

AGENCY AGREEMENT

Please read this Agreement carefully together with the Standard Terms and Conditions below and ask for clarification if you do not understand anything.

Only sign this Agreement if you agree to be bound by all of the Terms and Conditions.

Landlord Name(s):

Landlord Address:

Post Code:

Hereinafter referred to as "THE LANDLORD" or "YOU" and V&H Homes Ltd, hereinafter referred to as "THE AGENT", "US" or "WE".

Address of Property to be let:

Post Code:

(hereinafter known as "THE PROPERTY")

SERVICE REQUIRED

Please select...

Let Only	Rent Collection	Full Management
7% of the rent + VAT deducted upfront for the term of tenancy.	9% of the rent + VAT deducted monthly.	12% of the rent + VAT deducted monthly. Includes rent collection service.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

This Agreement gives us the right to act as Sole Agent in relation to the Property for an initial period of 8 weeks specified above and then until otherwise agreed. During the sole agency period, the Landlord shall not instruct another agent or privately let the Property, and fees will remain payable if a tenancy is entered into with any party introduced during that period.

TERMS & CONDITIONS OF BUSINESS

In accordance with the Estate Agency Act 1979 we are required to set out our terms of business and any related services offered to you prior to taking instructions to market your Property. This document outlines the services we provide to Landlords and the below Fees and Charges Sheet outlines our fees for so doing. If you do not understand or do not wish to accept any of our terms please tell us and we will be pleased to discuss them with you.

We draw your attention to section F Legal Requirements which outlines important information regarding legislation which affects the letting of private rented Property and the legal requirements placed on Landlords. Please read these carefully before instructing us to proceed with marketing your Property for letting and let us know immediately if you have any queries.

VAT will be levied at 20%.

You are entering into an agreement with V&H Homes Ltd.

These terms of business are effective from 1st January 2026.

Our company registration number is **07013765**. Our VAT number is 977841559

We are members of MyDeposits.

Our Client Money Protection is provided by Client Money Protect.

Our redress scheme is The Property Ombudsman (TPO).

We are a data controller and as such are registered with the Information Commissioners Office (ICO)

This agreement will override any previous terms of business in their entirety unless otherwise stated.

Approved members of:



Service	Let Only	Let and Rent Collection	Fully Managed
Valuation of your property to assess its earning potential	✓	✓	✓
Professional photos, floorplan, and extensive marketing	✓	✓	✓
Advice on presentation and maximising rental value	✓	✓	✓
'To Let' Board (where permitted), window cards & office screen marketing	✓	✓	✓
Accompanied viewings and negotiation of offers	✓	✓	✓
Tenant referencing* and Right to Rent checks	✓	✓	✓
Negotiation of terms and preparation of tenancy agreement*/prescribed information	✓	✓	✓
Deposit registration with an approved scheme*	✓	✓	✓
Collection of initial rent and deposit	✓	✓	✓
Set-up of on-going payment to landlord and initial statement	✓	✓	✓
Inventory and check-in arrangement*	✓	✓	✓
Ensure GSC, EPC, EICR and How to Rent guide are served	✓	✓	✓
Arrears chasing and rent recovery support		✓	✓
Renewal negotiation and issue of contract addendums*		✓	✓
Monthly rent processing and accounting		✓	✓
Serving of legal notices (e.g. Section 21)*			✓
Ongoing compliance support and dedicated point of contact			✓
Renewal of safety certification*			✓
Periodic property inspections*			✓
Advise on maintenance, repairs and improvements			✓

Management of maintenance float			✓
First point of contact for tenants			✓
Arrangement of cleaning and garden			✓
End-of-tenancy check-out and deposit resolution *			✓
Utility changeover management			✓

The table above outlines what is included at each service level. Items marked with an asterisk () may incur an additional charge.*

General Data Protection Regulations

To carry out the terms of this agreement, there are times when your information will need to be shared with relevant parties, such as your tenants and contractors to carry out works on your behalf, utility companies, local councils, government organisations etc.

We may also contact you to offer assistance or other services, which may benefit you, and for this purpose, we must draw your attention to our Privacy Policy, which is displayed on our website.

We retain the copyright in all marketing materials (photography, floorplans, brochures) created for your property. Unless you notify us in writing, we may use such materials for future marketing purposes, case studies, or promotional activity.

Termination of this contract

This Agreement may be terminated by either party for any reason by serving no less than one month's prior written notice, subject to the following conditions:

1. Such notice must expire in line with the end of a rent payment period.
2. If the termination is due to a breach of these Terms and Conditions, the party in breach will be given 30 days from the service of notice to remedy the breach, after which the Agreement will continue unless the issue remains unresolved.
3. This Agreement will terminate immediately in the event of the insolvency or bankruptcy of the Landlord, or upon the commencement of any legal proceedings by mortgage lenders or others to take possession of the Property.
4. If the Landlord terminates the Agreement after the commencement of the tenancy, an administration fee equivalent to one month's rent plus VAT will be payable. This fee represents a genuine pre-estimate of the costs and losses incurred by the Agent, including administration, compliance transfer, and loss of management income.

5. This fee will be payable within 7 days of termination, whether formally demanded or not.
6. If the Landlord chooses to downgrade from Full Management to a Rent Collection or Let Only service, an administration fee equivalent to 75% of one month's rent plus VAT will be charged and will become immediately payable.
7. Termination of this Agreement by either party will be without prejudice to any claims either party may have against the other for any sums due or breaches of these Terms and Conditions.

Overseas Landlords

Any person or organisation receiving income from a UK property may be liable for tax on that income, regardless of whether they reside in the UK. All such income must be declared to HM Revenue & Customs (HMRC).

Under the Finance Act 1995, letting agents are required to deduct tax at the basic rate from rent received on behalf of landlords who are resident overseas, after the deduction of allowable expenses. The deducted tax must be forwarded to HMRC on a quarterly basis.

By signing these Terms and Conditions, you confirm that you have informed us of your current residency status and agree to notify us in writing within 14 days of any change to that status.

V&H Homes HM Revenue Overseas Landlord Registration No is 904/NA 057196

Termination of an Assured Shorthold Tenancy (AST)

To regain possession of your Property at the end of a fixed-term Assured Shorthold Tenancy (AST), you must:

- Provide the tenant with the appropriate notice period (usually at least two months via a valid Section 21 Notice); and
- Have correctly served all prescribed information at the outset of the tenancy (e.g. deposit protection details, How to Rent guide, EPC, gas safety certificate, etc.), with proof.

Serving Notices

If we are instructed to serve notice on the tenant on your behalf - such as a Section 8 or Section 21 Notice, or any other legal notice relating to possession of the Property - an administration fee will apply. The applicable charges are outlined in the attached Fees and Charges Schedule.

Legal Obligations of the Landlord

Address Disclosure (Landlord and Tenant Act 1987, Sections 47 & 48)

We are legally required to include your full name and an address in England or Wales on all rent demands and in the Tenancy Agreement.

Use of V&H Homes as Service Address (Section 48)

Unless you instruct us otherwise in writing, we will use the office address of V&H Homes as your address for the service of notices under Section 48 of the Landlord and Tenant Act 1987. By signing these Terms of Business, you authorise us to use our address for this purpose and confirm that this satisfies your legal obligation to provide an address in England or Wales.

Tenant Requests for Landlord Details (Landlord and Tenant Act 1985, Sections 1 & 2)

If a tenant submits a written request for your actual residential address (wherever in the world it may be), we are legally obliged to provide it within 21 days.

Failure to do so is a criminal offence and may result in a fine.

If you are a corporate landlord (e.g. a limited company), you are also required to disclose the name and address of every current director and company secretary within the same timeframe upon request.

Fitness for Human Habitation (Homes Act 2018)

You must ensure that the Property is fit for human habitation at the start of the tenancy and throughout its duration. This includes addressing hazards such as damp, mould, inadequate heating, or structural defects that could pose a risk to health or safety. We recommend ongoing maintenance and regular inspections to ensure continued compliance with this legislation.

Gas Safety and Renewal Authorisation

If we manage or collect rent for the Property and you have not provided a valid Gas Safety Certificate (GSC) at least 7 days before the tenancy renewal date, you authorise us to instruct a qualified engineer to carry out the check and issue a certificate. The cost will be deducted from the rental income.

Inventory and Schedule of Condition

We strongly recommend that all landlords instruct a professional, independent inventory clerk to prepare a comprehensive Inventory and Schedule of Condition at the start of each tenancy.

Approved members of:



This document should be reviewed and agreed upon by the tenant at check-in. Without a detailed and unbiased inventory that has been acknowledged by the tenant at the outset, you may find it difficult to justify deductions from the deposit at the end of the tenancy.

Please note that deposit protection scheme adjudicators are unlikely to award deductions if there is insufficient evidence of the property's condition at the start of the tenancy. In such cases, you may be unable to recover costs for damage, cleaning, or missing items.

You will be responsible for all inventory-related costs.

Important: Inventory clerks are not required to:

- Move or lift heavy furniture
- Test gas or electrical appliances
- Access loft spaces or other restricted areas

Right to Rent Checks (Immigration Act 2014)

Under the Immigration Act 2014, all landlords in England have a legal obligation to verify the immigration status of all adult occupiers before granting a tenancy. This applies to all adults who will reside at the Property.

We will carry out the initial Right to Rent checks on your behalf as part of our tenant referencing process.

Where a tenant has time-limited leave to remain in the UK, a follow-up check must be carried out.

Under our Fully Managed service, we will carry out any required follow-up checks. However, under our Let Only and Rent Collection services, the responsibility for ensuring ongoing Right to Rent compliance remains with the Landlord.

There are financial penalties for non-compliance.

Deregulation Act 2015 – Requirements for Serving Section 21 Notices

For all Assured Shorthold Tenancies in England that commenced on or after 1st October 2015, landlords must meet the following legal requirements before a valid Section 21 notice can be served:

- Provide a valid Gas Safety Certificate
- Provide a valid Energy Performance Certificate (EPC)
- Provide the latest version of the "How to Rent" guide (issued by the Government)

These documents must be served before the tenant moves into the Property.

Additional rules introduced by the Deregulation Act include:

- Section 21 notices cannot be served in the first four months of a tenancy
- Section 21 notices expire six months after being issued
- You are not required to end a tenancy on the last day of a rental period

We will assist with the preparation and service of valid Section 21 notices for properties under our Fully Managed service. For Let Only or Rent Collection landlords, it is your responsibility to ensure these requirements are met if you intend to serve notice independently.

Entitlement to Fees and Payment Terms

1. Fee Due Upon Letting

Our fees become payable in full once a tenancy is entered into with a tenant introduced by us, or by any associated party of that tenant (e.g. a friend, family member, or colleague).

2. Fee Deduction from Rental Income

We are entitled to deduct our fees from rent or other monies received on your behalf under this Agreement. Payment for any other sums due to us is payable upon invoice and may also be deducted from funds we hold on your behalf.

3. Verbal Instructions

We shall be entitled to our fees if we let the Property, whether we were instructed verbally or in writing.

4. Early Termination / Break Clauses

If a tenant exercises a break clause or early termination clause, our fees remain payable up to and including the last lawful day of the tenancy.

5. Non-Refundable Fees

Fees paid to us in advance are non-refundable, except in cases where they relate to rent that was not received.

6. Late Payment Interest

Any unpaid sums due to us under these Terms and Conditions will attract interest at a rate of 4% above the Bank of England base rate, accruing daily from the due date until payment is received in full.

7. Court Attendance

Where we are required to attend court on your behalf, a retainer fee of £1,000 + VAT is payable in advance. Our standard daily rate is £600 + VAT, plus reasonable expenses (travel, parking, accommodation if required).

Holding Deposit

For the avoidance of doubt, if either you or the tenant withdraw from the proposed tenancy, you will not be entitled to receive any part of the holding deposit paid to us by the tenant.

Approved members of:



In accordance with the Tenant Fees Act 2019, we may retain the holding deposit to cover reasonable costs and losses incurred in processing the tenancy application, including referencing, administration, and preparation of legal documentation.

The applicable charges for deposit registration are outlined in our Schedule of Fees. If we register the deposit on your behalf, a one-off setup fee and annual renewal fee will apply.

Maintenance Float

If the tenant pays rent in advance (e.g. six or twelve months in a single lump sum) and the full amount is transferred to you, we will retain a maintenance float of £1,000.

This float is necessary to ensure funds are available for any repairs or maintenance that may arise during the tenancy, as no further rent will be received monthly to cover such costs.

Without a float in place, we may be unable to instruct contractors to carry out works on your behalf.

Commissions from Third Parties

In the normal course of business, we may receive commissions or referral fees from third parties – such as insurance providers, contractors, or utility switching services – where we introduce a client or tenant to their services.

We will always select such third parties based on their competence, reliability, and suitability for the task or service required. Where we are satisfied that your interests are not adversely affected, we will be entitled to retain such commissions for our own benefit and will not be required to account for them to you.

We will disclose the nature and amount of any referral fee or commission upon request. Commissions will not exceed 20% of the total invoice or policy value.

Our Liability for Contractors

All contractors, whether arranged by us or by you, are engaged on your behalf and are not employed by us.

While we will, if requested, instruct works on your behalf, we cannot accept any responsibility or liability for the quality, performance, or outcome of such works. We will only instruct contractors who have provided us with evidence of appropriate insurance cover and relevant accreditations.

Agent of Necessity

We reserve the right to instruct urgent repairs without prior notice to you if:

- you are unavailable after reasonable attempts to contact you; or

- in our reasonable opinion, the issue constitutes an emergency or urgent risk to the Property or its occupants.

In such circumstances, we will act as your agent of necessity. You agree to fully reimburse us upon demand for any costs incurred that exceed the funds we hold on your behalf.

Maintenance

We have authority to arrange for the remedy of defects which are the responsibility of the landlord under the tenancy, that come to our notice or are notified to us by the Tenant and deal with routine repairs up to a maximum cost of £500 plus VAT per individual repair issue.

Where quotes are required, we will seek your approval and if necessary obtain and submit estimates to you with a maximum of 2 separate quotes. Where time, urgency, or contractor availability makes this impractical, we reserve the right to instruct works without obtaining multiple quotations, provided that such action is reasonable and in the best interests of the Property and the Landlord.

Empty Property Management Service

Our standard Letting and Management services do not apply when a property is vacant. For this reason, we offer an Empty Property Management Service for properties that are:

- Vacant before or between tenancies
- Awaiting landlord re-occupation
- Awaiting completion of sale

This service is available only for properties we manage and for which we are the sole key-holder.

The standard service includes:

- 1) Key holding
- 2) Weekly property visits to carry out a visual inspection of the condition
- 3) Arrangement of routine maintenance or minor repairs (up to £250 plus VAT per item; a £300 float is required) Any unused balance will be returned to the Landlord upon termination of the service.

Our fee for this service is £250 plus VAT per month, payable in advance. Additional duties can be arranged upon request and may be subject to an additional charge.

Consents and Documentation Checks

Approved members of:



Before we are able to market or let your property, we are required to obtain certain documentation from you in order to comply with our legal obligations, including anti-money laundering (AML) regulations.

The following documents are required from each legal owner of the property:

- Valid photographic identification (e.g. passport or driving licence)
- Proof of residential address (e.g. utility bill or bank statement dated within the last 3 months)
- Evidence of property ownership (e.g. Land Registry title document or solicitor's confirmation)

We reserve the right to request additional documentation if required to meet our compliance obligations.

Rent Payments

Tenant rent payments will, wherever possible, be made by standing order or direct debit.

We will account to you for rent received (net of any agreed deductions) via bank transfer within 7 working days of cleared funds being received into our client account.

If a rent payment is received by cheque, please note that bank clearance may take up to 5 working days, and funds will only be transferred to you once cleared.

Where rent is paid in advance of the due date, we will hold the funds in our designated client account and transfer them to you when the rent becomes due.

Please note: We are not liable for any rent arrears, missed payments, or other tenant liabilities, nor for any shortfall in funds available to meet outgoings on your behalf.

Landlord's Obligations and Authority to Let

Ownership and Authority to Let

All joint owners must give written consent to let the Property and will be named on the tenancy agreement.

The obligations of all owners under this agreement are joint and several.

If the Property is sold while a tenant remains in occupation, you will remain liable for our fees unless:

- The new owner enters into a replacement agreement with us, or
- We agree a mutual release of your obligations in writing.

Tenant Notification on Sale

Approved members of:



Under Section 3 of the Landlord and Tenant Act 1985, you must notify the tenant in writing of any change in ownership within two months, or you may remain legally liable for landlord obligations.

Proof of Ownership

Before marketing the Property, we require either:

- A Land Registry title deed, or
- A solicitor's letter confirming ownership.

Mortgage Lender Consent

If the Property is mortgaged, you must obtain your lender's permission to let or sublet the Property.

If your lender requires special clauses to be included in the tenancy agreement, you must notify us before it is prepared.

Freeholder Consent (Leasehold Properties)

If the Property is leasehold, you must ensure:

- Letting is permitted under your lease
- The term of the tenancy expires before the lease does
- You have obtained the freeholder's written permission
- You provide us with any lease clauses that must be included in the tenancy agreement

Non-Resident Landlords (NRL Scheme)

If you live outside the UK, we are legally required to deduct tax at the basic rate (currently 20%) unless you provide an NRL Exemption Certificate from HMRC.

Without exemption, we must withhold tax and remit it quarterly to HMRC.

Energy Performance Certificate (EPC) & MEES

You must provide a valid EPC before the Property is marketed.

Under the Minimum Energy Efficiency Standards (MEES), all rental properties in England & Wales must have an EPC rating of E or above.

Landlord Insurance

You are responsible for ensuring the Property is appropriately insured, including:

- Buildings cover
- Public and third-party liability
- Landlord contents (if applicable)

The tenant is responsible for insuring their own belongings.

Fitness for Human Habitation

You must ensure the Property is fit for human habitation at the start of and throughout the tenancy (Homes (Fitness for Human Habitation) Act 2018).

This applies to both private and social landlords and includes responsibility for any communal areas you own.

Statutory Repair Obligations

Under Section 11 of the Landlord and Tenant Act 1985, you must maintain:

Installations for water, gas, electricity, sanitation, space and water heating

The structure and exterior of the building

Gas Safety

A valid Gas Safety Certificate (GSC) must be provided before the tenancy begins and renewed annually.

Records must be retained for at least two years.

If covered under the selected service, we will arrange GSC renewals and any urgent remedial works as required by law, unless you instruct otherwise.

Electrical Safety

A valid Electrical Installation Condition Report (EICR) must be provided before the tenancy begins and at least every 5 years thereafter.

If covered under the selected service, we will arrange this unless instructed otherwise.

Smoke and Carbon Monoxide Alarms

Smoke alarms must be installed on each floor with living accommodation.

CO detectors must be installed in any room with a solid-fuel appliance.

Alarms must be tested on the first day of the tenancy.

We can arrange the supply and installation of these alarms (please see relevant section in Fees and Charges)

Furniture and Furnishings (Fire Safety) Regulations

All furniture must comply with fire resistance regulations and carry relevant safety labels.

Even stored furniture (in lofts, garages, etc.) must comply.

Legionella

You must assess and control the risk of Legionella in the water systems.

By signing these Terms, you confirm that you believe the Property to be safe and accept responsibility for ongoing monitoring.

If we manage the Property, we reserve the right to arrange inspections or remedial action at your cost where necessary.

Accuracy of Information

The Landlord warrants that all information provided to the Agent is accurate and complete to the best of their knowledge and belief. If the Landlord supplies false, misleading or incomplete information that results in the Agent incurring loss, liability or legal proceedings, the Landlord agrees to fully indemnify and reimburse the Agent for all such losses and costs.

Consumer Protection from Unfair Trading Regulations 2008 (CPRs)

Under CPRs, you are legally obliged to disclose any material information about the property which may affect a prospective tenant's decision to enquire, view or rent. This includes matters such as local developments, noise issues, previous disputes, structural issues, or any other relevant factors. You must notify us of such matters prior to instruction and during marketing.

We accept no responsibility for any claim brought under the CPRs due to your failure to disclose relevant information.

Client Money Protection & Compliance

All client money is held in a segregated client account in accordance with current industry regulations. V&H Homes is a member of a Client Money Protection Scheme and The Property Ombudsman redress scheme. We retain the right to report any suspicious transactions under anti-money laundering regulations.

Right to Cancel

Where this Agreement is signed away from our office and in the presence of a representative of V&H Homes Ltd, you have the right to cancel it within 14 calendar days without giving any reason. The cancellation period will expire 14 days from the day the Agreement is signed. To exercise the right to cancel, you must notify us in writing by post (35 The Street, Ashted, KT21 1AA) or email (lettings@vhhomes.co.uk). You may use the model cancellation form provided upon request, but it is not obligatory.

If you requested that we begin marketing or providing services during the cancellation period, you will be required to pay for any reasonable costs incurred prior to cancellation.

CONFIRMATION OF LANDLORD INSTRUCTION

Please complete and send back to the agent

Please read the Terms and Conditions of Business and this Landlord Instruction form carefully. If you have any queries please contact us immediately. When you are satisfied that you understand and agree to be bound by all the Terms and Conditions stated please complete this form and return it to us to confirm your instructions.

Regarding (property address to be let):

I/WE:

(The above names will be shown on the Tenancy Agreement, please advise us immediately if they are not correct or not the names of all the registered owners of the Property)

hereby appoint V&H Homes Ltd to undertake services outlined in this agreement and make the following arrangements and act on my/our behalf under the terms outlined herein in their Terms and Conditions but no further or otherwise unless specified in writing.

I/WE hereby warrant that:

- I/We are the legal owners and have notified and obtained the consent where necessary of all interested parties of our intention to let the above property.
- I/We are not aware of any building or planning permission in the area that might affect the tenancy and confirm that we will immediately notify V&H Homes and the Tenant in the event that I/we become aware of such.
- I/We consider the property and any common areas to be safe and there are no major repairs, construction or maintenance works of which I/we are aware due to be carried out to the property or any of the adjoining properties, apart from those already notified to V&H Homes.
- All furniture and furnishings in the property and included in the letting fully comply with the requirements of The Furniture and Furnishings (Fire) (Safety) Regulations 1988 and (Amendment) Regulations 1993.
- Where the property and tenancy is an HMO (House in Multiple Occupancy) I/we have notified the Local Authority and obtained any license required and will provide V&H Homes Ltd with all related information.
- All gas appliances and installation pipework in the premises comply, or will be made to comply prior to the commencement or continuation of the tenancy, with the requirements of the Gas Safety (Installation and Use) Regulations 1998, and the Landlord authorises the Agent to arrange any required inspection or remedial works where necessary.
- The property complies or will comply with the requirements of the Smoke and Carbon Monoxide Alarm (England) Regulations 2015 at the start of the tenancy. See F5(d)
- All electrical installations and appliances in the premises comply, or will be made to comply prior to the commencement or continuation of the tenancy, with the requirements of the Electrical Equipment (Safety) Regulations 1994 and the Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020, and the Landlord authorises the Agent to arrange any required inspection, testing, or remedial works where necessary.
- I/We will notify immediately of any change of address or other relevant change in status or circumstance and indemnify V&H Homes Ltd in respect of all proceedings, claims, losses, costs or expenses which they may suffer or incur as a result of any breach of this Warranty.
- This Agreement replaces and supersedes all previous terms of business and agency agreements between the Landlord and V&H Homes Ltd in relation to the Property.

Signed By **THE LANDLORD**

..... on Date.....

Approved members of:



Notice of the right to cancel this contract
Consumer Contracts (information, cancellation and additional charges)
Regulations 2013

Where this contract is signed by the client in the presence of the Agent within their home or any other place away from the Agent's business premises, the client has a right if he wishes to cancel the contract within 14 days of the date of this contract and receipt of this Notice.

This right can be exercised by delivering, or sending (including by electronic mail) a cancellation notice **IN WRITING** to the Agent shown below. You may use this form if you want to but you do not have to.

Notice of Cancellation is deemed to be served as soon as it is posted or sent to the Agent or in the case of electronic communication, from the day it is sent to the Agent.

AGENT'S NAME:

V&H Homes LTD.....

AND POSTAL ADDRESS:

35 The Street, Ashted, Surrey, KT21 1AA.....

AGENT'S E-MAIL:

Lettings@vhhomes.co.uk.....

NAME AND ADDRESS OF CONSUMER CLIENT:

.....

ADDRESS OF PROPERTY TO WHICH THE CONTRACT REFERS:

.....

.....

The form below may be used if you wish to cancel this contract.

Complete and return this form ONLY IF YOU WISH TO CANCEL THE CONTRACT

NOTICE OF CANCELLATION

(Delete as appropriate)

I/We hereby give notice that I/we wish to cancel my/our contract as identified above.

Signed by the Consumer Client(s) named above:

.....

Date

Schedule of Fees

Service	Cost
Tenancy set-up	£395 + VAT
Tenant/guarantor referencing	£150 + VAT per tenant/guarantor
Annual gas safety certificate (CP12)	£125 + VAT
Electrical Installation Condition Report (EICR)	£250 + VAT (extra charges may apply for additional fuse boards and EV charging points)
Energy Performance Certificate (EPC)	£125 + VAT
Smoke or carbon monoxide alarm installation	£75 + VAT (single alarm) / £125 + VAT (both alarms)
Fire extinguisher and blanket installation	£195 + VAT
Property acquisition service	2% + VAT of purchase price
Rent guarantee and legal protection	Subject to quote and monthly rent amount
Tenancy renewal (includes updated sales and lettings valuation)	£210 + VAT
Inventory, check-in and/or check-out service	£115 to £310 + VAT per report (based on property size). 50% charge applies for missed appointments.
Mid-tenancy inspection	£155 + VAT
Additional property visit	£103 + VAT per hour
Vacant property management	£250 + VAT per month
Court attendance	£600 + VAT per day
Bailiff attendance	£400 + VAT
Submission of rent guarantee claim	£103 + VAT
Cancellation of management (mid-tenancy)	One months rent under current tenancy
Serving Section 8, 21, 47, 48 notices	£210 + VAT
Serving Section 13 notices	£230 + VAT
Deposit registration	£98.00 + VAT on initial set up £45.00 + VAT annually thereafter
Obtaining statutory declaration	£103 + VAT
Key cutting	£25 + VAT plus cost of keys
Duplicate income/expenditure statements	£25 + VAT
Overseas landlords (where HMRC approval not received to receive gross rent)	Additional 1% + VAT of gross monthly rent
Sale of property to a tenant introduced by V&H Homes	1.5% + VAT of the purchase price
Post forwarding	£25 + VAT plus cost of postage

Approved members of:



If major work is carried out (for example, redecorating, installing or arranging furnishings, fitting curtains and carpets or other work costing more than £1,000), we charge a project management fee of 10% + VAT of the cost of the work involved, where cost of works exceeds £5,000 this charge will increase to 15% + VAT . This covers supervision and inspection. You would also have to pay for any professional fees (for example, for structural engineers) on top of this.

Notes:

Optional services are only charged when used.

Prices are correct as of 01/01/2026 and may be subject to review.

Approved members of:

