




LOVE YOUR HOME

 property@loveyourhomeonline.com

 loveyourhomeonline.com

 02081 758 868

Love Your Home Ltd
79 Castleridge Drive
Greenhithe
Kent
DA9 9WR

These terms of business will set out our relationship between, you the property owner and Love Your Home Ltd as your agent.

Please read them carefully and complete them fully in order for us, as your agent, to give any necessary information to all prospective tenants. If you have any questions about the contents of these terms, please contact us and we will be more than happy to help.

THE FEES

- Our **Tenant Find, Collecting Rent and Renewal service** has a fee of 9%+vat (10.8% INC vat).

This fee is applicable to the full term of the tenancy (which also includes any renewals/continuations/extensions) and is payable in advance for each tenancy term. We do not apply a minimum fee.

All fees are collected from the initial rent payments. If any balance is owing still, we will invoice you for the balance and this is payable within 14 days (unless agreed otherwise).

Renewal fees are payable if a tenant or someone connected to the tenant renews or if there is a continuation of the tenancy

- The **Fully Managed, Rent Collection and Renewal service** is 13%+vat (15.6% INC vat). This

This fee is applicable to the full term of the tenancy (which also includes any renewals/continuations/extensions) and is payable in advance for each tenancy term. We do not apply a minimum fee.


All fees are collected from the initial rent payments. If any balance is owing still, we will collect the balance from any subsequent rent payments and remit any balance of rent to your designated account in these terms.

In order to carry out works on your behalf, we will hold a float of £500 in our client account. This is not a fee and are your funds in order to pay contractors.






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Should you wish to cancel the management part of this service, 1 calendar month notice is required in writing and your fee will change to the tenant find, rent collection and renewal service and the fee for this is set out on page 1 of these terms.

- Our **Short Let service** is any tenancy that is less than six months in term. All short let tenancies are on the fully managed, rent collection and renewal service and are charged at a rate of 20%+vat (24% INC vat).

This fee is applicable to the full term of the tenancy (which also includes any renewals/continuations/extensions) and is payable in advance for each tenancy term. We do not apply a minimum fee.
All fees are collected from the initial rent payments.

- If you would like for us to take over the **Management Only** of an existing tenancy from another company, we will need all relevant tenancy documentation, which will include the deposit being transferred to us to be re-registered (with the tenants consent) and disclosure of all previous or current repair/tenant issues.

The fee for this is 4%+vat (4.8% INC vat) and is payable for the rest of the term of the tenancy, payable in advance.

This fee is applicable to the full term of the tenancy (which also includes any renewals/continuations/extensions) and is payable in advance for each tenancy term. We do not apply a minimum fee.

All fees are collected from the initial rent payments. If rent is not received, you will be invoiced separately for the fee and it will be payable within 14 days. We reserve the right to not take over management if our fee is not received by the agreed start date of the management only service.

- Our **Void Management service** is £150+vat (£180 INC vat) per calendar month. This fee is payable monthly by invoice.



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OTHER CHARGES

All tenancy admin for new tenancies, which includes drawing up the tenancy agreement, referencing, right to rent checking, deposit registration, land registry checking is charged in a one-off fee of £200+vat (£240 INC vat).

No admin fees are charged on renewals/continuations/extensions.

Any third-party services such as (but not limited to) gas safety certification, electrical wiring and portable appliance checking, inventory and check in/out services or professional cleaning are chargeable as per the contractors own rates and you agree to pay them directly for all services agreed upon. Payments can be sent from your account with us if agreed by you and the contractor and if we hold enough funds on account.

If your property needs a local authority license (selective, additional or house of multiple occupancy), we do not hold these licenses and you would need to hold these or nominate a "fit and proper" person to hold this on your behalf. Love Your Home Ltd CAN apply for the license on your behalf but a charge of £500+vat (£600 INC vat) is charged for making this application.

All associated costs of applying for and making the application of these licenses is payable by you as owner.

All rent payments are sent by a standard bank transfer. Any requests to send payments same day or to overseas bank accounts incurs charges by our bank. If these are requested, we will request that you cover the costs to make these alterations to the payments.

You will be notified of any charges before the payments are made in order to agree to them.



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IMPORTANT INFORMATION

All client money that we receive is held in a designated and segregated client account called Love Your Home Limited Client Account. Any interest received from funds in this account is property of Love Your Home Ltd. This is held with NatWest Bank.

Love Your Home Limited are part of the ARLA/Propertymark Client Money Protection Scheme and registered members of ARLA and NAEA.

This document is a legally binding contract and you should take separate legal advice if necessary, before signing it. By signing this agreement, each party confirms they have the necessary authority to do so and that they are the legal owners of the named property.

As part of our service to our tenants, we do refer them to third parties who may offer them additional services. If they do agree extra services, Love Your Home Ltd may be paid a referral commission.

Your data will be kept and used for the purposes of this contract. We will hold this information for the necessary amount of time as required by law. You can contact us at any time to request details of what information we hold.

All fees, for any service level, are charged based on the agreed rent at the start of the tenancy. If for any reason you agree to reduce the rent for your tenant(s), no refund or reduction of fee would be given to you by Love Your Home.

Should you agree to surrender the tenancy with the tenant(s) for any reason, any refund of fees is to be paid to you by the tenants. Love Your Home Ltd do not agree to refund any fees.

If you would like for Love Your Home to make payments on a service charge/ground rent account, you confirm you will contact the relevant company to authorize all invoices and statements to be sent to us. Love Your Home do not accept any liability for any charges that are applied for non/late payment when this has not been actioned.



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OUR SERVICES AND WHAT IS INCLUDED

- Tenant find, rent collection and renewal

Market the property online and through our networks.
Carry out accompanied viewings.
Arrange the tenancy paperwork and collect move in monies.
Collect rent payments and remit them to you with statements of account.
Handle the renewal process and arrange renewal documents with all parties.
Notify utility providers of the any new tenancy.

- Fully managed, rent collection and renewal

Market the property online and through our networks.
Carry out accompanied viewings.
Arrange the tenancy paperwork and collect move in monies.
Collect rent payments and remit them to you with statements of account.
Handle the renewal process and arrange renewal documents with all parties.
Handle all repair issues reported by the tenant during the tenancy including out of hours emergencies.
Submit payments for invoices received in the landlords name C/O Love Your Home Ltd including service charge and ground rent payments (if applicable).
Notify utility providers of the any new tenancy.

- Short let

Market the property online and through our networks.
Carry out accompanied viewings.
Arrange the tenancy paperwork and collect move in monies.
Collect rent payments and remit them to you with statements of account.
Handle the renewal process and arrange renewal documents with all parties.
Handle all repair issues reported by the tenant during the tenancy including out of hours emergencies.
Submit payments for invoices received in the landlords name C/O Love Your Home Ltd including service charge and ground rent payments (if applicable) and utility bills.
Notify utility providers of the any new tenancy.



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- Void management

We will attend the property once a month in order to check it is secure and there are no visible signs of damage.

We will collect and forward any post to you.

If we receive any utility bills we can arrange the payments on your behalf (subject to you supplying us with the necessary funds).

Turn on the taps to clear the pipes of sitting water.

Place the heating on low level to minimise the risk of a burst pipe in cold weather.

PREPARING FOR A TENANCY

It is important to ensure you have let any relevant parties to the property know, that you are entering into a tenancy. We will not be able to do this for you.

This would include any mortgage company, insurance provider, free holder and block management company.

Please ensure the property is handed to the tenants in a professionally clean condition. This helps ensure that it is returned to you in the same condition at tenancy end.

Make sure there is a valid Energy Performance Certificate for the property. If there isn't we can assist with obtaining one. This has to have a rating of E and above to be able to be let. If it does not please speak to us about next steps.

Please also arrange the applicable safety tests for gas appliances and electrical appliances and wiring. We can help you with arranging these. From 1st July 2020 all new tenancies for rented properties will require an electrical certificate showing all aspects of the electrical installation/wiring are safe. It is the landlords responsibility to provide a copy of the gas and/or electrical certificate to the tenants before move in. Love Your Home can facilitate this process by passing on any copies with other tenancy documentation.

Arrange for an inventory and/or check in report to be carried out by a third party. This is a report showing the condition of the property before you give it to the tenants. This is essential when needing to make any deposit deductions at the end of the tenancy.

Please also arrange enough sets of keys for the tenants moving in.






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MARKETING

Your property will be marketed online via our website and external websites and portals.

THE TENANT FEE BAN

Since 1st June 2019, it is illegal to charge tenants fees relating to a tenancy. We will collect from tenants any rent payments due and a deposit (equal to either 5 weeks if the total yearly rent is less than £50,000 OR a 6 week deposit if the total yearly rent is £50,000 and above).

We will collect a HOLDING DEPOSIT from any prospective tenants which is equal to one weeks rent. This will go towards their initial rent payment. If the tenancy does not go ahead because you withdraw, this money has to be returned to the prospective tenants. If there are instances whereby someone provides misleading information, they do not take any reasonable steps to complete the tenancy or they fail the right to rent checks and therefore forfeit this holding deposit, it will be kept by Love Your Home Ltd in order to cover our admin costs.

ELECTRICAL SAFETY STANDARDS IN THE PRIVATE RENTED SECTOR (England) REGULATIONS 2020

It is now mandatory to have the electrical wiring in your property tested for every new tenancy that commences after 1st July 2020. Copies of these certificates are to be given to any tenant or current tenant for them to hold.

If we do not have a copy of a valid certificate before a tenancy starts, we will arrange one to be carried out and charged to your account.

DEPOSITS

All deposits will be registered with a Government backed scheme. Details of the scheme will be provided with your tenancy documentation. If you choose to hold and register the deposit yourself you will need to do this in time with the rules of the relevant scheme you use and also provide the relevant documentation to the tenant and Love Your Home in order for us to transfer you the deposit. Love Your Home uses the TDS to register all deposits.



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YOUR RIGHT TO CANCEL

You have the right to cancel this agreement as long as a tenancy has not been agreed or entered into.

You agree to give 14 days written notice to do so and this can be sent via email to customerservices@loveyourhomeonline.com. If you agree an offer for a tenancy you waive this right and agree to all necessary costs for that tenancy.

COMPLAINTS

If at any time you are unhappy with our service, please contact us to try and put it right. You can email customerservices@loveyourhomeonline.com.

If you are still not happy once you have contacted us and exhausted the complaints process, you can then raise a complaint with The Property Redress Scheme whose contact details are listed at <https://www.theprs.co.uk/>.



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The landlord agrees to appoint the company at the relevant service level as indicated below:

Fully Managed, Collection of Rent and Renewal Service	13%+vat (15.6% INC vat)	<input type="text"/>
Tenant find, Collection of Rent and Renewal Service	9%+vat (10.8% INC vat)	<input type="text"/>
Management only service	4%+vat (4.8% INC vat)	<input type="text"/>
Short Let Service	20%+vat (24% INC vat)	<input type="text"/>
Void Management Service	£150+vat (£180 INC vat)	<input type="text"/>

Property to let address:

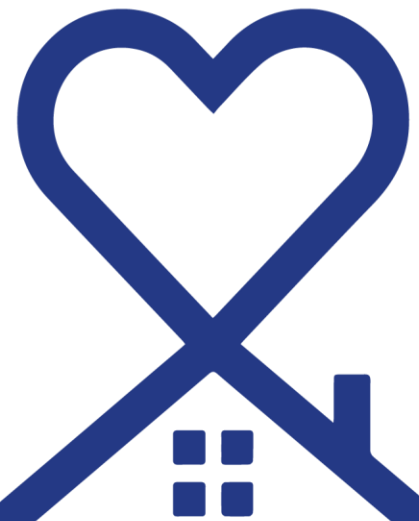
Is there any parking included?
(Allocated space, permit parking, gated parking)
PLEASE SUPPLY ALL NECESSARY FOBS AND PERMITS

Current tenant contact details:

Does the property have a gas supply/appliances?
(please supply a valid gas safety certificate)
Where is the gas meter?


Are there fitted smoke/carbon monoxide alarms in the property?

Do you have a valid electrical PAT test and EIRC wiring certificate?
(please supply a valid EICR safety certificate to current regulations)






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What is the local authority and council tax band for the property?

Does your property need an additional/selective/HMO license?

Do you need us to maintain payments for a service charge/estate charge/ground rent account?

IF YES, YOU NEED TO EMAIL THE RELEVANT DEPARTMENT/PERSON AND COPY US INTO THIS EMAIL.

Please supply any other information that should be passed to prospective tenants Anything that might affect the tenants during their tenancy (for example planning permissions, proximity to train lines/motorways, waste disposal centers and so on).

BANK DETAILS

Account holders name(s):

Bank:

Sort code:

Account number:





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LANDLORDS INFORMATION

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Name as written on ID:
(Landlord 1)

Home address:

Phone Number:

Email:

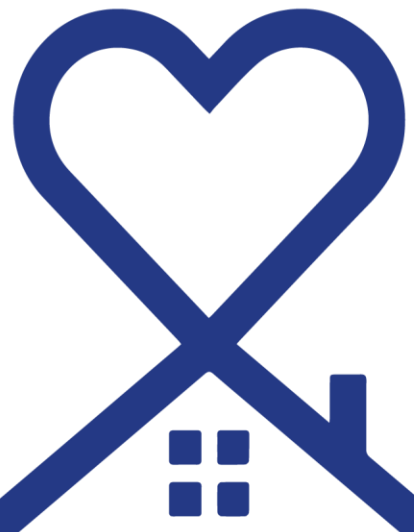
Name as written on ID:
(Landlord 2)

Home address:

Phone Number:


Email:

Please supply a valid photo ID (passport or photo card driving license) and a proof of all owners addresses dated within the last 3 months (Utility bill, bank statement, council tax bill, credit card statement).






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I/WE agree to enter into this agreement and am bound by its terms.

I/WE agree that I/WE have the authority to do so and to pay the fees due as per this agreement.

I/WE confirm that we have read and agree all parts of these terms of business.

SIGNED by LANDLORD:

NAME:

DATE:

SIGNED by LANDLORD:

NAME:

DATE:

SIGNED by LOVE YOUR HOME Ltd:

NAME:

DATE:

