant. There is a £100+vat marketing cost for any property that has been marketed or viewed. If you have received a property valuation (rental rates and suggested market info or changes) from the team, this will also be chargeable if ending the agreement
24. The cost to break contract at any time, with a 30-day notice period, is the full commission amount for any signed tenancy associated with the property, subject to a minimum charge of £300 per tenant. This refers to tenants in situ and all signed tenancy agreements.
25. You have the right to cancel your contract with a seven-day period of signing any contract in your home or place of work; the cooling off period is 14 days. If you come to the estate agent's office and sign a contract for the agent to sell the property, there is no right to cancel. You have the right to waive the cooling off period in writing.
26. If you choose to sell your property whilst tenants are in occupation / prospective tenants are under contract for the next academic year and management is not continued with the new owner, you will be subject to a charge of the full commission amount for any signed tenancy associated with the property, subject to a minimum charge of £300 per tenant.
27. Administrative and maintenance charges apply to all work outside of the standard task agreement. The Agent's pricing and charging structure can be found on their website.

*DEFINITIONS

- The 'owner' 'Owner', 'you' and 'your' means the person or persons named as the owners of the subject property and will include any other with a legal interest in the property, whether this is disclosed or not. Joint and severally liable means that any one of the members of a party may be held responsible for the full obligations under the agreement if the other members do not fulfil their obligations.
- The 'agent', 'we' or 'us' means CITYLETS (PLYMOUTH) LIMITED
- The 'tenant' means the party named in the tenancy agreement as the tenant of the property.
- The 'property' means the property as noted as the property to be let and includes all outbuildings, fences and boundaries etc.

Residential Property Management Student, Co-Living & HMO Property Management.

Fee	Info	Amount (£)
Complete	<p>Full service management package including:</p> <ul style="list-style-type: none"> •Rental valuation •Property marketing •Enquiry management •Accompanied viewing •Tenant Find •Move in and key collection •Rent collection •Tenant communications •Monthly statement •Maintenance communications •Maintenance action (max. spend) •Move in and move out inspections •In tenancy inspection •Move in and key collection •Out of hours maintenance •Certification management 	15% + VAT
Support	<p>All tenancy and rental management with maintenance being passed over to owner. This includes:</p> <ul style="list-style-type: none"> •Rental valuation •Property marketing •Tenant Find •Rent collection •Tenant communications •Monthly statement •Move in and key collection •Check in and check out videos 	12% + VAT
Tenancy	<ul style="list-style-type: none"> •Property marketing •Rental valuation •Enquiry management •Accompanied viewings •Booking form •Tenant Pack (tenancy, right to rent, guarantor documents) 	£300 + VAT
Booking	<p>Tenants find service</p> <ul style="list-style-type: none"> •Property marketing •Rental valuation •Enquiry management •Accompanied viewings •Booking form 	£250 + VAT
Listing	<p>Advertising across the Citylets website, multiple third-party sites including OnTheMarket and RightMove. Support from our social media channels and comms set up. Enquiries passed directly over via email.</p>	£250 + VAT per month for up to 3 property listings, with £50+vat per additional property.

		Complete	Support	Tenancy	Booking & Listing
Tenancy Package	Full set up service package from point of tenant booking through to completed documents. <ul style="list-style-type: none"> •Tenancy agreement •Right to Rent checks •Certification sign off •Deposit Protection + prescribed information 	Included			£100 + VAT
Credit Checks (Tenant or Guarantor)	Experian soft credit report on tenant and/or guarantor	£10 + VAT			
Photography	In house- basic advertising photos and walk-through video viewing	Included	£100 + VAT		
	Professional partner photographs and floor plans, with optional staging	Price on request			
Online Listing	Advertising across the Citylets website, multiple third-party sites including OnTheMarket and RightMove. Support from our social media channels and comms set up. Enquiries passed directly over via email	Included			
Deposit Registration and Holding	Registration of deposit with the Deposit Protection Service and creation/send of prescribed information. The deposit will be held until tenant vacates	£15 + VAT	£25 + VAT		
Inventory	Inhouse- video based inventory prior to move in, with tenant sign off	Included	£50 + VAT		
	Professional partner inventory report- complete inventory package provided by 3rd party	Price on request			
Referencing	<ul style="list-style-type: none"> •Linked Address, Identity & Fraud Information •CCJs, Decrees, and other court information •Affordability Rating •Previous Landlord Reference •Income & Employment Check 	£25 + VAT			£35 + VAT
Withdrawal Fee (Before letting)	If the property is withdrawn from the market prior to a let being agreed with CityLets	£100 + VAT			
Withdrawal Fee (During management)	The cost to break contract at any time, with a 30 day notice period.	All commissions for existing tenancies. With a minimum of £300 per tenancy This is not applicable to filler properties			

		Complete & Support	Tenancy, Booking & Listing
Tenancy Hand Over	If withdrawing from management and retaining the tenant. This cost covers the administration costs to supply all tenant documents and introduction and comms to manage the handover process.	£100 + VAT	N/A
Rental Review	A property visit and walk through to gauge current rental value	Included	
Formal Rental Review and Plan	This document is created to give a review of the property. This will provide a full rental valuation across student, co living and homes market. Accompanied by an action plan and guide to improvements, key selling points and marketing steps.	£100 + VAT	£150 + VAT
Fixed Term Renewal	At the end of a fixed term tenancy we will negotiate and rebook on a further 6 or 12 months agreement	£25 + VAT for co-living and professional tenants only. Students Included	£100 + VAT
Deposit or guarantor charges dispute	If a dispute is raised against charges by the landlord or tenant, Citylets will support in communication and submission of said charges and invoicing if required	£50 + VAT	
Arrears & Rental Support	If a tenant is late on rent payments or support is required in negotiating payment plans or formal steps	Included	£50 + VAT and 20% of monies recovered
Possession Notice + Support services	The serving of relevant section notices including: <ul style="list-style-type: none"> •Section 21 and section 8 notices •Creation and filing of relevant notices •All tenant communications around sections 	£150 + VAT	£250 + VAT
Administration Support	The use of the administration team to perform task outside of standard management packages. This may include but not be limited to: <ul style="list-style-type: none"> •Supply of additional paperwork and tenant documents •Liaising with external contractors or parties for notice, keys or other matters •Supply of additional financial information or adjusted payments •General administrative support 	£25 Per house + VAT (Minimum of 1 hour charge)	

Maintenance and Property		Complete	Support	Tenancy	Booking & Listing
Arranging of minor works	Minor works includes maintenance and tasks that do not require a quote or non-standard contractors (non-skilled labour, plumber, electrician, and pest control)	Included	£25 + VAT		
Arranging of major works	Major works refers to the organising and management of any property-based tasks that require a quote or use of non-standard contractors This includes the organisation and follow up to works.	£25 + VAT	£100 + VAT and 10% + VAT of agreed works		
Inspection Report	This report details a walk-through visit from one of the maintenance team. It will be built of photographs and written feedback. The summary section will give a general overview of the property but also add some guidance and advice to up coming works. The team will also liase with tenants about finding if further action is required.	1 x Mid year report £30 + VAT for additional	£55 + VAT		

Certification	Price
<p>We work with a range of contractors to support in upright and correctly certified properties. The prices below include your certification and the organisation and management of the process via the CityLets team. We will schedule and arrange all works and contact existing tenants for notice and ensure any follow up is carried out. A selection of these are only required in certain sized properties and we will advise accordingly</p>	
Gas Safety	£100 + VAT
EPC	1-4 Bed £75 + VAT 5-10 Bed £95 + VAT 10+ Bed £110 + VAT
PAT Testing	£50 + VAT
EICR	£100 + VAT
Fire Risk Assessment	£65 + VAT
Fire & Emergency Lighting Checks	£75 + VAT
Fire Extinguisher check and review	£15 + VAT When conducted with the FRA or F& ELEC checks

Residential Property Management .Homes.

Fee	Info	Amount (£)
Complete	Full service management package including: <ul style="list-style-type: none"> •Property marketing •Rental valuation •Certification management •Tenant Find •Rent collection •Tenant communications •Monthly statement •Maintenance support and management 	12% + VAT
Filler	Tenant find service <ul style="list-style-type: none"> •Property marketing •Rental valuation •Enquiry management •Accompanied viewings •Booking form 	50% Of 1st months rent

Homes Price List (all prices are subject to +VAT)		Complete	Filler
Tenancy package	Full set up service package from point of tenant booking through to completed documents. <ul style="list-style-type: none"> •Tenancy agreement (6 month/12 month) •Right to Rent checks •Certification sign off •Deposit Protection + prescribed information 	1st Tenant included £250 + VAT there after	£250 + VAT
Photographs	In house- basic advertising photos and walk-through video viewing	Included	
	Professional partner photographs and floor plans, with optional staging	Price on request	
Online listing	Advertising across the Citylets website, multiple third-party sites including OnTheMarket and RightMove. Support from our social media channels and comms set up. Enquiries passed directly over via email	Included	£250 + VAT
Deposit Registration and Holding	Registration of deposit with the Deposit Protection Service and creation/send of prescribed information. The deposit will be held until tenant vacates	£15 + VAT	£25 + VAT
Inventory	In house- video based inventory prior to move in, with tenant sign off	Included	£50 + VAT
	Professional partner photographs and floor plans, with optional staging	Price on request	

Credit checks	Experian soft credit report on tenant and/or guarantor	£10 + VAT	£15 + VAT
Referencing	<ul style="list-style-type: none"> •Linked Address, Identity & Fraud Information •CCJs, Decrees, and other court information •Affordability Rating •Previous Landlord Reference •Income & Employment Check 	£25 + VAT	£25 + VAT
Withdrawal Fee – before letting	If the property is withdrawn from the market prior to a let being agreed with CityLets	£100 + VAT	
Withdrawal Fee – during management	The cost to break contract at any time, with a 30 day notice period	All commissions for existing tenancies. With a minimum of £300 per tenancy THIS IS NOT APPLICABLE TO FILLER PROPERTIES	
Tenancy Hand Over	If withdrawing from management and retaining the tenant. This cost covers the administration costs to supply all tenant documents and introduction and comms to manage the handover process.	£100 + VAT	N/A
Rental Review	A property visit and walk through gauge current rental value. Supply of a base rate and list rate with some guides and suggestion to increase returns.	Included	£100 + VAT
Rent increase	This includes a rental valuation, tenant communication and formal serving of relevant section 13 notice.	£100 + VAT	£250 + VAT
Fixed Term Renewal	At the end of a fixed term tenancy we will negotiate and rebook on a further 6 or 12 months agreement	£50 + VAT	£100 + VAT
Deposit dispute	If a dispute is raised against charges by the landlord or tenant, Citylets will support in communication and submission of said charges and process.	£50 + VAT	£50 + VAT
Arrears & Rental Support	If a tenant is late on rent payments or support is required in negotiating payment plans or formal steps	Included	£50 + VAT and 20% of monies recovered
Possession Notice + Support services	The serving of relevant section notices including: <ul style="list-style-type: none"> •Section 21 and section 8 notices •Creation and filing of relevant notices •All tenant communications around sections •Follow up to delivery and serving 	£150 + VAT	£250 + VAT

<h2>Administration Support</h2>	<p>The use of the administration team to perform task outside of standard management packages. This may include but not be limited to:</p> <ul style="list-style-type: none"> • Supply of additional paperwork and tenant documents • Liaising with external contractors or parties for notice, keys or other matters • Supply of additional financial information or adjusted payments • General administrative support 	<p>£25 Per hour + VAT (Minimum of 1 hour charge)</p>
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Maintenance and Property		Complete	Filler
<h3>Arranging of minor works</h3>	<p>Minor works includes maintenance and tasks that do not require a quote or non-standard contractors (non-skilled labour, plumber, electrician, and pest control)</p>	<p>Included</p>	<p>£25 + VAT</p>
<h3>Arranging of major works</h3>	<p>Major works refers to the organising and management of any property-based tasks that require a quote or use of non-standard contractors This includes the organisation and follow up to works.</p>	<p>£25 + VAT and 10 % + VAT of works agreed.</p>	<p>£100 + VAT and 10 % + VAT of works agreed.</p>

Certification	Price
<p>We work with a range of contractors to support in upright and correctly certified properties. The prices below include your certification and the organisation and management of the process via the CityLets team. We will schedule and arrange all works and contact existing tenants for notice and ensure any follow up is carried out. A selection of these are only required in certain sized properties and we will advise accordingly</p>	
Gas Safety	£100 + VAT
EPC	1-4 Bed £75 + VAT 5-10 Bed £95 + VAT 10+ Bed £110 + VAT
PAT Testing	£50 + VAT
EICR	£100 + VAT
Fire Risk Assessment	£65 + VAT
Fire & Emergency Lighting Checks	£75 + VAT
Fire Extinguisher check and review	£15 + VAT When conducted with the FRA or F& ELEC checks