



**hrt**  
herbert r thomas

*Landlords  
Guide*

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# Letting Services & Terms of Business



<b>Rental Appraisal</b>	<p>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.</p>
<b>Marketing of Your Property</b>	<p>The property will be marketed in our well-positioned showrooms in Cowbridge, Bridgend and Neath. Your property will be displayed on our website <a href="http://www.hrt.uk.com">www.hrt.uk.com</a>, Rightmove and On The Market.</p> <p>We ensure your property is marketed with high quality photos, floor plans and in depth description showing the property in its best possible light.</p>
<b>Viewings &amp; Tenant Selection</b>	<p>Prospective tenants are vetted by our experienced team prior to any viewings.</p> <p>All viewings are accompanied by our rental team.</p> <p>We will provide you with regular honest feedback.</p> <p>On completion of a successful viewing you will be provided with details of the tenant(s) prior to the reference process so you can approve any prospective tenant.</p> <p>Our role is to provide the best possible tenants for your property.</p>
<b>Holding Deposit</b>	<p>Prospective tenants on completing the tenancy application form i.e. reference application are required to pay a holding deposit of one weeks rent. These monies can be held for 14 days in order to complete the reference process.</p> <p>Should the application take longer than 14 days the prospective tenants are required to confirm in writing their agreement for an extension to hold the deposit.</p> <p>On completion of the references if it is found the prospective tenants/guarantors have supplied false or misleading information monies can be deducted from the holding deposit to cover costs and losses.</p> <p>Once satisfactory references are in place the holding deposit will be put towards the rent and security deposit required at the start of the tenancy.</p> <p>Should the tenants fail referencing on the basis they have provided false or misleading information HRT reserve the right to retain monies.</p>

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**Most Commonly used Tenancies:**

**1. Assured Shorthold Agreement (AST)**

An AST is the most common type of agreement used by landlords to let residential properties to private tenants.

A tenancy can be an AST if the following apply:

- You are a private landlord
- The tenancy started on or after 15th January 1989
- The property is your tenants main residence
- You do not live in the property

For further information please visit [www.gov.uk/tenancy-agreements-a-guide-for-landlords](http://www.gov.uk/tenancy-agreements-a-guide-for-landlords)

**2. Company Let**

A company Let is used when a company take a residential tenancy agreement as the tenant, rather than an individual. A company employee then occupies the premises as a licensee of the tenant

The company as the tenant are responsible for all the tenants obligations under the terms of the lease.

The housing act 1988 does not govern company lets and therefore there is no protection under the Act for companies.

- An AST cannot be used for a company let
- Section 8 or 21 notices are not required
- Protection of the security deposit is not required
- The procedure and paperwork for evicting tenants is different to that of an AST
- Reference and admin fees can be charged to a company let

**3. Houses in Multiple Occupation (HMO)**

Your home is a 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

There are stricter rules on HMO's. For further information please visit [www.gov.uk/private-renting/houses-in-multiple-occupation](http://www.gov.uk/private-renting/houses-in-multiple-occupation)

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<p><b>References</b></p>	<p>Prospective tenants, guarantors and companies are referenced using an external referencing agency who complete a thorough vetting service of each tenant, guarantor or company.</p> <p>The references include:</p> <ul style="list-style-type: none"> <li>Financial profile</li> <li>Credit check to confirm no adverse credit history</li> <li>Landlord reference (if applicable)</li> <li>Confirmation of income/employment</li> <li>Residency status</li> </ul> <p>On completion of the references we will provide you with confirmation of the satisfactory references prior to a tenancy start date being agreed.</p> <p>Landlords are responsible for the cost of referencing tenants/guarantors.</p> <p><b>N.B. Please see additional costs</b></p>
<p><b>Guarantor</b></p>	<p>In the event a tenant requires a guarantor we will arrange full referencing of the guarantor.</p> <p>The guarantor on signing the agreement guarantees to pay the rent and all the tenants obligations for the duration of the tenancy and any further extensions should the tenant fail to do so.</p>
<p><b>Rent Guarantee</b></p>	<p>Subject to successful tenant referencing we will have the option to offer 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 Tenant going into arrears.</p> <p>When tenants can't or won't pay, you are protected. Not only from rent arrears but also from any tenancy breach that provides grounds for possession.</p> <p>If the tenant 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'.</p> <p>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.</p> <p>Our rent protection service will also cover you for 2 months rent from the point the tenants are evicted or 75% of the rent until relet – whichever the sooner.</p>
<p><b>Prior to the tenancy start</b></p>	<p>HRT can provide quotes for the required safety certification and regulations to include:</p> <ul style="list-style-type: none"> <li>Gas safety certificate</li> <li>Electrical safety certificate</li> <li>Legionella risk assessment</li> <li>Service and check of oil boiler</li> <li>Sweep of any chimneys</li> <li>Fitting of smoke/carbon monoxide detectors</li> </ul>

<p><b>Legal Documentation</b></p>	<p>HRT can arrange and prepare an assured shorthold tenancy or company letting agreement on your behalf prior to the tenancy commencing.</p> <p>You will receive a draft copy for your approval prior to the tenant signing.</p> <p>As part of our tenancy management and rent guarantee services we will also arrange any further legal notices to be issued on your behalf.</p>
<p><b>Statement of Condition and inventory</b></p>	<p>In addition to the tenancy agreement the statement of condition and inventory report is a very important part of setting up of the tenancy for your property.</p> <p>It provides a written and photographic record of the condition of the property contents and gardens/grounds, utility, oil and gas reads prior to the tenancy commencing.</p> <p>When instructed HRT will produce two copies of the statement of condition and inventory which will be provided to the tenant on their move in.</p> <p>The tenants are required to check, sign and return the statement of condition and inventory within seven days of the tenancy start date.</p> <p>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.</p> <p><b>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.</b></p>
<p><b>Loft space and storage</b></p>	<p>Landlords should ensure, unless otherwise agreed in the tenancy agreement, the tenants have the right to use the entire property for the term of the tenancy.</p> <p>We therefore advise landlords remove all items of value and any items the tenants will have no use for.</p> <p>If agreement is made for the landlords to store items at the property, the landlord must ensure the items are insured.</p> <p>The inventory clerk will not include items stored in the loft space.</p> <p>HRT staff will not enter the roof void under any circumstances.</p> <p>HRT accept no responsibility for any items left in storage at the property.</p>
<p><b>Security Deposit Holding</b></p>	<p>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 tenant would usually be equivalent to the first months rent plus £100.00.</p> <p>There is currently no limit placed on an amount of deposit taken.</p> <p>Should you require a higher deposit this would need to be agreed in advance of the property being marketed.</p> <p>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). HRT are a member of the dispute service.</p> <p>In the event of a dispute being raised between the tenant and the landlord when HRT are instructed on a tenancy management or rent guarantee basis HRT will raise a dispute and log the required evidence and reports.</p> <p>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.</p> <p>Tenant find only landlords are responsible for providing check out reports along with any supporting documentation to support the claim of the dispute.</p> <p>Further information on the TDS can be found at <a href="http://www.tenancydepositscheme.com">www.tenancydepositscheme.com</a></p> <p><b>N.B. Please see additional cost for fee payable to log a dispute</b></p>

<p><b>Security Deposits – Tenant Find Only</b></p>	<p>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.</p> <p>The landlord is responsible for ensuring the deposit is protected for the duration of the tenancy and all legal documentation is provided to the tenant.</p> <p><b>N.B. If HRT are instructed to insure the deposit we will notify the tenant and produce the required insurance certificate. Please see additional costs</b></p>
<p><b>Reposit</b></p>	<p>Reposit is an alternative to a traditional deposit.</p> <p>Tenants can opt in and pay for an insurance policy instead of finding a traditional deposit.</p> <p>Reposit covers up to 8 weeks-worth of rent, instead of the usual 5 or £100 plus the monthly rent.</p> <p>Similarly to a traditional deposit the tenants can dispute deductions and can be given to an arbitrator to decide. However, reposit aim to have this dealt with in 4 week, much quicker than traditional deposit schemes where disputes which can take a longer.</p> <p>Reposit bullet points:</p> <ul style="list-style-type: none"> <li>• Reposit is not a deposit and is a replacement for a tenant paying a security deposit when renting a property.</li> <li>• Reposit protects landlords by adding them as a beneficiary to our insurance policy underwritten by canopus managing agents, Lloyds Syndicate 4444. As a beneficiary you are given the protection of claiming up to 8 week’s worth of rent in the event that your tenant causes unreasonable damage or has outstanding rent at end of tenancy and Reposit is unable to reclaim the funds within a 28 day period.</li> <li>• As the tenant is not a named beneficiary on the policy, there is no 14 day cooling off period applicable.</li> <li>• The initial reposit service charge is valid for 12 months. Tenants are required to pay a £30 admin charge annually if they stay in the property beyond the first 12 months.</li> <li>• If the tenant pays reposit the outstanding sum within this time, we will pay the funds to you within 48 hours.</li> <li>• We require all tenants to pass comprehensive referencing before purchasing a Reposit. You may be asked for evidence of this in the event of a claim.</li> <li>• The reposit service charge is non-refundable to tenants.</li> <li>• At end of tenancy, you may decide to claim on the reposit. It is then the tenant’s right to either agree or dispute the claim and reposit will act as an impartial mediation platform.</li> <li>• Arbitration is always free for our landlords. If a tenant disputes a claim, an independent arbiter will assess and award monies based on factual evidence presented both from yourself and the tenant. If the arbiter concludes, that all monies should be awarded wholly in favour of the landlord, a £120.00 admin charge will be added to the balance owed by the tenant. This is designed to disincentivise unscrupulous disputes from tenants, given the lack of deposit in place.</li> <li>• The arbiter’s decision is always final and binding when outlined in the T &amp; C’s. Their decision can only be challenged in a court of law like traditional deposit schemes.</li> </ul> <p>Please see the link below for further information:</p> <p><a href="https://reposit.co.uk/legal/privacy-policy/">https://reposit.co.uk/legal/privacy-policy/</a></p>

<p><b>Collection of rent</b></p>	<p>For our managed services all rent will be paid to HRT on your behalf.</p> <p>Tenants are advised a standing order must be in place to pay the rent on the due date.</p> <p>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.</p> <p>A rental statement with a full breakdown of all payments and deductions will be sent to you each month usually via e-mail.</p> <p>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 to the landlord who will be responsible for the deposit insurance and the collection of future rental payments.</p> <p><b>Note: Cleared funds</b></p> <p>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.</p> <p>We require all prospective tenants to pay cleared funds two working days prior to the tenancy start date.</p> <p>Should a tenant wish to pay by cheque we require the payment to be made 10 working days prior to the tenancy start date.</p>
<p><b>Maintenance and repairs</b></p>	<p>The contractors we instruct are fully insured and hold the required knowledge and legal registration.</p> <p>We have effective procedures in place when dealing with maintenance and repairs in order to ensure the best outcome.</p> <p>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.</p> <p>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.</p> <p><b>N.B. Unless otherwise instructed by the landlord we will arrange maintenance/repairs to the value of £100.00 plus VAT without prior consultation.</b></p> <p><b>Please note the payment of contractor invoices are the responsibility of the landlord.</b></p>
<p><b>Out of Hour Repairs</b></p>	<p>Outside of our office hours tenants will be directed to our website which lists our preferred contractors who cover emergency repairs.</p> <p>In the event an emergency repair is required we will notify the landlord and the invoice will be paid from the incoming rent.</p> <p>HRT will require the landlord to cover any costs paid by us on their behalf.</p> <p>Should the landlord hold maintenance or emergency cover it is the landlords responsibility to ensure HRT and the tenants are provided with full details of the cover.</p>
<p><b>Void periods</b></p>	<p>Where the property is vacant and being marketed by HRT we will conduct viewings with prospective tenants.</p> <p>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.</p> <p><b>Please note HRT are not responsible for the management of the property until the tenancy is signed and the rent and deposit have been paid.</b></p>

<p><b>Change of Management</b></p>	<p>In the event you wish to take over the management after the initial fixed term has expired we will require one months notice from the rent due date in writing to end the contract.</p> <p>An administration fee in order to terminate the contract and to transfer the tenancy paperwork and deposit will be charged to the landlord at half a months rent plus VAT.</p>
<p><b>Withdrawal of property</b></p>	<p>In the event you withdraw your property from the market when HRT have secured and referenced a prospective tenant we will charge you an administration fee of £180.00 inclusive of VAT.</p>
<p><b>Keys</b></p>	<p>Landlords are required to provide HRT with one set of master keys and one set of keys per tenant.</p> <p>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 tenancy.</p> <p>Please ensure any additional keys cut are tested.</p> <p>For your peace of mind, please be aware all keys held by HRT are coded and stored securely.</p> <p><b>If the required keys are not supplied prior to the tenancy start we will arrange for key cutting and the cost will be deducted from the first months rent. Please see additional charges.</b></p>
<p><b>Appliances, installations, fixtures and fittings</b></p>	<p>Landlords are responsible for ensuring all fixtures, installations and appliances are in good serviceable order prior to a tenancy commencing.</p> <p>We will require copies of all insurances, warranties, cover and instruction manuals prior to the tenancy.</p>
<p><b>Mail</b></p>	<p>Please ensure a mail re-direction is set in place prior to a tenancy commencing.</p> <p>Tenants are not responsible for forwarding any post received not addressed to them.</p>
<p><b>Client Account</b></p>	<p>All funds held by HRT shall be held by as Stakeholder within H R Thomas Ltd client account:</p> <p>HSBC, 61 High Street, Cowbridge, CF71 7YJ.</p> <p>Any interest earned will belong to the agent Herbert R Thomas.</p>
<p><b>Commission</b></p>	<p>We will offer a range of services to you, potential tenants and actual tenants including estate agency, financial services and conveyancing which we may make commission from.</p>
<p><b>Sale of property</b></p>	<p>Should the property be sold to the tenant or to a prospective buyer introduced by HRT we will charge a commission of 0.75% + VAT of the agreed selling price.</p>

<p><b>Code of Practice Agent of Necessity</b></p>	<p>In the event a landlord is unavailable or has not met their obligations under the tenancy agreement, 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 housing act and health and safety regulations.</p> <p>If we are required to act as agent of necessity, the landlord undertakes to fully reimburse us upon demand for all costs incurred.</p> <p>In the case of emergencies we cannot guarantee instruction of the landlords preferred contractor.</p>
<p><b>Tax HM Revenue and Customs Resident and Non-Resident Tax Resident Landlords</b></p>	<p>When you rent out property you may have to pay tax on the income you receive. Please see the link below for further information: <a href="http://www.gov.uk/renting-out-a-property/paying-tax">www.gov.uk/renting-out-a-property/paying-tax</a></p> <p>Non-resident landlords are persons: who have rental income, and whose 'usual place of abode' is outside the UK.</p> <p>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.</p> <p>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.</p> <p>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 tax payer or their authorised tax advisor. Our references with HMRC for the NRL Scheme is: NA 009113.</p> <p>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.</p> <p>HMRC's website (<a href="http://www.hmrc.gov.uk">www.hmrc.gov.uk</a>) gives full information on this subject. The NRL1 form can be downloaded for completion from <a href="http://www.hmrc.gov.uk/cnr/nrl1.pdf">www.hmrc.gov.uk/cnr/nrl1.pdf</a></p>
<p><b>Mortgage and Lease</b></p>	<p>Should your property be subject to a mortgage, it is your responsibility to ensure your mortgage lender gives permission to sublet.</p> <p>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.</p> <p>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.</p> <p>We will require any details of the mortgage or lease pertinent to the agreement.</p>

<p><b>Proof of Ownership</b></p>	<p>We are required under the anti money laundering regulations to ensure each property we let is owned by the individual we are instructed by.</p> <p>We will require proof of ownership.</p> <p>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.</p> <p>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.</p>
<p><b>Insurance</b></p>	<p>You will be responsible for the buildings insurance and any landlord contents at the property.</p> <p>You must inform your insurance company that the property is to be tenanted.</p> <p>We cannot accept liability arising from failure to do so.</p>
<p><b>Utilities</b></p>	<p>The landlord will remain responsible for all utilities and council tax up to the commencement of the tenancy 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.</p> <p>The landlord will remain responsible for ground rent, services charges and maintenance charges for the duration of the tenancy.</p>
<p><b>The Renting Homes Bill (Wales) 2019</b></p>	<p>The tenant fee ban came into force in Wales on the 1st September 2019.</p> <p>The legislation will make it illegal for letting agents and landlords to charge anything other than permitted payments to tenants which are:</p> <ul style="list-style-type: none"> <li><b>Rent</b></li> <li><b>Security deposits</b></li> <li><b>Holding deposits</b></li> <li><b>Payments in default where a tenant breaches the tenancy</b></li> <li><b>Payment in respect of council tax</b></li> <li><b>Payment in respect of utilities</b></li> <li><b>Payment in respect of television licence</b></li> <li><b>Payment in respect of communication services</b></li> <li><b>Loss of keys</b></li> <li><b>Payment for ending a tenancy early</b></li> </ul>
<p><b>Energy Performance Certificate (EPC)</b></p>	<p>Legislation introduced on the 1st October 2008 requires all rented properties in England &amp; Wales to have an EPC.</p> <p>Amendments to the original legislation brought in on the 1st April 2018 require the property meet an E or above.</p> <p>Properties which rate as F or G cannot be let.</p> <p><b>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.</b></p>

<b>Complaints Procedure</b>	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.
<b>Anti-Money Laundering Regulations 2017</b>	HRT 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.
<b>Data protection and privacy policy</b>	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 outside the European Economic Area.

## Safety Regulations and Guidance

<b>Gas Safety Regulations Act 1994 amended 1998.</b>	<p>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.</p> <p>It is a criminal offence to let a property without a valid gas safety certificate.</p> <p>HRT will require the certificate to be in place prior to any tenancy commencing.</p> <p>The tenant must be provided with a copy of the certificate prior to their move in.</p> <p>Tenants must receive a copy of the certificate annually.</p>
<b>Electric Safety Regulations 1994</b>	<p>Under the act landlords have a duty of care to ensure all electrical appliances are safe and fit for purpose.</p> <p>Prior to a tenancy commencing we will require the electrical installation and electrical appliances be inspected by a registered electrician. Periodic inspections are recommended every five years.</p> <p>It is good practice to complete a visual inspection between tenancies.</p>
<b>Oil</b>	<p>There is no requirement for a landlord to obtain a safety certificate (currently). However we require all oil fired equipment to have an annual service by an OFTEC registered engineer.</p>
<b>Wood burning stoves/ Solid fuel fires</b>	<p>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 regulations consent should be obtained.</p> <p>Prior to this date there is no specific requirement for certification.</p> <p>Carbon monoxide detectors are required in any room with a stove or fire.</p> <p>Chimneys must be swept annually.</p>

<p><b>Legionella</b></p>	<p>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".</p> <p>A simple assessment may show that there are no real risks and no further action is needed.</p> <p>Implementing simple, proportionate control measures will ensure the risk remains low.</p> <p>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:</p> <p>Flushing out the system prior to letting the property.</p> <p>Avoiding debris getting into the system (e.g. ensure the cold water tanks, where fitted, have a tight fitting lid).</p> <p>Setting control parameters (e.g. setting the temperature of hot water to ensure it is stored at 60°C).</p> <p>Make sure any redundant pipework identified is removed.</p>
<p><b>Smoke Detectors</b></p>	<p>Building regulations require that all properties built after June 1992 must have mains operated inter-connected smoke detectors fitted on every level of the property. You are advised to provide at least battery operated smoke alarms in older properties.</p> <p>Smoke detectors should be tested periodically and replaced when required.</p>
<p><b>Carbon Monoxide Detectors</b></p>	<p>It is good practice to fit a carbon monoxide detector in any room which has the following appliance:</p> <p>Gas or oil central heating boiler</p> <p>Gas fire</p> <p>Gas cooker</p> <p>Water heaters</p> <p>Open fires which use gas, oil, coal or wood</p>
<p><b>Furniture and Furnishings (Fire Safety) Regulations 1988 (as amended in 1989, 1993 and 2010).</b></p>	<p>These regulations set the levels of fire resistance for domestic upholstered furniture and furnishings. This includes soft furnishings such as mattresses, padded headboards, bed bases, sofas and armchairs etc.</p> <p>To comply these items must be fitted with the required fire safety labelling.</p> <p>We recommend you visit <a href="http://www.firesafe.org.uk">www.firesafe.org.uk</a> which advises of all the required regulations.</p>

# Landlord Fees Schedule



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)	12.5% 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 £300.00 plus VAT (£360.00 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.

Regulated by RICS



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	

## The Lettings Services Offered

### Tenancy Management – 11% plus VAT (13.2% including VAT) Plus set up fee of £150.00 plus VAT (£180.00 including VAT)

This service offers the benefit of the ongoing support and expertise of our letting team. The fees are payable for any tenant we introduce and any renewal or extension.

The tenancy management service includes all the services listed below.

<p><b>1. Market Appraisal</b></p>	<p>A visit from one of our experienced team to discuss your property and requirements, market appraisal and advice to include information on legal requirements, statutory provision and letting consents.</p>
<p><b>2. Marketing</b></p>	<p>Colour brochures and rental property lists in our centrally located showrooms in Cowbridge, Bridgend and Neath.</p> <p>Advertising on our website and other portals.</p> <p>Erecting a 'To Let' board.</p> <p>Distribution of the property details to our network of offices.</p>
<p><b>3. Tenants and Negotiations</b></p>	<p>Negotiating with prospective tenants to agree the rent and tenancy period.</p> <p>Discussing and agreeing any special terms or additional clauses in the tenancy.</p>
<p><b>4. Information</b></p>	<p>We will use the information you provide to carry out this agreement. Information you supply will be provided to suppliers of services, local authorities and government departments where required.</p>
<p><b>5. Tenant &amp; Guarantor Application</b></p>	<p>Collating and securing a tenancy application form from prospective tenants and guarantors detailing their financial details, credit, employment and current residential status.</p> <p>We will on completing a successful viewing secure an application form from a prospective tenant requiring them to detail the terms of their application.</p> <p>It will detail terms of the offer of the tenancy and will include statements from them as to their financial credit, employment, income or savings and previous landlords residency details.</p> <p>The application will be discussed with you to receive your confirmation if you wish to proceed on the basis of what has been offered and confirmed. References will then be requested.</p>

<p><b>6. Holding Deposit</b></p>	<p>Prospective tenants on completing the tenancy application i.e. reference application are required to pay a holding deposit of one weeks rent. We can hold these monies for 14 days in order to complete the reference process.</p> <p>On completion of the references if it is found the prospective tenants have supplied false or misleading information monies can be deducted from the holding deposit to cover costs and losses.</p> <p>On receipt of satisfactory references the holding deposit shall be put towards the rent and security deposit due at the start of the tenancy.</p> <p>Should the application take longer than 14 days the prospective tenants would be required to confirm in writing their agreement for an extension to hold the monies.</p>
<p><b>7. Right to Rent</b></p>	<p>These rules do not currently apply in Wales.</p>
<p><b>8. Communication</b></p>	<p>We will communicate predominately by e-mail and telephone in order to keep you fully informed of the progress made.</p> <p>This communication will be from the office instructed. Email address:</p> <p><b>Cowbridge – rentals@hrt.uk.com</b></p> <p><b>Bridgend – BridgendRentals@hrt.uk.com</b></p> <p><b>Neath – NeathRentals@hrt.uk.com</b></p> <p>We require all instructions made to be in writing. We can only accept oral instructions when supported in writing.</p>
<p><b>9. Security Deposits</b></p>	<p>When instructed on a 'tenancy management' service HRT will be responsible for insuring the deposit and ensuring the tenant is notified of the deposit protection within 30 days of the tenancy start date and within 30 days of each renewal or extension of the fixed term tenancy.</p>
<p><b>10. Reposit</b></p>	<p>Reposit is an alternative to a traditional deposit.</p> <p>Tenants can opt in for and pay for an insurance policy instead of paying hundreds of pounds for a traditional deposit.</p> <p>Reposit covers up to 8 weeks-worth of rent, instead of the usual 5 or £100 plus the monthly rent.</p> <p>Similarly to a traditional deposit the tenants can dispute deductions and can be given to an arbitrator to decide. However, reposit aim to have this dealt with in 4 week, much quicker than traditional deposit schemes where disputes which can take longers.</p>
<p><b>11. Legal Documentation process</b></p>	<p>Drafting of the AST agreement or company let agreement.</p> <p>Executing and exchanging all tenancy documents.</p> <p>Confirmation of receipt of cleared funds 48 hours prior to tenants occupation.</p> <p>Conforming to the property redress scheme and the tenancy deposit scheme.</p> <p><b>This scheme is only offered when the landlord has agreed.</b></p>

<p><b>12. Inventories and Schedule of condition and Check In/Out</b></p>	<p>Preparation of the inventory and statement of condition. Arranging the check In (where required) and check out of the property.</p>
<p><b>13. Safety checks</b></p>	<p>We will arrange gas safety, tlectrical tests, smoke alarms, carbon monoxide detectors and legionella assessment when they are required.</p> <p>Should a landlords have a nominated contractor and they fail to complete the certificate we will instruct an approved contractor used by HRT to complete the certificate.</p> <p>Electrical certificates must be completed by a registered NICEIC or similar registered electrician and periodic inspections are required. The guidance for these inspections is every 5 years.</p>
<p><b>14. Utilities, Council Tax and Water Supply</b></p>	<p>Notifying the utility companies and council of the tenants occupation. Providing meter reads and tenants details to place responsibility in their names for the duration of the tenancy.</p> <p>The landlord authorises HRT as its agent to pass the landlords name and contact details to the suppliers of the utilities and council where required.</p>
<p><b>15. Receiving Monies</b></p>	<p>We will receive initial monies and the required security deposit 48 hours prior to move in.</p> <p>The security deposit is held as a stakeholder in our client account and insured in accordance with the rules of the TDS.</p> <p>Collection of rents due per calendar month.</p> <p>Payments to the landlord.</p>
<p><b>16. Payments to Landlords</b></p>	<p>Landlords will receive payments to their nominated account usually within 2-3 working days of the cleared funds being received by HRT.</p>
<p><b>17. Late Payments</b></p>	<p>We closely monitor all rental payments and our specialised automated system alerts us when payments have not been received.</p> <p>We will ensure you are notified when the rent is more than 7 days overdue.</p>
<p><b>18. Management/ Property Inspection</b></p>	<p>We will visit the property quarterly when tenanted to complete our management visit/ property inspection.</p> <p>The purpose of the visit is to check there are no signs of any obvious issue and that the property is being maintained to an acceptable standard.</p> <p><b>The property inspection is not a final inspection and is purely a visual inspection of the property and gardens.</b></p>



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## Rent Guarantee – 12.5% plus VAT (15% including VAT)

### Plus set up fee of £250.00 plus VAT (£300.00 including VAT)

This service offers the benefit of the ongoing support and expertise of our letting team but with added protection of rent guarantee.

The rent guarantee service includes all the services listed below

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<b>1. Rent Guarantee</b>	<p>Subject to successful tenant referencing we will have the option to offer 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 tenant going into arrears.</p> <p>When tenants can't or won't pay, you are protected. Not only from rent arrears but also from any tenancy breach that provides grounds for possession.</p> <p>If the tenant has not paid the full rent due within 31 days of the rent due date, then the outstanding balance will be paid by Herbert R Thomas to your account monthly in arrears via your 'rental protection service'.</p> <p>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.</p> <p>Our rent protection service will also cover you for 2 months rent from the point the tenants are evicted or 75% of the rent until relet – whichever the sooner</p>
<b>2. Market Appraisal</b>	<p>A visit from one of our experienced team to discuss your property and requirements, market appraisal and advice to include information on legal requirements, statutory provision and letting consents.</p>
<b>3. Marketing</b>	<p>Colour brochures and rental property lists in our centrally located showrooms in Cowbridge, Bridgend and Neath.</p> <p>Advertising on our specific website and other portals.</p> <p>Erecting a 'To Let' board.</p> <p>Distribution of the property details to our network of offices.</p>
<b>4. Tenants and Negotiations</b>	<p>Negotiating with prospective tenants for the rent for the tenancy period.</p> <p>Discussing and agreeing any special terms or additional clauses in the tenancy.</p>
<b>5. Information</b>	<p>We will use the information you provide to carry out this agreement. Information you supply will be provided to suppliers of services, local authorities and government departments where required.</p>

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<p><b>6. Tenant &amp; Guarantor Application</b></p>	<p>Collating and securing a tenancy application form from prospective tenants and guarantors detailing their financial details, credit, employment and current residential status.</p> <p>We will on completing a successful viewing secure an application form from a prospective tenant requiring them to detail the terms of their application.</p> <p>It will detail terms of the offer of the tenancy and will include statements from them as to their financial credit, employment, income or savings and previous landlords residency details.</p> <p>The application will be discussed with you to receive your confirmation if you wish to proceed on the basis of what has been offered and confirmed. References will then be requested.</p>
<p><b>7. Holding Deposit</b></p>	<p>Prospective tenants on completing the tenancy application i.e. reference application are required to pay a holding deposit of one weeks rent. We can hold these monies for 14 days in order to complete the reference process.</p> <p>On completion of the references if it is found the prospective tenants have supplied false or misleading information monies can be deducted from the holding deposit to cover costs and losses.</p> <p>On receipt of satisfactory references the holding deposit shall be put towards the rent and security deposit due at the start of the tenancy.</p> <p>Should the application take longer than 14 days the prospective tenants would be required to confirm in writing their agreement for an extension to hold the monies.</p>
<p><b>8. Right to Rent</b></p>	<p>These rules do not currently apply in Wales.</p>
<p><b>9. Communication</b></p>	<p>We will communicate predominately by e-mail and telephone in order to keep you fully informed of the progress made.</p> <p>This communication will be from the office instructed. Email address:</p> <p><b>Cowbridge – rentals@hrt.uk.com</b></p> <p><b>Bridgend – BridgendRentals@hrt.uk.com</b></p> <p><b>Neath – NeathRentals@hrt.uk.com</b></p> <p>We require all instructions made to be in writing. We can only accept oral instructions when supported in writing.</p>
<p><b>10. Security Deposits</b></p>	<p>When instructed on a ‘tenancy management’ service HRT will be responsible for insuring the deposit and ensuring the tenant is notified of the deposit protection within 30 days of the tenancy start date and within 30 days of each renewal or extension of the fixed term tenancy.</p>
<p><b>11. Reposit</b></p>	<p>Reposit is an alternative to a traditional deposit.</p> <p>Tenants can opt in for and pay for an insurance policy instead of paying hundreds of pounds for a traditional deposit.</p> <p>Reposit covers up to 8 weeks-worth of rent, instead of the usual 5 or £100 plus the monthly rent.</p> <p>Similarly to a traditional deposit the tenants can dispute deductions and can be given to an arbitrator to decide. However, reposit aim to have this dealt with in 4 week, much quicker than traditional deposit schemes where disputes which can take a few months.</p> <p>This scheme is only offered when the landlord has agreed.</p>

<p><b>12. Legal Documentation process</b></p>	<p>Drafting of the AST agreement or company let agreement.</p> <p>Executing and exchanging all tenancy documents.</p> <p>Confirmation of receipt of cleared funds 48 hours prior to tenants occupation.</p> <p>Conforming to the property redress scheme and the tenancy deposit scheme.</p>
<p><b>13. Inventories and Schedule of condition and Check In/Out</b></p>	<p>Preparation of the Inventory and statement of condition.</p> <p>Arranging the check In (where required) and check out of the property.</p>
<p><b>14. Safety checks</b></p>	<p>We will arrange gas safety, electrical tests, smoke alarms, carbon monoxide detectors and legionella assessment when they are required.</p> <p>Should a landlords have a nominated contractor and they fail to complete the certificate we will instruct an approved contractor used by HRT to complete the certificate.</p> <p>Electrical certificates must be completed by a registered NICEIC or similar registered electrician and periodic inspections are required. The guidance for these inspections is every 5 years.</p>
<p><b>15. Utilities, Council Tax and Water Supply</b></p>	<p>Notifying the utility companies and Council of the tenants occupation. Providing meter reads and tenants details to place the responsibility in their names for the duration of the tenancy.</p> <p>The landlord authorises HRT as its Agent to pass the landlords name and contact details to the suppliers of the utilities and council where required.</p>
<p><b>16. Receiving Monies</b></p>	<p>We will receive initial monies and the required security deposit 48 hours prior to move in.</p> <p>The security deposit is held as a stakeholder in our client account and insured in accordance with the rules of the TDS.</p> <p>Collection of rents due per calendar month.</p> <p>Payments to the landlord.</p>
<p><b>17. Payments to Landlords</b></p>	<p>Landlords will receive payments to their nominated account usually within 2-3 working days of the cleared funds being received by HRT.</p>
<p><b>18. Late Payments</b></p>	<p>We closely monitor all rental payments and our specialised automated system alerts us when payments have not been received.</p> <p>We will ensure you are notified when the rent is more than 7 days overdue.</p>
<p><b>19. Management/ Property Inspection</b></p>	<p>We will visit the property on a quarterly basis when tenanted to complete our management visit/property inspection.</p> <p>The purpose of the visit is to check there are no signs of issue and that the property is being maintained to an acceptable standard.</p> <p><b>The property inspection is not a final inspection and is purely a visual inspection of the property and gardens.</b></p>



**Tenant Find – ½ a month’s rent plus VAT subject to a minimum fee of £300.00 plus VAT (£360.00 including VAT)**

This provides a comprehensive service for landlords who wish to manage their properties directly.

The service concludes when the negotiations are completed, the tenancy signed and the tenant we have introduced takes occupation of the property.

All obligations of the property and the management will be the landlords responsibility.

The landlord will be responsible for collection of rent, visits to the property, general maintenance, completion of safety certificates, legal notices and completion of the final inspection.

**HRT offer a number of services to tenant find only landlords. Please see additional services.**

<b>Market Appraisal</b>	A visit from one of our experienced team to discuss your property and requirements, market appraisal and advice to include information on legal requirements, statutory provision and letting consents.
<b>2. Marketing</b>	<p>Colour brochures and rental property lists in our centrally located showrooms in Cowbridge, Bridgend and Neath.</p> <p>Advertising on our website and other portals.</p> <p>Erecting a 'To Let' board.</p> <p>Distribution of the property details to our network of offices when required.</p>
<b>3. Tenants and Negotiations</b>	<p>Negotiating with prospective tenants for the rent for the tenancy period.</p> <p>Discussing and agreeing any special terms or additional clauses in the tenancy.</p>
<b>4. Information</b>	We will use the information you provide to carry out this agreement. Information you supply will be provided to suppliers of services, local authorities and government departments where required.
<b>5. Tenant &amp; Guarantor Application</b>	<p>Collating and securing a tenancy application form from prospective tenants and guarantors detailing their financial details, credit, employment and current residential status.</p> <p>We will on completing a successful viewing secure an application form from a prospective tenant requiring them to detail the terms of their application.</p> <p>It will detail terms of the offer of the tenancy and will include statements from them as to their financial credit, employment, income or savings and previous landlords residency status.</p> <p>The application will be discussed with you to receive your confirmation if you wish to proceed on the basis of what has been offered and confirmed. References will then be requested.</p>

<p><b>6. Holding Deposit</b></p>	<p>Prospective tenants on completing the tenancy application i.e. reference application are required to pay a holding deposit of one weeks rent. We can hold these monies for 14 days in order to complete the reference process.</p> <p>On completion of the references if it is found the prospective tenants have supplied false or misleading information monies can be deducted from the holding deposit to cover costs and losses.</p> <p>On receipt of satisfactory references the holding deposit shall be put towards the rent and security deposit due at the start of the tenancy.</p> <p>Should the application take longer than 14 days the prospective tenants would be required to confirm in writing their agreement for an extension to hold the monies.</p>
<p><b>7. Right to Rent</b></p>	<p>These rules do not currently apply in Wales.</p>
<p><b>8. Communication</b></p>	<p>We will communicate predominately by e-mail and telephone in order to keep you fully informed of the progress made.</p> <p>This communication will be from the office instructed. Email address:</p> <p><b>Cowbridge – rentals@hrt.uk.com</b></p> <p><b>Bridgend – BridgendRentals@hrt.uk.com</b></p> <p><b>Neath – NeathRentals@hrt.uk.com</b></p> <p>We require all instructions made to be in writing. We can only accept oral instructions when supported in writing.</p>
<p><b>9. Security Deposits</b></p>	<p>When instructed on a ‘tenant find’ service the landlord is responsible for ensuring the tenant is notified of the deposit protection within 30 days of the tenancy start date and within 30 days of each renewal or extension of the fixed term tenancy.</p> <p>The landlord is responsible for ensuring the deposit is protected.</p> <p>HRT, when instructed will insure the deposit under the terms of the TDS.</p>
<p><b>10. Reposit</b></p>	<p>Reposit is an alternative to a traditional deposit.</p> <p>Tenants can opt in for and pay for an insurance policy instead of paying hundreds of pounds for a traditional deposit.</p> <p>Reposit covers up to 8 weeks-worth of rent, instead of the usual 5 or £100 plus the monthly rent.</p> <p>Similarly to a traditional deposit the tenants can dispute deductions and can be given to an arbitrator to decide. However, reposit aim to have this dealt with in 4 week, much quicker than traditional deposit schemes where disputes which can take a few months.</p> <p><b>This scheme is only offered when the landlord has agreed.</b></p>
<p><b>11. Legal Documentation</b></p>	<p>Drafting of the AST agreement or company let agreement when agreed.</p> <p>Executing and exchanging all tenancy documents.</p> <p>Confirmation of receipt of cleared funds 48 hours prior to tenants occupation.</p> <p>Conforming to the property redress scheme and the tenancy deposit scheme.</p>
<p><b>12. Receiving Monies</b></p>	<p>We will receive initial monies and the required security deposit.</p>
<p><b>13. Payments to Landlords</b></p>	<p>The landlords will receive the payment of the balance of the rent and the deposit to insure and protect to their nominated account usually within 2-3 working days of the cleared funds being received by HRT.</p>

## Definitions

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

<b>“Herbert R Thomas”</b>	(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.
<b>“You” or “The Landlord”</b>	The Landlord named in the instruction form or his/her successors in title or assigns.
<b>“Agent”</b>	One who acts for another and works in the persons best interest.
<b>“The Property”</b>	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.
<b>“The Tenant”</b>	Any tenant of tenants at the property from the time introduced by HRT. If the tenant 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.
<b>“The Tenancy”</b>	The entire period that the tenant remains in occupation of the property including the initial rental period and extension, period of holding over or new tenancy.
<b>“Rental Period”</b>	Shall mean the full length of the term of the tenancy entered into, prior to any extension period.
<b>“Arranging”</b>	Means making provision for a service or works, with the total cost of the invoices being met by the landlord or the tenant.
<b>“Client Account”</b>	A separate bank account into which monies not belonging to the agent are deposited.
<b>“Contracts”</b>	Contracts are binding written documents between parties when signed legally commit all parties to the agreed terms.
<b>“Day”</b>	Means a working day exclusive of bank holidays and weekends.

<p><b>“Deposit”</b></p>	<p>The deposit is a sum of money paid by the tenant and held against any damage or dilapidations caused by the tenant or their guests, for rent arrears or other breaches of the agreement by the tenant. The tenant pays the deposit at the commencement of the tenancy. When instructed the agent will hold the deposit as stakeholder in a client account until the termination of the tenancy. At the end of the tenancy the agent will pay the deposit monies as agreed by the tenant and the landlord.</p> <p>In the event of a dispute between the landlord and the tenant we will disburse the deposit in accordance with the instructions of the deposit insurance scheme.</p>
<p><b>“Guarantor”</b></p>	<p>A guarantor is someone who guarantees all the tenants obligations under the terms of the tenancy.</p>
<p><b>“Gross Rent”</b></p>	<p>The total rent payable by the tenant under any tenancy agreement for the duration of the entire term of the agreement. For the avoidance of any doubt this includes any renewed or periodic tenancies</p>
<p><b>“Mortgagee”</b></p>	<p>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 tenancy.</p>
<p><b>“Offer”</b></p>	<p>An offer is the price and conditions there given by a prospective tenant who wishes to rent a property</p>
<p><b>“Orders”</b></p>	<p>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.</p>
<p><b>“Power of Attorney”</b></p>	<p>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.</p>
<p><b>“Stakeholder”</b></p>	<p>The term stakeholder in law is a third party who temporarily holds money.</p>
<p><b>“The Dispute Service” “TDS”</b></p>	<p>The TDS scheme provides protection for tenants deposits and a service which mediates between the landlord and the tenant in the event of a dispute.</p>

## Additional Services Offered

<b>Tenant Referencing</b>	£36.00 including VAT
<b>Additional management visits/ void property visits</b>	£30.00 including VAT
<b>Arrangement of Safety certificate</b>	£30.00 including VAT. Plus the cost of the certificate
<b>Inventory (written with supporting photographs)</b>	£90.00 including VAT "This service is included in tenancy management & rent guarantee services"
<b>Yearly HMRC return for Non Resident Landlord</b>	£50.00 including VAT
<b>HMRC Tax collection from Landlords with no exemption</b>	£20.00 including VAT
<b>End of year statements for HMRC returns</b>	£30.00 including VAT
<b>Key cutting</b>	£12.00 including VAT. Plus the cost of the key cutting
<b>Tenancy Renewal</b>	£90.00 including VAT
<b>Drafting of tenancy agreement/legal notices</b>	£60.00 including VAT "This service is included in Tenancy Management & Rent Guarantee Services"
<b>Deposit insurance with TDS</b>	£60.00 including VAT "This service is included in tenancy management & rent guarantee services"

<p><b>Dispute registration (supporting evidence and quotes must be supplied to the agent by the landlord)</b></p>	<p>£200.00 including VAT "This service is included in tenancy management &amp; rent guarantee services"</p>
<p><b>Arrangement of quotations for refurbishment works to the property</b></p>	<p>£25.00 including VAT. Per quote</p>



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

[hrt.uk.com](http://hrt.uk.com)



[rightmove](http://rightmove.com)

**Cardiff Office**

11-12 Jellicoe Court,  
Atlantic Wharf,  
Cardiff, CF10 4AJ

02922 671555  
[cardiff@hrt.uk.com](mailto:cardiff@hrt.uk.com)

**Cowbridge Office**

59 High Street,  
Cowbridge, CF71 7YL

01446 772911  
[rentals@hrt.uk.com](mailto:rentals@hrt.uk.com)

**Bridgend Office**

The Toll House,  
1 Derwen Road,  
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01656 660036  
[bridgend@hrt.uk.com](mailto:bridgend@hrt.uk.com)

**Neath Office**

33 Alfred Street,  
Neath, SA11 1EH

01639 639541  
[neathrentals@hrt.uk.com](mailto:neathrentals@hrt.uk.com)

**hrt** Est. 1926