

Appendix A: Core Services

Core Services			
	Service	Fees	Notes
1	Letting & Rent Collection	10%	The fee is calculated as a percentage of the gross rent payable and is deducted when rent is remitted to the landlord, for the duration of the tenancy (as defined in these Terms and Conditions).
2	Fully Managed	15%	The fee is calculated as a percentage of the gross rent payable and is deducted when rent is remitted to the landlord, for the duration of the tenancy (as defined in these Terms and Conditions).
3	Fully Managed Plus	18%	The fee is calculated as a percentage of the gross rent payable and is deducted when rent is remitted to the landlord, for the duration of the tenancy (as defined in these Terms and Conditions).
4	Short Let Management	25%	The fee is deducted in a single instalment from the initial rent/s paid by the tenant and is calculated as a percentage of the gross rent payable for the duration of the initial tenancy term where the initial term is less than six months.
5	Property Management	5%	The fee is calculated as a percentage of the gross rent payable and is deducted upfront, for the duration of the tenancy (as defined in these Terms and Conditions). (+1% if rent collection services are required).
6	Vacant Management	Quotation on Instruction	Subject to a minimum fee of £200 per calendar month. Applies where the Landlord instructs the Agent to provide vacant property management as a standalone service, or where the Property remains vacant for more than 30 consecutive days following the end of a tenancy and the Agent continues to provide vacant property management services. Charges will depend on the nature and extent of the services required.

All fees have been quoted exclusive of VAT unless otherwise stated.

Service	Letting & Rent Collection	Fully Managed	Fully Managed Plus	Property Management
Service summary	✓ Letting ✓ Rent collection	✓ Letting ✓ Rent collection ✓ Management	✓ Letting ✓ Rent collection ✓ Management ✓ Setup Costs*	✓ Management
Pre-Tenancy Arrangements				
Market appraisal	☒	☒	☒	☐
Professional photography with floorplan	☒	☒	☒	☐
Advertising on all major portals (RightMove, Zoopla, Prime Location, On The Market, etc.) via The London Broker moniker	☒	☒	☒	☐
Advertising on the Ladybird Living and The London Broker websites	☒	☒	☒	☐
Tenant matching	☒	☒	☒	☐
In-person viewings over 7 days a week	☒	☒	☒	☐
Offer negotiation	☒	☒	☒	☐
Advise on current legal and regulatory compliance	☒	☒	☒	☒

Tenant Screening and Contracting				
Tenant referencing (credit history, previous landlord and employment status)	☒	☒	☒	☐
Right to Rent Check	☒	☒	☒	☐
Drafting Bespoke Tenancy Agreement	☒	☒	☒	☐
Deposit registration with an approved scheme for qualifying tenancies	☒	☒	☒	☐
Pre-Tenancy Property Preparation				
Transfer of utilities to new tenants with tenant approval	☒	☒	☒	☐
Pre-tenancy work arrangements	☐	☒	☒	☐
Pre-tenancy cleaning arrangements	☐	☒	☒	☐
Arranging mandatory property safety checks	☐	☒	☒	☐
Independent check-in inventory report arrangements	☐	☒	☒	☐
Mid-Tenancy				
Rent collection	☒	☒	☒	☐
Rent reminders	☒	☒	☒	☐
Statements of account	☒	☒	☒	☐
Holding of management keys throughout engagement	☐	☒	☒	☒
Property visit every 6 months	☐	☒	☒	☒
Routine property management, including repairs, maintenance, and certification as required	☐	☒	☒	☒
Instruct and pay contractors on the Landlord's behalf at specially negotiated rates	☐	☒	☒	☒
Access to dedicated property manager	☐	☒	☒	☒
Monitor current legal and regulatory compliance (E.g. GSC, EPC, EICR, etc.)	☐	☒	☒	☒
Intermediary with block managers	☐	☒	☒	☒
Post-Tenancy Property Arrangements				
Rent review negotiations	☐	☒	☒	☐
Preparing and serving of notices in accordance with applicable legislation	☐	☒	☒	☐
Arranging independent check-out inventory report	☐	☒	☒	☐
Coordinating end-of-tenancy formalities	☐	☒	☒	☐
Deposit return review and negotiations	☐	☒	☒	☐
Arrangement and third-party costs included in fee				
Gas Safety Certificate	☐	☐	☒	☐
Electrical Installation Condition Report	☐	☐	☒	☐

Energy Performance Certificate	☐	☐	☒	☐
Independent Check-In Inspection and Report	☐	☐	☒	☐
Independent Check-Out Inspection and Report	☐	☐	☒	☐
Installation of Carbon Monoxide Detector and/or Smoke Alarm	☐	☐	☒	☐

Appendix B: Additional Services

	Service	Fee	Included as part of our managed services
Pre-Tenancy Costs			
1	Tenancy Agreement Services	£300 chargeable on issuance of Tenancy Agreement which includes: - Drawing up Tenancy Agreement. - Coordinating Signatures. - Serving of Deposit Certificate and Prescribed Information where required. - Serving of Applicable Safety Certificates.	
2	Referencing Fee	£50 per tenant or guarantor for referencing and a financial credit check.	
3	Right to Rent Check	£25 per tenant chargeable on offer acceptance and/or per follow-up check as required.	
4	Deposit Registration	£50 per deposit which includes - Filing of Deposit with Authorised Deposit Protection Scheme Service where required - Top-up of existing deposit	
5	Deposit Transfer	£80 per deposit.	
6	Notifying Utility Provider of Transfer of Utility	£25 per provider (e.g. Water, Gas, Electricity providers, and Council).	
7	Utility provider service management (between tenancies or during vacant periods)	£100 per month subject to a minimum charge of £100. This includes: - Liaising with providers to open and close accounts on behalf of the landlord. - Submitting closing and opening meter readings. - Payment of bills. - Provision of our posting address for utility provider correspondence.	
8	Consent to Let (or Sublet Agreement)	£80 arrangement fee. This fee is in addition to any fees due to the freeholder and is only due if applicable.	
9	Energy Performance Certificate (EPC)	£60 arrangement fee. This fee is in addition to the cost of the assessment being carried out.	☒
10	Gas Safety Certificate (GSC)	£60 arrangement fee. This fee is in addition to the cost of the assessment being carried out.	☒
11	Portable Appliance Test (PAT)	£60 arrangement fee. This fee is in addition to the cost of the testing being carried out.	☒
12	Legionella Risk Assessment	£60 arrangement fee. This fee is in addition to the cost of the risk assessment being carried out.	☒
13	Electrical Installation Condition Report	£60 arrangement fee. This fee is in addition to the cost of the assessment being carried out.	☒
14	Carbon Monoxide and Smoke Alarms installation	£60 arrangement fee. This fee is in addition to the cost of the alarms being installed.	☒
15	Inventory and Check In	£60 arrangement fee. This fee is in addition to the cost the independent inventory clerk charges which will be dependent on the size and content of the	☒

		property (up to a maximum of £168 for the inventory and £156 for the check in report. These charges are based on a maximum of four bedrooms).	
16	Professional Clean	£60 arrangement fee. This fee is in addition to the cost the professional cleaning company charges which will be dependent on the size and content of the property.	☒
17	Licencing Application Assistance	£400 - £800 to assist with the submission of a licence application (e.g. Selective, Additional or Mandatory HMO licences, etc.)	
Mid-Tenancy Costs			
18	Amendments to Tenancy Agreement	£200 to amend an existing executed tenancy agreement and coordinate signatures from all parties.	
19	Mid-Tenancy Change of Sharer	£100	
20	Property visit	£50 for a general inspection to be carried out.	☒ Includes 1 annual visit
21	Major Works (exceeding day to day maintenance or over £1,200)	10% of the gross cost of the works. We will obtain competitive quotes, inspect the works upon completion and provide a written report with photos.	☒ Includes day to day maintenance
22	Court, Tribunal and Arbitration appearance	£250 per hour attending a court hearing, tribunal or arbitration or for protracted correspondence on the landlord's behalf.	☒ 25% reduction
23	Open market rent determination process assistance	£250 to prepare and submit the tribunal case, presenting the supporting evidence, responding to any further directions and managing the process through to determination.	
24	Tax Submission	£100 per quarter. If the landlord resides overseas and requires us to retain tax from their rental income to submit to Her Majesty's Revenue and Customs (HMRC) on their behalf.	
25	Annual Tax Certificate	£100 per year if the landlord resides overseas and requires us to retain tax from their rental income to submit to HMRC on their behalf. Ladybird Living will provide the landlord with an annual tax payment certificate which can be used for claiming a refund of tax from HMRC should one be due.	
26	Attendance at a property	£100 for up to 1-hour for specific requests, tenancy checks, or maintenance access, including contractor or third-party meetings.	
27	Continued attendance at the property	£75 for each additional hour following the 1st hour.	
28	International Payments	£25 for the transfer of funds to the landlord by International Payments, together with the cost of the bank transfer.	
29	Management Take Over	£200 to cover the costs associated with taking over the management of an ongoing tenancy, ensuring all statutory compliance has been undertaken, receiving and protecting the security deposit and providing all necessary legal documentation to the tenant.	
Post-Tenancy Costs			
30	Serving Notice	£70 for serving notice on the tenant to terminate the tenancy, including a notice to quit and a possession notice in accordance with the Housing Act 1988 (as amended) or any replacement legislation.	☒
31	Inventory Check Out Costs	£60 arrangement fee. This fee is in addition to the cost the independent inventory clerk charges which will be dependent on the size and content of the property (up to a maximum of £156. This charge is based on a maximum of four bedrooms).	☒

32	Deposit Dispute Preparations	£100 per hour for liaising between the landlord and the tenant to agree the deposit release and for us to prepare a submission to The Dispute Service on the landlord's behalf in the event of a deposit dispute.	☒
33	Surrender	£200 to cover the costs of arranging the termination and issuing a deed of surrender.	☒
Ad-Hoc Costs			
34	Rent Protection Service	Property specific, pricing on request.	
35	Service charges & ground rent payments	£75 per payment to manage payments of any service charges and ground rent demands.	
36	Consolidated Owner Account Statement	£50	☒ Includes 1 Yearly Owner Account Statement
37	Change of Ownership	£120 - £600 per change depending on degree of amendments to documentation required.	
38	Overdue Fees	5% interest over the Bank of England base rate calculated daily from the day due until payment in full is made.	
39	Furnishing Service	10% of total costs, subject to minimum fee of £250.	☒
40	Presentation Service	£60 payable upon instruction and an administration fee of 10% of the total expenditure. Subject to a minimum fee of £250.	☒
41	Licence Agreement for a Garage/Parking Space	£70 to prepare the licence agreement and coordinate signatures from all parties.	☒
42	Completion Handover	£100 to attend the handover of the property from the vendor or developer following completion of a purchase. This will include a basic check of the property and taking possession of the keys. Note: This is not a snagging service.	
43	Management Handoff	£400 to facilitate the handoff of any property related information.	
44	Deed of Surrender	£250 to arrange the termination of tenancy and issue a deed of surrender.	
45	Notice to Quit	£100 to arrange and serve a Notice to Quit.	
46	Key Cutting	£25 arrangement fee. This fee is in addition to the cost of the certificate being carried out.	
47	Additional Services	£100 per hour with a minimum fee of £100 for services such as: - Dispute Resolution with Tenants. - Protracted Deposit Disputes. - Insurance Claims and Loss Adjuster Coordination. - Any other work not anticipated by our Terms of Business. - Carry out services which are included within our management service where you have only taken our Lettings & Rent Collection service.	
48	Pre-Sale Contract Enquiry Responses (when the sale is not via Ladybird Living)	£400 per property.	
49	Sale of property to Tenant or someone connected to the Tenant	2.5% of the agreed sale value.	
50	Cancellation of let before tenant move-in	£300 plus any costs incurred to prepare the property for the tenancy.	
51	Quotation sourcing	£120 if you decide against proceeding with works after quotes have been sourced on your behalf.	

All fees have been quoted exclusive of VAT unless otherwise stated. We reserve the right to vary the fees at any time.