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**	**6%**	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).
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 visit every 6 months
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.

Confirmation

By agreeing to these Terms and Conditions, the Landlord confirms and warrants that:

1. The Landlord is the owner of the Property or has the necessary authority to enter into this agreement in respect of the Property.
2. The Landlord has the authority to instruct the Agent to act on the Landlord's behalf.
3. Where the Property is jointly owned, all co-owners have authorised the Landlord to enter into this agreement and to bind them to its terms.
4. The Landlord accepts personal responsibility for the payment of all fees, commissions, charges and expenses payable under this agreement.
5. The Landlord is not aware of any restriction, covenant, mortgage condition, superior lease provision, court order, or other matter which would prevent the Property from being lawfully let.
6. The Landlord has been provided with, has had the opportunity to review, and agrees to be bound by:
   a) these Terms and Conditions;
   b) Appendix A (Core Services); and
   c) Appendix B (Additional Services),

   all of which form part of this agreement.

7. The Landlord has read, understood and agrees to the terms of this agreement in full.

Property Address
Full Name(s)
Signature(s)
Date