

# COMPANY FEES SCHEDULE AND IMPORTANT INFORMATION

## Letting Fees

	Excusive of VAT	Inclusive of VAT
<b>Let Only Services</b>		
Let Only Tenant Finder Fee	100% of one months rent	120% of one months rent
Deposit Administering for Let Only Properties	£150	£180
Check in, Check out, Deposit handling only	£300	£360
<b>Full Management Services</b>		
Managed Tenant Finder Fee	75% of one months rent	90% of one months rent
Tenancy Renewal	75% of one months rent	90% of one months rent
Standard (1 or 2 property) Management Fee	14% of rent due	16.8% of rent due
Multiple Property Management Fee (3+ prop.)	12% of rent due	14.4% of rent due
Subject to Minimum Fee per month	£50	£60
<b>Additional Charges (by request)</b>		
Additional or one off Property Inspection	£75.00	£90
Insurance Claim Administration Charges (works organised over £500)	10% of total invoices	12% of total invoices
NRL Quarterly submissions to HRMC	£100	£120
Court or Tribunal Appearances	£300 per day	£360 per day
Council Licience Applications	£225.00	£270.00
Council Licience Renewals	£95.00	£114

## Sales Fees

<b>Sales Fees</b>		
Sole Agency	1% of selling price	1.2% of selling price
Multiple Agency	1.25% of selling price	1.5% of selling price
Subject to Minimum Fee (Sole)	£1000	£1200
Subject to Minimum Fee (Multiple)	£1200	£1440

## **Tenants Costs or Permitted Payments**

### **Holding Deposit**

**One weeks rent will taken to secure a property and will be held for 15 calendar days** (unless otherwise expressly agreed) in order to complete all tenancy documents. This amount will be attributed to the first months rent following the execution of all tenancy documents within the 15 calendar days of receipt of the holding deposit. This will be withheld if any relevant person (including any guarantor(s)) withdraw from the tenancy, fail a right to rent check, provide materially significant false or misleading information or fail to sign their tenancy agreement (and or deed of guarantee) within 15 calendar days.

### **Security Deposit**

**Equal to Five weeks rent** – this covers damages or defaults on behalf of the tenant during the tenancy.

### **Unpaid Rent**

**Interest at 3% above the Bank of England base rate** from rent due date until paid in order to pursue non payment of rent. Please note; this will not be levied until the rent is more that 14 days in arrears

### **Lost Key (or Keys) or other Security Devices**

Tenants are liable to the actual cost of replacing any lost key or keys or other security devices. If the loss results in locks needing to be changed the actual costs of a locksmith, new lock and replacement keys for the tenant(s), landlord, agent and any other persons requiring keys will be charged to the tenant. If extra costs are incurred there will be a charge of £15 per hour including VAT for the time taken replacing lost keys or other security devices including attending a call out for re entry.

### **Variation of Contract (Tenants request)**

£50 including VAT per agreed variation. This is to cover the costs associated with taking landlords instructions as well as the preparation and execution of new legal documents.

### **Change of Sharer (Tenants request)**

£50 including VAT per replacement tenant or any reasonable costs occurred if higher. To cover the costs associated with taking landlords instructions, new tenant referencing and right to rent checks, deposit registration as well as the preparation and execution of new legal documents.

### **Early Termination (Tenants request)**

Should the tenant wish to leave their contract early they shall be liable to the landlords costs in reletting the property as well as all rent due under the tenancy until the start date of the replacement tenancy. These costs will be no more that the maximum amount of rent outstanding on the tenancy. The landlords relet fee is equal to 75% of a months rent plus vat. Subject to a minimum fee of £360 including VAT)

### **Reference Fees – not payable by tenants**

A reference fee of £35 inclusive of VAT is payable by the landlord or agent. Requesting the reference and **these costs should not be passed on to tenants**

## **Company Administration Fee**

**60% of one months rent including VAT, 50% of One Months rent excluding VAT**

**Company Tenancy Renewal Fee £120 including VAT, £100 excluding VAT**

**Please note Full Company Tenancy Administration Fee is required to secure a property on a non AST agreement**  
**This fee applies ONLY to a Company Let Agreement and should not be confused with a Tenants Application Fee.**

# IMPORTANT COMPANY INFORMATION

All Hackett Property Limited tenancies are joint and severally liable tenancies, ie where there is more than one tenant, all obligations including those for rent payments and damages costs can be enforced jointly against all of the tenants name on the tenancy agreement. This principal also applies to any guarantors that may be in existence.

Hackett Property is a member of The Property Ombudsman Registration Number D03905.

Hackett Property is a member of UK Association of Letting Agents (UKALA) and has CMP Certified Total Loss Client Money Protection for Landlords and Tenants provided by UKALA. UKALA Number: 188030 Date of Issue: 21/03/2020.

Deposits are protected with the Deposit Protection Service (Custodial).

## IN HOUSE COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. If you have a complaint, please put it in writing (this can be by letter or email), including as much details as possible to the following:

By post or in person: FAO Brendan Hackett, Hackett Property, Lynas House, Athenaeum Street, Sunderland, Tyne and Wear, SR1 1NA

By email: [Brendan.hackett@hackettproperty.com](mailto:Brendan.hackett@hackettproperty.com)

We have eight weeks to consider your complaint. If we have not resolved it within this time you may refer your complaint to The Property Ombudsman.

What will happen next?

We will send you correspondence acknowledging receipt of your complaint within three working days of receiving it. This document will be enclosed or attached to this document.

We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.

If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.

We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter,

In you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

The Property Ombudsman Ltd Milford House, 43-45 Milford Street, Salisbury, Wiltshire, SR1 2BP. Tel: 01722333306 You can visit their website [www.tpos.co.uk](http://www.tpos.co.uk)

Please note the following:

You will need to submit your complaint to the The Property Ombudsman within 12 months of receiving our final viewpoint letter, including evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for independent review.

Hackett Property, Lynas House, Athenaeum Street, Sunderland, SR1 1NA  
T: 01915109950 E:enquiries@hackettproperty.com

[www.hackettproperty.com](http://www.hackettproperty.com)



# COMPANY FEES SCHEDULE AND IMPORTANT INFORMATION

## Letting Fees

	Excusive of VAT	Inclusive of VAT
<b>Let Only Services</b>		
Let Only Tenant Finder Fee	100% of one months rent	120% of one months rent
Deposit Administering for Let Only Properties	£150	£180
Check in, Check out, Deposit handling only	£300	£360
<b>Full Management Services</b>		
Managed Tenant Finder Fee	75% of one months rent	90% of one months rent
Tenancy Renewal	75% of one months rent	90% of one months rent
Standard (1 or 2 property) Management Fee	14% of rent due	16.8% of rent due
Multiple Property Management Fee (3+ prop.)	12% of rent due	14.4% of rent due
Subject to Minimum Fee per month	£50	£60
<b>Additional Charges (by request)</b>		
Additional or one off Property Inspection	£75.00	£90
Insurance Claim Administration Charges (works organised over £500)	10% of total invoices	12% of total invoices
NRL Quarterly submissions to HRMC	£100	£120
Court or Tribunal Appearances	£300 per day	£360 per day
Council Licience Applications	£225.00	£270.00
Council Licience Renewals	£95.00	£114

## Sales Fees

<b>Sales Fees</b>		
Sole Agency	1% of selling price	1.2% of selling price
Multiple Agency	1.25% of selling price	1.5% of selling price
Subject to Minimum Fee (Sole)	£1000	£1200
Subject to Minimum Fee (Multiple)	£1200	£1440

## **Tenants Costs or Permitted Payments**

### **Holding Deposit**

**One weeks rent will taken to secure a property and will be held for 15 calendar days** (unless otherwise expressly agreed) in order to complete all tenancy documents. This amount will be attributed to the first months rent following the execution of all tenancy documents within the 15 calendar days of receipt of the holding deposit. This will be withheld if any relevant person (including any guarantor(s)) withdraw from the tenancy, fail a right to rent check, provide materially significant false or misleading information or fail to sign their tenancy agreement (and or deed of guarantee) within 15 calendar days.

### **Security Deposit**

**Equal to Five weeks rent** – this covers damages or defaults on behalf of the tenant during the tenancy.

### **Unpaid Rent**

**Interest at 3% above the Bank of England base rate** from rent due date until paid in order to pursue non payment of rent. Please note; this will not be levied until the rent is more that 14 days in arrears

### **Lost Key (or Keys) or other Security Devices**

Tenants are liable to the actual cost of replacing any lost key or keys or other security devices. If the loss results in locks needing to be changed the actual costs of a locksmith, new lock and replacement keys for the tenant(s), landlord, agent and any other persons requiring keys will be charged to the tenant. If extra costs are incurred there will be a charge of £15 per hour including VAT for the time taken replacing lost keys or other security devices including attending a call out for re entry.

### **Variation of Contract (Tenants request)**

£50 including VAT per agreed variation. This is to cover the costs associated with taking landlords instructions as well as the preparation and execution of new legal documents.

### **Change of Sharer (Tenants request)**

£50 including VAT per replacement tenant or any reasonable costs occurred if higher. To cover the costs associated with taking landlords instructions, new tenant referencing and right to rent checks, deposit registration as well as the preparation and execution of new legal documents.

### **Early Termination (Tenants request)**

Should the tenant wish to leave their contract early they shall be liable to the landlords costs in reletting the property as well as all rent due under the tenancy until the start date of the replacement tenancy. These costs will be no more that the maximum amount of rent outstanding on the tenancy. The landlords relet fee is equal to 75% of a months rent plus vat. Subject to a minimum fee of £360 including VAT)

### **Reference Fees – not payable by tenants**

A reference fee of £35 inclusive of VAT is payable by the landlord or agent. Requesting the reference and **these costs should not be passed on to tenants**

## **Company Administration Fee**

**60% of one months rent including VAT, 50% of One Months rent excluding VAT**

**Company Tenancy Renewal Fee £120 including VAT, £100 excluding VAT**

**Please note Full Company Tenancy Administration Fee is required to secure a property on a non AST agreement**  
**This fee applies ONLY to a Company Let Agreement and should not be confused with a Tenants Application Fee.**

# IMPORTANT COMPANY INFORMATION

All Hackett Property Limited tenancies are joint and severally liable tenancies, ie where there is more than one tenant, all obligations including those for rent payments and damages costs can be enforced jointly against all of the tenants name on the tenancy agreement. This principal also applies to any guarantors that may be in existence.

Hackett Property is a member of The Property Ombudsman Registration Number D03905.

Hackett Property is a member of UK Association of Letting Agents (UKALA) and has CMP Certified Total Loss Client Money Protection for Landlords and Tenants provided by UKALA. UKALA Number: 188030 Date of Issue: 21/03/2020.

Deposits are protected with the Deposit Protection Service (Custodial).

## IN HOUSE COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. If you have a complaint, please put it in writing (this can be by letter or email), including as much details as possible to the following:

By post or in person: FAO Brendan Hackett, Hackett Property, Lynas House, Athenaeum Street, Sunderland, Tyne and Wear, SR1 1NA

By email: [Brendan.hackett@hackettproperty.com](mailto:Brendan.hackett@hackettproperty.com)

We have eight weeks to consider your complaint. If we have not resolved it within this time you may refer your complaint to The Property Ombudsman.

What will happen next?

We will send you correspondence acknowledging receipt of your complaint within three working days of receiving it. This document will be enclosed or attached to this document.

We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.

If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.

We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter,

In you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

The Property Ombudsman Ltd Milford House, 43-45 Milford Street, Salisbury, Wiltshire, SR1 2BP. Tel: 01722333306 You can visit their website [www.tpos.co.uk](http://www.tpos.co.uk)

Please note the following:

You will need to submit your complaint to the The Property Ombudsman within 12 months of receiving our final viewpoint letter, including evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for independent review.

Hackett Property, Lynas House, Athenaeum Street, Sunderland, SR1 1NA  
T: 01915109950 E:enquiries@hackettproperty.com

[www.hackettproperty.com](http://www.hackettproperty.com)

