hrt

herbert r thomas

Landlords Guide

Letting Services & Terms of Business

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Rental Appraisal	An experienced manager from our Cowbridge, Bridgend or Neath Offices will meet you at your property to perform a free rental valuation and assessment. This assessment will take into consideration location, demand and condition of the accommodation, and if necessary, advice will be given on any areas which may require improvement.
Marketing of Your Property	The property will be marketed from our well-positioned showrooms in Cowbridge, Bridgend and Neath. Your property will be displayed on our website www.hrt.uk.com, Rightmove, On The Market and Zoopla. We ensure your property is marketed with high quality photos, floor plans and in depth description showing the property in its best possible light.
Viewings & Contract-Holder Selection	Prospective contract-holders are vetted by our experienced team prior to any viewings. All viewings are accompanied by our rental team. We will provide you with regular honest feedback. On completion of a successful viewing, you will be provided with details of the prospective contract-holder(s) prior to the reference process so you can approve any prospective contract-holder. Our role is to provide the best possible contract-holders for your property.
Holding Deposit	Prospective contract-holders, on completing the application form and reference application, are required to pay a holding deposit of one week's rent. These monies can be held for 14 days in order to complete the reference process. Should the application take longer than 14 days, the prospective contract-holder(s) are required to confirm in writing their agreement to an extension to hold the deposit. On completion of the references, if it is found that the prospective contract-holder(s) or guarantor(s) have supplied false or misleading information, monies can be deducted from the holding deposit to cover costs and losses. Once satisfactory references are in place, the holding deposit will be put towards the rent and security deposit required at the start of the occupation contract. Should the prospective contract-holder(s) fail referencing on the basis that they have provided false or misleading information, Herbert R Thomas reserves the right to retain monies to cover costs.

Most Commonly used Occupation Contracts:	
1. Standard Occupation Contract	In Wales, assured shorthold tenancy agreements are no longer the standard form of agreement for residential lettings. Under the Renting Homes (Wales) Act 2016, most private residential lettings are now dealt with as occupation contracts. The usual agreement for a private rented property in Wales is a standard occupation contract. The person renting the property is known as the contract-holder, not the tenant, and the landlord must provide a written statement of the occupation contract.
2. Company Let	A company let may be used where a company enters into the agreement rather than an individual. A company employee may then occupy the premises under arrangements agreed with the company. The company as the tenant are responsible for all the tenants obligations under theterms of the lease. The housing act 1988 does not govern company lets and therefore there is no protectionunder the Act for companies. • A standard occupation contract is generally not used for a company let • The notice procedure is different from an individual occupation contract • Protection of the security deposit is not required • The procedure and paperwork for recovering possession is different from a standard occupation contract • Reference and admin fees can be charged to a company let
3. Houses in Multiple Occupation (HMO)	Your home is an HMO if both of the following apply: • At least three tenants live at the property forming more than one household • They share a toilet, bathroom or kitchen facilities Your home is a large HMO if the following apply: • At least five tenants live in the property, forming more than one household • They share a toilet, bathroom or kitchen facilities Ther regulations differ greatly in each County. To confirm requirements please visit www.gov.uk/private-renting/houses-in-multiple-occupation

References	Prospective contract-holders, guarantors and companies are referenced using an external referencing agency who complete a thorough vetting service of each contract-holder, guarantor or company. The references include: Financial profile Credit check to confirm no adverse credit history Landlord reference (if applicable) Confirmation of income/employment Residency status On completion of the references we will provide you with confirmation of the satisfactory references prior to an occupation contract start date being agreed. Landlords are responsible for the cost of referencing contract-holders/guarantors. N.B. Please see additional costs
Guarantor	In the event a contract-holder requires a guarantor we will arrange full referencing of the guarantor. The responsibility of the Guarantor is to guarantee and meet all the contract-holder's obligations under the terms of the occupation contract and any renewal or extension, whether it is for overdue rent, damage to the property or any other liabilities due from the contract-holder. Once a Guarantor has signed an agreement, they are responsible for the contract-holder's obligations in full until the occupation contract ends. This includes any extensions or renewals, or if the contract-holder vacates without providing the correct notice as set out in the occupation contract. A copy of a draft occupation contract can be provided on request.
Rent Guarantee	Subject to successful contract-holder referencing you will have the option of rent guarantee, which gives you the peace of mind of knowing that, whatever happens, your rent is guaranteed and legal expenses are covered should you ever be in the unfortunate situation of your contract-holder going into arrears. When contract-holders can't or won't pay, you are protected. Not only from rent arrears but also from any occupation contract breach that provides grounds for possession. If the contract-holder has not paid the full rent due within 31 days of the rent due date, then the outstanding balance will be paid by HRT to your account monthly in arrears via your 'Rental protection service'. Rent will be paid monthly in arrears until vacant possession is gained. Payments will be made subject to any deductions agreed in the agency agreement, such as our management charge. Our rent protection service will also cover you for 2 months' rent from the point the contract-holder is evicted or 75% of the rent until relet – whichever is sooner.
Prior to the occupation contract start	Herbert R Thomas can provide quotes for the required certification and regulations to include: • EPC's • Gas safety certificate • Electrical safety certificate • Legionella risk assessment Service • check of oil boiler • Sweep of any chimneys • Fitting of smoke/carbon monoxide detectors

Legal Documentation	Herbert R Thomas can arrange and prepare a written statement of occupation contract, or where applicable a company letting agreement, on your behalf before occupation commences. You will receive a draft copy for your approval before the contract-holder signs. As part of our occupation contract management and rent guarantee services we will also arrange any further legal notices to be issued on your behalf.
Statement of Condition and inventory	In addition to the occupation contract, the statement of condition and inventory report is a very important part of setting up the occupation for your property. It provides a written and photographic record of the condition of the property, contents and gardens/grounds, utility, oil and gas readings prior to the occupation commencing. When instructed, HRT will produce two copies of the statement of condition and inventory which will be provided to the contract-holder on their move in. The contract-holder is required to check, sign and return the statement of condition and inventory within 14 days of the occupation contract start date. Please be advised the statement of condition and inventory is a visual inspection of the property, contents and gardens. Our inventory clerks are not qualified surveyors or valuers. N.B. Landlords are required to ensure the property including all electrical installations, gas appliances, fixtures and fittings and contents meet the required safety regulations prior to the property being let.
Loft space and storage	Landlords should ensure, unless otherwise agreed in the contract, the contract holders have the right to use the entire property for the term of the contract. The inventory clerk will not include items stored in the loft space. HRT staff will not enter the roof void under any circumstances. HRT accept no responsibility for any items left in storage in the loft or property.
Security Deposit Holding	Our managed and rent guarantee services include the insurance and protection of the deposit held within the tenancy deposit scheme (TDS). The standard deposit taken from a contract holder would usually be equivalent to the first month's rent plus £100.00. There is currently no limit placed on an amount of the deposit taken. Should you require a higher deposit this would need to be agreed in advance of the property being marketed. When HRT hold and insure the deposit, they will be held by the agent as stakeholder in a H R Thomas Ltd client account, HSBC, 61 High Street, Cowbridge, CF71 7YJ. Any interest will be retained by the agent (HRT). Herbert R Thomas are a member of the dispute service. In the event of a dispute being raised between the contract holder and the landlord when HRT are instructed on a management or rent guarantee basis HRT will raise a dispute and log the required evidence and reports. Should a dispute be raised when HRT are instructed on a tenant find only basis but HRT have insured the deposit, we will charge a fee to log and raise the dispute on your behalf. Tenant find only landlords are responsible for providing check out reports along with any supporting documentation to support the claim of the dispute. Further information on the TDS can be found at www.tenancydepositscheme.com N.B. Please see additional cost for fee payable to log a dispute

Security Deposits – Tenant Find Only	Should you choose the tenant find only service and wish to insure the deposit you will be responsible for the insurance and notification of the tenant. The deposit must be registered within 30 days of the start of the tenancy. The landlord is responsible for ensuring the deposit is protected for the duration of the contract and all legal documentation is provided to the tenant. note. If HRT are instructed to insure the deposit, we will notify the contract holder and produce the required insurance certificate. Please see additional costs
Collection of rent	For our managed services all rent will be paid to HRT on your behalf. Contract holders are advised a standing order must be in place to pay the rent on the due date. Upon receipt of the cleared funds our accounts department will process the payments making the required deductions i.e. our management fees or contractor invoices requiring payment. The balance will be forwarded to your nominated account via BACS usually within two to three working days of receipt. A rental statement with a full breakdown of all payments and deductions will be sent to you each month usually via e-mail. For our tenant find only service, HRT will collect the first months rent and deposit. Our fees will be deducted from the rent. The balance of the rent and security deposit will be forwarded. The landlord will be responsible for the deposit insurance and the collection of future rental payments. The banking system has safeguards to ensure the intention of payees of monies are met. Under these regulations we only credit monies when the funds are cleared. We require all prospective contract-holders to pay cleared funds two working days prior to the occupation contract start date.
Maintenance and repairs	The contractors we instruct are fully insured and hold the required knowledge and legal registration. We have effective procedures in place when dealing with maintenance and repairs in order to ensure the best outcome. We request landlords should they wish to use their own contractors supply HRT with the relevant insurance, registration and contact details for their preferred contractors on our instruction to market the property. When arranging works/repairs that exceed what can be covered by the rent we will request payment in advance of the works commencing. We will arrange payment to the contractors on completion of the works. N.B. Unless otherwise instructed by the landlord we will arrange maintenance/repairs to the value of £100.00 plus VAT without prior consultation. Please note the payment of contractor invoices are the responsibility of the landlord.
Out of Hour Repairs	Outside of our office hours contract holders will be directed to our website which lists our preferred contractors who cover emergency repairs. In the event an emergency repair is required we will notify the landlord and the invoice will be paid from the incoming rent. HRT will require the landlord to cover any costs paid by us on their behalf. Should the landlord hold maintenance or emergency cover it is the landlords responsibility to ensure HRT and the contract holders are provided with full details of the cover.

Void periods	Where the property is vacant and being marketed by HRT we will conduct viewings with prospective contract holders. During void periods we wish to remind landlords they are responsible for checking the property and for the payment of all utility and council tax bills. Please note HRT are not responsible for the management of the property until the contract is signed and the rent and deposit have been paid.
Change of Management	In the event you wish to take over the management after the initial fixed term has expired or any further extension or periodic Contract we will require one months notice from the rent due date in writing to end the contract. An administration fee in order to terminate the contract and to transfer the Contract paperwork and deposit will be charged to the landlord at half a months rent plus VAT.
Withdrawal of property	In the event you withdraw your property from the market when HRT have secured and referenced a prospective Contract holder we will charge you an administration fee of £180.00 inclusive of VAT.
Keys	Landlords are required to provide HRT with one set of master keys and one set of keys per Contract Holder. Please ensure all keys, alarm codes, door entry codes, allocated parking, parking permits and door entry fobs are given to HRT prior to the commencement of the contract. Please ensure any additional keys cut are tested. For your peace of mind, please be aware all keys held by HRT are coded and stored securely. If the required keys are not supplied prior to the contract start we will arrange for key cutting, and the cost will be deducted from the first months rent. Please see additional charges.
Appliances, installations, fixturesand fittings	Landlords are responsible for ensuring all fixtures, installations and appliances are in good serviceable order prior to a contract commencing. We will require copies of all insurances, warranties, cover and instruction manuals prior to the tenancy.
Mail	Please ensure a mail re-direction is set in place prior to a contract commencing. Contract holders are not responsible for forwarding any post received not addressed to them.
Client Account	All funds held by HRT shall be held by as Stakeholder within H R Thomas Ltd client account: HSBC, 61 High Street, Cowbridge, CF71 7YJ. Any interest earned will belong to the agent Herbert R Thomas.
Commission	We may offer services to you contract holders and guarantors including estate agency, financial services and conveyancing which we may make commission from.

Code of Practice Agent of Necessity	In the event a landlord is unavailable or has not met their obligations under the contract, act of parliament or regulations, after reasonable attempts have been made by HRT, we reserve the right to arrange the necessary works to ensure the property meets the requirements of the Renting Homes Wales Act (2016) and health and safety regulations. If we are required to act as agent of necessity, the landlord undertakes to fully reimburse us upon demand for all costs incurred. In the case of emergencies, we cannot guarantee instruction of the landlords preferred contractor.
Tax HM Revenue and Customs Resident and Non-Resident Tax Resident Landlords	When you rent out property you may have to pay tax on the income you receive. Please see the link below for further information: www.gov.uk/renting-out-a-property/paying-tax Non-resident landlords are persons: who have rental income, and whose 'usual place of abode' is outside the UK. This includes anyone who leaves the UK for more than 6 months even though your local tax office may continue to treat you as a resident in the UK following your departure. It includes companies registered overseas, members of HM Armed Forces and other crown servants including diplomats are treated no differently from any other non-resident landlord. So, if they receive UK rental income and have a usual place of residence outside the UK the NRL scheme applies to them. We are required by law to deduct tax on overseas landlords unless there is an approval notice from Her Majesty's Revenue and Customs ("HMRC") in writing. We are required to deduct tax until we receive this notice and are unable to use a photocopy of the notice in another agent's name. If you do not currently hold an approval notice, then we would recommend that you apply for one straight away. If you are granted approval then it is normally granted from the start of the quarter (1st July 1st Sept etc) in which you apply, so the sooner the application is made the better. To apply for an approval notice you need to complete an inland revenue form called an NRL1. Unfortunately, we are unable to deal with either (i) or (ii) on your behalf as HM Revenue and Customs will only deal with the taxpayer or their authorised tax advisor. Our references with HMRC for the NRL Scheme is: NA 009113. Where both parties jointly own a UK property, and both reside outside of the UK, the NRL Scheme applies to both parties and each is treated as a separate landlord in their own right. If both parties wish to receive the rental income with no tax deducted, they must each complete a separate application form and send it to HMRC. HMRC's website (www.hmrc.gov.uk) gives full information on this subject. The NRL1 form can be downloaded for completion from www.hmrc.gov.uk/cnr/nrl1.pdf
Mortgage and Lease	Should your property be subject to a mortgage, it is your responsibility to ensure your mortgage lender gives permission to sublet. HRT will assume that all necessary checks have been made, therefore we cannot be held responsible should a tenant decide to make a claim against you or if you face repossession through mortgage arrears. If your property is leasehold, your lease will specify whether it is necessary to obtain permission to sub-let from your superior landlord or the managing agent. It is wise to clarify the situation before marketing the property as some landlords place restrictions on the type of sub-letting which will be approved. We will require any details of the mortgage or lease pertinent to the agreement.
Proof of Ownership	We are required under the anti money laundering regulations to ensure each property we let is owned by the individual we are instructed by. We will require proof of ownership. This can be in the form of documentation from the land registry, which we can obtain for you for an additional fee, a mortgage statement or solicitors completion statement. We will require proof of your home address in the form of a bank statement or utility

	bill and photographic identification in the form of a current passport or photographic driving licence.
Insurance	You will be responsible for the buildings insurance and any landlord contents at the property. You must inform your insurance company that the property is to be tenanted.We cannot accept liability arising from failure to do so.
Utilities	The landlord will remain responsible for all utilities and council tax up to the commencement of the contract and during any void periods. The utility bills and council tax charges will be the responsibility of the tenant on the commencement of the tenancy. The landlord will remain responsible for ground rent, services charges and maintenance charges for the duration of the contract.
Rent Smart Wales Introduced December 2015	All private landlords with rental property in Wales must be registered with Rent Smart Wales. The registration must include the landlord's details, the addresses of all rental properties in Wales, and confirmation of who undertakes letting and management activities. A landlord who carries out letting or property management activities themselves must also hold a Rent Smart Wales landlord licence. Where a landlord appoints a licensed agent to undertake those activities, the landlord is normally required to register but does not need a separate licence for those activities. Agents who undertake letting or management work in Wales must hold a Rent Smart Wales agent licence and comply with the relevant licence conditions and Code of Practice. Landlords should ensure their registration remains up to date and is renewed when required. Failure to comply may result in enforcement action and can affect the ability to serve certain possession notices or lawfully manage the property. Further information and online registration are available through Rent Smart Wales.
Renting Homes (Wales) Act 2016	The Renting Homes (Wales) Act 2016 is now the main legal framework for most residential renting in Wales. It replaced most assured shorthold tenancies with occupation contracts and changed the terminology used in landlord and occupier documentation. The person renting the property is referred to as a contract-holder rather than a tenant. The agreement is referred to as an occupation contract rather than a tenancy agreement. In the private rented sector, the usual form is a standard occupation contract, which may be fixed term or periodic. Landlords must provide a written statement of the occupation contract within the statutory timescale and must ensure the property is fit for human habitation. This includes complying with relevant safety requirements such as electrical safety, smoke alarms and carbon monoxide alarms. From 1 June 2026, additional fundamental terms apply to most secure, fixed term standard and periodic standard occupation contracts. These terms prevent landlords from discriminating against a contract-holder because they have children living at or visiting the property, or because they receive welfare benefits. Existing written statements should be reviewed and varied where required so that they reflect the current Welsh legislation and terminology.

Fit For Habitation	Under the Renting Homes (Wales) Act 2016 and the Fitness for Human Habitation (FFHH) Regulations 2022, landlords in Wales must ensure their properties are safe, healthy, and free from serious hazards from the start of an occupation contract and throughout. This legally binding standard cannot be waived or written out of an agreement. Landlord Requirements To meet FFHH standards, landlords must satisfy strict, ongoing conditions regarding property condition and safety: Electrical Safety: Landlords must provide tenants with a valid Electrical Installation Condition Report (EICR), which must be renewed every five years. Smoke Alarms: Mains-powered, interlinked smoke alarms must be installed on every storey of the property. Carbon Monoxide Alarms: Alarms must be fitted in any room containing a gas, oil, or solid-fuel burning appliance. Gas Safety: Annual gas safety checks must be completed, and certificates must be issued.
Pets	In Wales, landlords are legally permitted to advertise properties as "no pets." However, under the Renting Homes (Wales) Act, tenants have the right to request permission to keep a pet in writing. Landlords must respond within 28 days and cannot unreasonably refuse consent, though they can charge a higher deposit to cover potential damage.
Energy Performance Certificate (EPC)	Legislation introduced on the 1st October 2008 requires all rented properties in England & Wales to have an EPC. Amendments to the original legislation brought in on the 1st April 2018 require the property meet an E or above. Properties which rate as F or G cannot be let. There is an exemption to this ruling. If a landlord can provide proof they have spent over £3,500.00 in order to try and bring the property to the required level, they can apply for exemption.
Complaints Procedure	Herbert R Thomas operates a formal procedure to deal with complaints from clients and from anyone to whom an “established duty of care is owed”. A copy is available on request from Herbert R Thomas, 59 High St, Cowbridge, CF71 7YL.
Anti-Money Laundering Regulations 2017	Herbert R Thomas is subject to the money laundering regulations 2017. We will need to obtain and hold evidence confirming your identity, proof of your address and source/destination of funds. We will be unable to proceed with any offer until we are in receipt of this information and have completed a satisfactory AML check. Your identity may be subject to an electronic identity check, which may leave a soft footprint on your credit report. Before the application can proceed you need to provide us with a photo ID in the form of a valid passport, UK driving licence or EEA national ID card and proof of your address.
Data protection and privacy policy	HRT complies with all applicable data protection and privacy laws in all our dealings with your personal data. Please be aware that in the provision of our services, we may instruct other organisations to process personal data on our behalf and/or share personal data with other agencies, which may also involve the transfer of data outsidethe European economic area.

Safety Regulations and Guidance	
Gas Safety Regulations Act 1994 amended 1998.	The act places a duty by law on the landlord to ensure all gas appliances, flues, installation and associated pipework are checked by a gas safe registered engineer. It is a criminal offence to let a property without a valid gas safety certificate. HRT will require the certificate to be in place prior to any tenancy commencing. The tenant must be provided with a copy of the certificate prior to their move in. Tenants must receive a copy of the certificate annually.
Electric Safety Regulations	Under the Renting Homes (Wales) Act, all private and social landlords are legally required to have a valid Electrical Installation Condition Report (EICR) for every rental property. Inspections must be conducted by a qualified electrician every five years. Landlords must provide a copy of the EICR to contract holders within 14 days of them moving in or following an inspection.
Oil	Oil boilers must be serviced annually and certified by an OFTEC registered engineer.
Wood burning stoves/ Solid fuel fires	Any fuel burning stove installed after October 2010 must comply with appropriate building regulations. This means any such appliance must either have been installed by a HETAS approved engineer, who can self certificate or specific building regulationsconsent should be obtained. Prior to this date there is no specific requirement for certification. Carbon monoxide detectors are required in any room with a stove or fire. Chimneys must be swept annually.
Legionella	The health and safety executive advise while landlords have a legal duty to assess and control the risk of exposure of Legionella bacteria there is no requirement to obtain or produce a "legionnaires testing certificate". A simple assessment may show that there are no real risks, and no further action is needed. Implementing simple, proportionate control measures will ensure the risk remains low. For domestic hot and cold water systems temperature is the most reliable way of ensuring risk of exposure. Other simple control measures to help the risk of exposure include: Flushing out the system prior to letting the property. Avoiding debris getting into the system (e.g. ensure the cold water tanks, where fitted, have a tight-fitting lid). Setting control parameters (e.g. setting the temperature of hot water to ensure it is stored at 60°C). Make sure any redundant pipework identified is removed.
Smoke Detectors	Under the Renting Homes (Fitness for Human Habitation) (Wales) Regulations 2022, landlords in Wales must ensure their rented properties have at least one mains-powered (hard-wired) smoke alarm on every storey. Furthermore, all smoke alarms must be interlinked so that when one sounds, they all do
Carbon Monoxide Detectors	Carbon Monoxide: Landlords must install a carbon monoxide (CO) detector in any room containing a gas, oil, or solid fuel burning appliance. Unlike smoke alarms, CO detectors can be battery-powered.

Furniture and Furnishings (Fire Safety) Regulations 1988 (as amended in1989, 1993 and 2010).	Landlords must ensure all upholstered furniture provided in rented properties complies with the Furniture and Furnishings (Fire) (Safety) Regulations 1988 (as amended). All specified items must pass ignition tests, use fire-resistant materials, and carry permanent, stitched-in safety labels. [1, 2, 3, 4] We recommend you visit www.firesafe.org.uk which advises of all the required regulations.
Asbestos	Under the Renting Homes (Wales) Act 2016, landlords must ensure properties are fit for human habitation, which covers dangers posed by asbestos and manufactured mineral fibres. For properties built before 2000, landlords should hold an Asbestos Management Survey and provide copies of risk assessments to contract holders (tenants) and any contractors. The legal rules for managing asbestos in rented properties in Wales include: Fitness for Human Habitation: Under Welsh housing laws, any Asbestos Containing Materials (ACMs) in the property must be maintained in a safe, undisturbed condition. If the asbestos is damaged or decaying, the property may be deemed legally unfit for habitation

Landlord Fees Schedule

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Levels of Service offered are:

Services	Fully Managed	Rent Guarantee	Tenant Find
Fees	11% plus VAT Plus set up fee of £150.00 plus VAT (£180.00 including VAT)	13.5% plus VAT Plus set up fee of £250.00 plus VAT (£300.00 including VAT)	½ a month's rent + VAT subject to a minimum fee of £400.00 plus VAT (£480.00 including VAT)
Guidance on compliance and statutory provision and letting consent	INCLUDED	INCLUDED	INCLUDED
Advice on non resident tax (if applicable)	INCLUDED	INCLUDED	INCLUDED
Advise on any refurbishments	INCLUDED	INCLUDED	INCLUDED
Erect board in accordance with Town & Country Planning 1990 (where possible)	INCLUDED	INCLUDED	INCLUDED
Market the property and advertise on relevant portals	INCLUDED	INCLUDED	INCLUDED
Complete accompanied viewing	INCLUDED	INCLUDED	INCLUDED
Find Tenants	INCLUDED	INCLUDED	INCLUDED
Draft legal documentation	INCLUDED	INCLUDED	
Arrange safety certificates (if applicable)	INCLUDED	INCLUDED	
Inventory/statement of condition	INCLUDED	INCLUDED	

All prices quoted unless specified are inclusive of VAT.

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Services	Fully Managed	Rent Guarantee	Tenant Find
Collect first months rent and security deposit	INCLUDED	INCLUDED	INCLUDED
Provide tenants with method of payment	INCLUDED	INCLUDED	INCLUDED
Deduct any pre tenancy invoices	INCLUDED	INCLUDED	INCLUDED
Hold keys for duration of tenancy	INCLUDED	INCLUDED	
Make any HMRC deductions	INCLUDED	INCLUDED	INCLUDED
Advise all relevant utility providers and council	INCLUDED	INCLUDED	INCLUDED
Collect and remit the monthly rent	INCLUDED	INCLUDED	
Arrange payments of any statutory requirements	INCLUDED	INCLUDED	
Undertake two visits per annum and notify landlord of outcome	INCLUDED	INCLUDED	
Arrange routine repairs and instruct approved contractors (providing two quotes where required)	INCLUDED	INCLUDED	
Pursue non payment of rent and provide advice on rent arrear action	INCLUDED	INCLUDED	
Final inspection and completion of dilapidation report	INCLUDED	INCLUDED	
Disbursement of deposit monies with agreement of landlord and tenant	INCLUDED	INCLUDED	
Log dispute mediation, supporting documents and photographic evidence to the TDS	INCLUDED	INCLUDED	

Additional Services Offered	
Tenant Referencing	£36.00 including VAT
Additional management visits/ void property visits	£36.00including VAT
Arrangement of Safety certificate	£36.00 including VAT. Plus the cost of the certificate
Inventory (written with supporting photographs)	£90.00 including VAT for 1–3-bedroom properties £150.00 including VAT for 4-5 bedrooms properties "This service is included in tenancy management & rent guarantee services"
Yearly HMRC return for Non-Resident Landlord	£50.00 including VAT
HMRC Tax collection from Landlords with no exemption	£20.00 including VAT
End of year statements for HMRC returns	£30.00 including VAT
Key cutting	£12.00 including VAT. Plus the cost of the key cutting
Contract Renewals	£90.00 including VAT
Drafting of initial Contract /legal notices	£180.00 including VAT "This service is included in Tenancy Management & Rent Guarantee Services"
Deposit insurance with TDS	£60.00 including VAT, annual renewal fee of £36.00 including VAT "This service is included in tenancy management & rent guarantee services"

Tenant Find Only Dispute registration (supporting evidence and quotes must be supplied to the agent by the landlord)	£250.00 including VAT "This service is included in tenancy management & rent guarantee services"
Arrangement of quotations for refurbishment works to the property	£25.00 including VAT. Per quote

Definitions

In these terms & conditions the following expressions shall have the following meanings:

"Herbert R Thomas"	(HRT) is a trading name of H R Thomas Ltd, chartered surveyors, town planners, auctioneers, valuers & estate agents registered office 59 High Street, Cowbridge, Vale of Glamorgan CF71 7YL.
"You" or "The Landlord"	The Landlord named in the instruction form or his/her successors in title or assigns.
"Agent"	One who acts for another and works in the persons best interest.
"The Property"	The property specified in the instruction letter or any part thereof excluding any common ways or shared facilities if the property is part only of a building but including any fixtures, fittings, furniture, equipment or appliances belonging to the landlord.
"The Tenant/Contract Holder"	Any contract holders at the property from the time introduced by HRT. If the contract holder is more than one person, then this expression shall be read and constructed accordingly and will include any person who was within this definition who remains in occupation of The property and if appropriate as licensee of the tenant.
"The Contract"	The entire period that the contract holder/tenant remains in occupation of the property including the initial rental period and extension, period of holding over or new contract.
"Rental Period"	Shall mean the full length of the term of the contract entered into, prior to any extension period.
"Arranging"	Means making provision for a service or works, with the total cost of the invoices being met by the landlord or the contract holder/tenant.
"Client Account"	A separate bank account into which monies not belonging to the agent are deposited.
"Contracts"	Contracts are binding written documents between parties when signed legally commit all parties to the agreed terms.
"Day"	Means a working day exclusive of bank holidays and weekends.

"Deposit"	The deposit is a sum of money paid by the contract holder/tenant and held against any damage or dilapidations caused by the contract holder/tenant or their guests, for rent arrears or other breaches of the agreement. The contract holder/tenant pays the deposit at the commencement of the contract. When instructed the agent will hold the deposit as stakeholder in a client account until the termination of the contract. At the end of the contract the agent will pay the deposit monies as agreed by the contract holder/tenant and the landlord. In the event of a dispute between the landlord and the contract holder/ tenant we will disburse the deposit in accordance with the instructions of the deposit insurance scheme.
"Guarantor"	A guarantor is someone who guarantees all the contract holders' obligations under the terms of the contract
"Gross Rent"	The total rent payable by the contract holders/tenants under any contract for the duration of the entire term of the contract. For the avoidance of any doubt this includes any renewed or periodic contracts
"Mortgagee"	The mortgagee is the institution which grants the loan to purchase a property. The landlord must seek consent of the mortgagee prior to the commencement of the contract.
"Offer"	An offer is the price and conditions there given by a prospective contract holder/tenant who wishes to rent a property
"Orders"	When the agents are instructed to arrange contractors to attend a property to undertake safety tests or repairs and maintenance. There will be an arrangement charge for each and every order placed.
"Power of Attorney"	This is a document which grants to a person to act in the name of another person and must be drawn up by a solicitor. HRT will require a copy of the signed document to be held on file.
"Stakeholder"	The term stakeholder in law is a third party who temporarily holds money.
"The Dispute Service" "TDS"	The TDS scheme provides protection for contract holders deposits and a service which mediates between the landlord and the contract holders in the event of a dispute.

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Property freehold & leasehold
Valuation for all purposes
Landlord & Tenant Advice
Compulsory Purchase & Compensation
Expert witness work
Planning
Rating Sales & Lettings Auctions

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The Property Ombudsman COMMERCIAL   NAEA   rightmove

hrt.uk.com

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