

Services and Charges

HARVEY W. JAMES

LETTINGS AND PROPERTY MANAGEMENT

Tenant finding service: 6% of rent (Inc VAT)

Purpose:

Find the ideal tenant and set up the tenancy agreement, empowering you to manage the daily aspects of the letting.

Tenancy Setup & Administration Service

- **Customised Approach:** No Let, No Fee, Personal Service, Transparent Fees
- **Professional Presentation:** Home Visit, Valuation, Market Guidance, Free Property Staging & Dressing (exclusive contracts), Professional Photography, 3D Virtual Tours, Floor Plan Service
- **Marketing & Compliance:** Advertising on Major Portals & Networks, Erect Board (as per law), Guidance on Statutory Provisions, Enquiry & Viewing Management
- **Tenant Acquisition & Agreement:** Screening Offers, Agreeing Tenancy Conditions, Comprehensive Tenancy Agreement, Initial Rent & Deposit Collection, HMRC Deductions, Utility Switching, Key Management, Tenant Check-In
- **Additional Support:** Smoke Alarm & Carbon Monoxide Checks, Welcome Pack, Electronic Signing & Filing Facilities

Tenancy Reference Service

- **In-depth Tenant Screening:** Interviews, Full References, Identification & Valid Visa Checks, Credit History, Voters Roll Confirmation, Locate Information, Managing Agent / Landlord References, Proof of Income

Tenancy Compliance Services

- **Legal Compliance:** Government's "How to Rent" Leaflet, Local Authority Checks, Organise Safety Certificates & Risk Assessments
- **Property Preparation:** AICC Inventory, Furniture & Appliances Organisation, PAT Testing, Property Cleaning, Locksmith Services
- **Protection & Compliance:** Rent Guarantee & Eviction Insurance, Prepayment Meter Handling, Smoke Alarm & Carbon Monoxide Checks, Money Laundering & GDPR Compliance

Why Choose Level 1?

For landlords who require professional assistance in finding a tenant and organising the tenancy but prefer to manage the daily tasks themselves. Level 1 offers a blend of professional marketing, comprehensive tenant screening, and legal compliance

Rent collection service: 8% of rent (Inc VAT)

Purpose:

We find you a tenant, collect monthly rent, and handle related financial matters, enabling you to focus on property maintenance.

Rent Collection Service

- **Effortless Process:** No Upfront Cost, ARLA Qualified Managers, 24/7 Online Landlord Portal
- **Financial Management:** Monthly & Annual Statements, Security Deposit Handling, Prompt Rent Collection, Tenant Arrear Pursuance, Debt Control & Recovery, Regular Outgoing Payments
- **Tax & Legal Compliance:** Non-Resident Landlords' Receipts to HMRC, Balance & Respond to HMRC Queries, Annual Property Appraisal, Deposit Return, Court Attendance, Rent Guarantee & Eviction Insurance Processing
- **Renewal & Review:** Contract Negotiation, Renewal Documentation, Rent Review Service

Rent Review Service

- **Market-Based Approach:** Review & Advise on Rent in Line with Current Conditions, Negotiate with Tenant, Update Tenancy Agreement, Serve Section 13 Notice if Required

Rent Collection Compliance

- **Trust & Safety:** Member of Propertymark Client Money Protection (CMP) Scheme, Reimbursement Assurance up to £50,000 per Claim

Technology: Advance Rent Collection Platform

- **Modern & Efficient:** Real-Time Data, One Solution for Portfolio Management, Accounting & Banking
- **Automatic Processing:** Incoming Payments Identification, Receipts & Statements for Tenants & Landlords
- **Secure & Accessible:** Cloud-Based, Bank-Grade Security, Express Rent Payments, Automatic Monthly Statements

Why Choose Level 2?

Ideal for landlords seeking a hands-off approach to rent collection and financial management. Level 2 offers a seamless rent collection process, complete financial oversight, legal compliance, and access to innovative technology that simplifies the rental experience.

Full Management Service: 10% of rent (Inc VAT)

Purpose:

We find a tenant, collect monthly payments, and provide an all-encompassing, hassle-free service, from keyholding to repair management.

Full Management Service

- **Effortless Process:** No Upfront Cost, ARLA Qualified Managers
- **Comprehensive Care:** Keyholding, 24/7 Emergency Helpline, Advanced Online Repairs & Maintenance, Emergency Repairs Float, Annual Property Health Check
- **Repairs & Maintenance:** Routine & Emergency Repairs, Approved Contractors, Snagging Management for New Builds
- **Leasehold & Inspection:** Dealing with Managing Agents/Concierge, AIC Inventory Clerk Inspections, Property Visits
- **Financial Handling:** Payment of Service Charges & Ground Rent, Tenant Check-In & Sign-Off, Completion of Legal Notices (Section 8, 10, 13, 48, Deed of Surrender, etc.)
- **Protection & Management:** Rent Guarantee, Eviction Management, Home Emergency & Portfolio Management, Management During Vacancy, Right to Rent Checks
- **Tenancy Checkout Service:** Coordinated Check-Out Process, Security Deposit Negotiation & Return, Dispute Adjudication, Repairs & Replacements
- **Contractor Compliance Service:** Cost & Quality Control, Multiple Quotes, No Added Surcharges or Referral Fees, Warranty Retention

Technology: Advanced Repair Reporting Platform

- **Innovative Solution:** Easy Reporting via Picture-Based System, Translated from 40+ Languages
- **Self-Help Guides:** Tenants can Solve Simple Issues
- **Efficient Coordination:** Detailed Reports, Work Order Management, Contractor Management, Planned Maintenance
- **Communication & Feedback:** Automated Reminders, Complete Audit Trail, Free Contractor App, Tenant Feedback on Contractor Performance

Why Choose Level 3?

This is the complete solution for landlords looking for a full-service approach that caters to every aspect of property management. From finding a tenant to managing repairs, technology-enabled efficiency, and legal compliance, our Full Management Service ensures every detail is handled professionally.

Full Management Service: 10% of rent (Inc VAT)

Sample Calculations

- ★ **10% Full management**
- ★ **Fees payable throughout the initial fixed term**
- ★ **No upfront fees**

Full management @ 10% (collected monthly)

- Calculation based on i.e. 12-month tenancy and rent @ £1000 per month
- $£1000 \times 10\% = £100$, therefore, £100 deducted from the rent each month
- $£1000 - £100 = £900$ paid to Landlord monthly

Total Service Fee of £1200 paid to Harvey W James payable throughout the initial fixed term*

- No upfront cost
- 12-month contract. Our fee (i.e. £1200) will be due if you decide to terminate our management services during the initial fixed term tenancy.
- Renewal at 10% monthly thereafter rolling contract
- A 3-month notice period applies to end management services - £1200 will still be due to Harvey W James

**Charges are based on minimum tenancy term of 12-months.

Rent collection service: 8% of rent (Inc VAT)

- ★ **8% Rent collection**
- ★ **Fees payable throughout the initial fixed term**
- ★ **No upfront fees**

Rent collection @ 8% (collected monthly)

- Calculation based on i.e. 12-month tenancy and rent @ £1000 per month
- $£1000 \times 8\% = £80$, therefore, £80 deducted from the rent each month
- $£1000 - £80 = £920$ paid to Landlord monthly

Total Service Fee of £960 paid to Harvey W James payable throughout the initial fixed term

- No upfront cost
- 12-month contract. Our fee (i.e. £960) will be due if you decide to terminate our management services during the initial fixed term tenancy.
- Renewal at 8% monthly thereafter rolling contract
- A 3-month notice period applies to end management services - £960 will still be due to Harvey W James

**Charges are based on minimum tenancy term of 12-months.

Tenant finding service: 6% of rent (Inc VAT)

Lettings @ 6% (One off Letting Fee)

Calculation based on i.e. 12-month tenancy and rent @ £1000 per month

- Letting Service: $£1000 \times 12 = £12000$ (gross rent premium)
- $£12000 \times 6\% = £720$ Upfront Cost

Total Service Fee of £720 paid to Harvey W James

- Upfront Cost
- Annual fixed charge
- No Annual renewal charges

**Our charges are based on minimum tenancy term of 12-months.

Notices & Service Guide

Inventory Price Guide

- **Inventory & Check-In Condition Report:** From £125 (Inc VAT)
 - Paid by Landlord at Check-In
- **Check-Out Report:** From £100 (Inc VAT)
 - Paid by Landlord at Checkout

Additional Inventory Services:

- **Mid-Tenancy Inspections:** £50-£75 (Inc VAT)
- **N.B:** Third-party contractors often employed.

Cleaning Services for Flats and Houses

- **General:** Studio-5BR, Types: Regular/One-off/End of Tenancy/Carpet, Equipment: Client-supplies utilities
- **Full Clean:** Studio £180, 1BR £228, 2BR £238, 3BR £316, 4BR £360, 5BR £455
- **Light Clean:** Studio £125, 1BR £130, 2BR £135, 3BR £155, 4BR £190, 5BR £210
- **Carpet:** Single £35, Double £45, Living £50, Lounge/Dining £60-100, Stairs £3/step
- **Upholstery:** 2-Seat £63, 3-Seat £90, L-Shape £118, Armchair £37, Dining £15, King Matt £50, Double Matt £40, Single Matt £30

Other Costs to Consider

Standard Services:

- Check-In & Property Handover: £60
- Additional/Routine Property Inspections: £50-75
- Sit & Wait at Property: Starting from £39 for 30 mins, up to £133.20 for 5 hrs
- Serving Notice (Hand Delivery): £48
- Vacant Property Inspection: £48
- Insurance Claims Photography: £48
- New Build Handover & Key Collection: £125 for 1 hour

General Repairs and Protracted Work:

- No supervision fee for general repairs
- 10% supervision fee for special refurbishments, minimum £300

Specialised Services (Quotes Available Upon Request):

- EPC, CP12, Annual Boiler Service, EICR, PAT, Risk Assessments, Alarm Installations, End of Tenancy Clean, Lock Change, Domestic Appliance Repair, Court Possession Hearing.

Key Services & Additional Work:

- Key Duplication: £18 + actual cutting cost
- Key Postal Services: £18 flat rate
- Key Collection/Drop-Off: £18 for first hour, £9 for each half-hour thereafter
- Extra Work by Staff: 'By time' rates at £18 for first hour, £9 for each half-hour thereafter

Financials:

- Rent Guarantee: Starting from £220 for a 12-month policy
- Tenancy Renewal Fee: £50
- International Transfers: £20
- Service Charges & Bills: £10 per payment
- Non-Resident Landlord Scheme: £60 per quarterly return
- Fixed Fee Accounting Package: £350 per annum

Penalties & Special Cases:

- Deposit Dispute: £60 for up to 4 hours, £15 for each additional hour
- Witnessing in Court: £120

Miscellaneous:

- Property Licensing Application: £195
- Property Staging: £350 (Free for sole agency contracts)
- Digital Property Marketing on USB: £295

Landlord Banking Fees

- Payment collections from the landlord for various purposes.
- Collection exceeding property account funds.
- Internal property float transfers.
- Banking charge example: £1000 Repair Invoice x 0.007884 = £7.88
- Note: All banking fees capped at £26.00. International transfers: £20.00 (Inc VAT).

Withdrawal from Agreed Offer

Withdrawal may incur costs and marketing expenses (£650 including VAT).

Commission Payments/Refund

Charges are payable in full, calculated on a minimum 12-month term. Refunds are subject to conditions and a minimum fee of £1250 including VAT.

Break Clause Provision Costs

New letting fees may apply for properties with a break clause.

Other Costs to Consider

- Void periods
- Utilities & council tax
- Mortgage payments

Other Services offered (Quotes Available Upon Request):

- **Gardening:** Maintenance, Clearance, Lawn Care, Tree Surgery, Pressure Washing.
- **Tradesmen:** Locksmiths, Handymen, Plumbers, Electricians, Painters & Decorators, Carpenters, etc.
- **Waste Removal:** House Clearance, Building Waste, Furniture Disposal.
- **Pest Control:** Mice, Rats, Bed Bugs, Cockroaches, Wasps, Birds, etc.
- **Appliance Repairs:** Cookers, Fridges, Dishwashers, Washing Machines, and more, with a 1-year guarantee.
- **Removals & Storage:** Home Removals, Storage, Furniture Collection and Delivery, Packing Service.

This is to certify that
HARVEY W JAMES LTD

Membership No: PRS010914

is a member of the



Membership Start Date: 04/02/2023 Membership Expiry Date: 03/02/2024

A handwritten signature in black ink that reads 'Sean Hooker'. The signature is written in a cursive style and is positioned above a dotted line.

Sean Hooker - Head of Redress

Authorised by



Ministry of Housing,
Communities &
Local Government

www.communities.gov.uk

**NATIONAL
TRADING
STANDARDS**

Estate and Letting
Agency Team

Protecting Consumers
Safeguarding Businesses



propertymark

CLIENT MONEY PROTECTION

This is to certify that

Harvey W James Ltd

Trading as

Harvey W James

is part of the PropertyMark Client Money Protection scheme

Main Scheme Member

Scheme Ref: C0130307

Valid to

30/06/2024

Please note there is a £50,000 individual claim limit and an annual aggregate limit. See [propertymark.co.uk](https://www.propertymark.co.uk) for further details and exclusions.



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CLIENT MONEY PROTECTION CERTIFICATE

Should a Propertymark Protected agent go into administration or misuse your rent, deposit or other funds, Propertymark will reimburse you whether you are a landlord or a tenant.

This certificate confirms your money is protected by the Propertymark Client Money Protection Scheme and that you can claim back money lost in the event of your letting agent going into administration or misusing your funds.

Your Propertymark Protection

Details of your agent

Harvey W James Ltd

Trading as

Harvey W James

Scheme Reference number

C0130307

is a member of Propertymark Client Money Protection Scheme
Arbon House, 6 Tournament Court, Edgehill Drive, Warwick CV34 6LG

HOW TO CLAIM

Simply go to propertymark.co.uk/complaints/client-money-protection/ and complete the CMP application form. We need to receive your application within 12 months of us being notified that a misappropriation has occurred.

You do not need to prove fraud. You only need to provide supporting evidence that you have not received the money you were legally entitled to, this may be in the form of your tenancy agreement or deposit protection certificate along with bank statements.

Your money is protected throughout the time that your agency is a member of the Propertymark Client Money Protection Scheme. If your agent leaves the scheme, they are required by law to notify you. All agents managing properties in England, Scotland or Wales are legally required to belong to a Government approved Client Money Protection scheme at all times and details of the scheme must be publicly available. If you discover at a later date that money has gone missing during the period of their membership of the scheme, you will still be covered even if they have subsequently left the scheme.

Unfortunately, we cannot make payments for any loss arising from war (whether foreign or civil), terrorism, rebellion, revolution, military uprising or any form of confiscation by the state.

Propertymark, Arbon House, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG



Certificate of professional indemnity insurance
Harvey W James Ltd

Certificate of professional indemnity Insurance

Policy number: PL-PSC10001116034/08
Name of policy holder: Harvey W James Ltd
Period of insurance: From 01/02/2023 to 31/01/2024 both days inclusive.
This policy is a Continuing cover policy
Insurer: Hiscox Insurance Company Limited
Retroactive date: 01/02/2018
Level of cover: £250,000

Signed on behalf of Hiscox Underwriting Limited as agent for the insurers

Jon Dye
CEO, Hiscox UK

Notes:

- (a) This insurance is subject to policy terms and conditions and any special terms notified to the Insured