

TENANT FEES



EARLY TERMINATION

In the event that you request to terminate your tenancy early for any reason and your landlord agrees to it, you will be held liable for compensation as a condition of his/her acceptance of the early termination including any commission payable in relation to the re-letting of the property. This also includes rent payable until a new tenant moves in to the property not exceeding the end of your fixed tenancy.

LATE RENT PAYMENTS

Where the rent is overdue by more than 14 days, interest will be charged at 3% above the bank of England's annual percentage rate for each day that the rent is outstanding.

LOST KEYS

Any keys or devices which are lost or damaged will fall into your liability and you must pay for the replacement of these items.

AMENDMENTS TO THE TENANCY (IF AGREED BY THE LANDLORD)

£50 inclusive of vat chargeable to the tenant to cover costs for preparing the variation to the contract.

CHANGE OF SHARER

£50 inclusive of vat chargeable to the tenant to cover costs.



Landlord Fee Schedule

Levels of Service Offered



	Let Only: 80% of first month's rent, minimum of £780 (inc. VAT)	Rent collection: minimum of 8.4% of monthly rent (inc. VAT)	Fully managed: minimum of 12% of monthly rent (inc. VAT)
Agree the rental value	✓	✓	✓
Provide guidance on compliance with statutory provisions and letting consents	✓	✓	✓
Advise on refurbishment requirements	✓	✓	✓
Erect board outside property in accordance with Town and Country Planning Act 1990 (where possible)	✓	✓	✓
Market the property and advertise on relevant portals	✓	✓	✓
Carry out accompanied viewings	✓	✓	✓
Find tenants	✓	✓	✓
Collect and remit initial months' rent	✓	✓	✓
Provide tenants with method of payment	✓	✓	✓
Deduct any pre-tenancy invoices	✓	✓	✓
Advise all relevant utility providers of any changes		✓	✓
Demand, collect and remit the monthly rent		✓	✓
Arrange payments for statutory requirements		✓	✓
Pursue non-payment of rent and provide advice on rent arrears actions		✓	✓
Undertake two routine visits per annum			✓
Arrange routine repairs and instruct approved contractors			✓
Security Deposit dilapidation negotiations			✓
Hold keys throughout the tenancy term			✓

PRE-TENANCY FEES (ALL SERVICE LEVELS)

Arranging and facilitating statutory compliance (this is in addition to the costs of the item itself) if not provided on instruction or undertaken by the landlord. All figures quoted below are per tenancy and inclusive of VAT:

• Energy Performance Certificate (EPC)	£90.00-£120.00 dependent on property size
• Gas Safety Certificate (GSR)	£120.00
• Electrical Installation Condition Report (EICR)	£180.00
• Portable Appliance Testing (PAT)	Quote on request
• Legionella Risk Assessment	Quote on request
• Testing Smoke alarms and Carbon Monoxide detectors on the first day of the tenancy	Included as part of the inventory
• Handling local authority licensing application	£180.00

START OF TENANCY FEES

• Set-up Fees: 80% of first months rent. Referencing for up to 2 tenants (ID checks, Right-to-Rent check, financial credit checks, obtaining references from current or previous employers and any other relevant information to assess affordability) as well as contract negotiation (amending and agreeing terms) and arranging the signing of the tenancy agreement.	Minimum £780.00
• Additional Tenant/Guarantor Referencing	£60.00 per tenant/guarantor
• Deposit Registration Fees (for Let only, included for Fully Managed). Register landlord and tenant details and protect the security deposit with a Government-authorised Scheme. Provide the tenant(s) with the Deposit Certificate and Prescribed Information within 30 days of the tenancy start date.	£72.00
• Inventory Fees	£180.00
• Accompanied Check-in Fees. Attending the property to welcome the tenant(s), confirm the Inventory and Schedule of Condition, explain the operation of appliances, highlight the location of utility meters, stop-cocks etc. and test that all smoke alarms and carbon monoxide detectors are present and in working order. This is subject to an approved Inventory as above.	£60.00
• Landlord Withdrawal Fees (before move-in). To cover the costs associated with the marketing, advertising and tenancy set-up should the landlord withdraw from the tenancy before it has started.	As per agreed set up fees

DURING TENANCY FEES

• Additional Property Visits.	Included in management fee
• Rent Review Fees. Review rent in accordance with current prevailing market conditions and advise the landlord, negotiate with the tenant(s), direct tenant(s) to make payment change as appropriate and serve a Section 13 Notice.	Included in management fee
• Right-to-Rent Follow-Up Check.	Included in management fee
• Landlord Withdrawal Fees (during tenancy).	No charge
• Contract administration for refurb and major repair works.	Included in management fee

END OF TENANCY FEES

• Check-out Fees. Attending the property to undertake an updated Schedule of Condition based on the original inventory and negotiating the repayment of the security deposit (for management clients only).	£90.00
• Tenancy Deposit Dispute Fee. The costs associated with the preparation of all evidence and submitting the case to the tenancy deposit scheme as well as dealing with all correspondence relating to the dispute. This only applies where the agent has protected the deposit.	Included in management fee
• Fees for the service of Legal Notices (Section 8).	Included in management fee
• Court Attendance Fees.	£350.00
• Vacant Property Management Fees. To cover the costs associated with visiting the property to undertake visuals checks on the inside and outside at a frequency mutually agreed with the landlord in accordance with insurance requirements.	£30.00-£50.00 dependent on location

FINANCIAL CHARGES

• Contractor Commission.	We do not charge a commission to contractors
• Submission of Non-Resident Landlords receipts to HMRC. To remit and balance the financial Return to HMRC on both a quarterly and annual basis. Responding to any specific queries relating to either the quarterly or annual Return from either the landlord or HMRC.	£100.00 per quarter
• Fees for providing an Annual Income and Expenditure Schedule.	£96.00

Surveyors Professional Combined

Professional and Management Risks:
Solutions designed to support UK SMEs

Policy Schedule



Cover details

Reason for Issue:	Policy Change -
Address:	4 Albany Road BIRMINGHAM B17 9JX
Period of insurance:	01-Aug-2025 to 31-Jul-2026 both dates inclusive
Effective date of change:	
Premium:	
Additional Premium:	

Policyholder details

Policy number:	P61381
Policyholder name:	Carters PM Limited

Insurance cover provided

Professional liability	Insured
Legal expenses	Insured

Policyholder benefits

As a Markel policyholder, you can access benefits to support you in running your business. These vary dependent on the level of cover purchased.

[Activate your benefits now](#)

**Business Hub:**
An online hub containing hundreds of DIY contracts, policies, forms and letter templates, covering every area of business, including health and safety, trading and contracts and cyber and data.

HOW TO CLAIM
Contact your insurance broker, or you can make a claim via the claims page on our website at: uk.markel.com/claims



Professional liability

Limit:	£5,000,000
UK Excess:	£1,000
Jurisdiction:	Worldwide excluding USA/Canada

Legal expenses

Limit:	(the most we will pay in total in the period of insurance including costs and expenses)
Employment defence	Not Insured
Employment compensation awards	Not Insured
Property and landlord and tenant disputes	£100,000
Criminal defence	£100,000
(Interview under caution)	£2,500
Tax protection	£100,000
Regulatory compliance	£100,000
Court attendance costs	£1,000
Employee extra protection	£100,000
Crisis communication	£10,000
Contract disputes	Not Insured

Excess:	
1. Excess for our choice of representative:	
Tax protection (Aspect enquiry)	£1,000
2. Excess for your choice of representative:	
Property and landlord and tenant disputes	£1,000
Criminal defence	£1,000
Regulatory compliance	£1,000
Employee extra protection	£1,000
Contract disputes	Not Insured

Jurisdiction:	England, Scotland, Wales and Northern Ireland
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Signed: 
Director of Underwriting, Markel (UK) Limited

Date: 23-Jul-2025