

**LANDLORDS LETTING/MANAGEMENT
TERMS AND CONDITIONS:**

**David
Seymour**

**PLEASE COMPLETE, SIGN
AND RETURN THIS PAGE**

**INDEPENDENT LETTING
& ESTATE AGENTS**

85-89 Stoke Road, Gosport, Hants. PO12 1LR

Telephone: 023 9258 6611

Fax: 023 9261 3612

E-mail: sales@david-seymour.co.uk

Letting@david-seymour.co.uk

www.david-seymour.co.uk

PROPERTY ADDRESS: _____

FULL NAMES: _____

Title Deeds Number: _____

ADDRESS FOR CORRESPONDENCE: _____

PHONE NUMBER: HOME _____ **MOBILE NUMBER:** _____

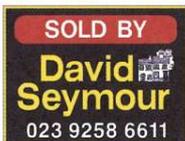
WORK _____ **E.MAIL ADDRESS** _____

MORTGAGE COMPANY: _____ **ACCOUNT NO:** _____

ADDRESS: _____

BUILDING INSURANCE COMPANY: _____ **POLICY NO:** _____

ADDRESS: _____



PROPERTY SALES • LETTING & MANAGEMENT DEPARTMENTS
VAT Registration Number: 643 2588 30 • For Mason Harris Ltd. • Registered in England 6293801



CONTENTS INSURANCE _____	POLICY NO: _____
COMPANY ADDRESS: _____	

TYPE OF TENANT:			
Professional/Non-professional/Neither/Other:		Smoker/Non-Smoker	
Family/Sharers/Neither:		Children:	Yes/No
Pets/No Pets/No preference:		Number of occupants:	

BANK/BUILDING SOCIETY: _____
BANK/BUILDING SOCIETY ADDRESS: _____

ACCOUNT NUMBER: _____ SORT CODE: _____

STATEMENT:

I/We confirm that I/We have read and accept the attached Terms and Conditions and hereby authorise the firm of David Seymour to act on my/our behalf in the Letting and Management of the under mentioned property and any other property that I may purchase and instruct the firm of David Seymour to act on my behalf, during the Letting Period and any subsequent Letting of the property to sign Agreements, to collect rents where due on my/our behalf and to take all the necessary action on my/our behalf in the maintenance of the subject property.

I/We agree to pay by deduction from rental income the Management and Miscellaneous Fees (where appropriate) as set out in these Terms and Conditions and to indemnify David Seymour's for all costs incurred on my/our behalf.

I/We confirm that I/We have obtained all the necessary consents to Let and are the sole/joint owners of the property and we are therefore authorised to deal with the Letting of the above. If the property is held in joint names it is assumed that all parties have agreed with the Letting, even if only one has signed this Agreement and each party is responsible for the payment of our fees.

I/We confirm that I/We have received a copy of your standard terms and conditions:

If any of the above terms are not understood, then the Landlord should discuss these with a member of the Staff, prior to signing this document or take advice from The Citizens Advice Bureau/ Solicitor or Legal Advisor.

SIGNED
ON BEHALF OF THE OWNER/OWNERS:

DATED:

NAME:

David Seymour

LANDLORD LETTINGS & MANAGEMENT TERMS AND CONDITIONS:

INDEPENDENT LETTING & ESTATE AGENTS

85-89 Stoke Road, Gosport, Hants. PO12 1LR

Telephone: 023 9258 6611

Fax: 023 9261 3612

E-mail: sales@david-seymour.co.uk

Letting@david-seymour.co.uk

www.david-seymour.co.uk

LEASEHOLD PROPERTIES: If the property you are letting is held on a Lease, we assume that you have obtained the following approval:-

- That the letting is permitted by your Lease and Ground Landlords or his Agents and written permission has been obtained.
- The Agent is informed of any specific or unusual clauses in the Lease.
- That the Tenancy is for a period expiring prior to the termination of your lease.
- The Ground Rent and Service Charges are the responsibility of the Landlord.

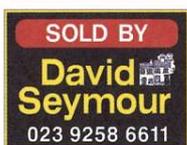
MORTGAGE: If you have a mortgage, permission is normally required from the Lender i.e. Building Society/Bank/Financial institution to sub-let the property. You need to obtain their permission to let in principle at the earliest date, rather than applying for this when the tenant has been found. We assume that the necessary approval has been obtained.

INSURANCE: We assume that your Policies for Building and Contents Insurance adequately cover you for any damage that might occur and that this cover will continue throughout the letting period. We can obtain quotes for contents/building/legal expenses/loss of rent cover if required and Rent Guarantee for 6 or 12 months, subject to terms and conditions, or we can put you in contact with Insurance Companies.

MAIL: Arrangements should be made for the Post Office to re-direct mail; We are unable to accept responsibility in respect of forwarding mail.

FIRE AND FURNISHING REGULATIONS: We confirm that the upholstered furniture included i.e. suite/beds/chairs etc conform with the Fire and Furniture (Fire Safety) regulations 1988 and (Amendment) 1993. As a guideline, items purchased after 1st March 1990 from a reputable UK Manufacturer or Retailer are likely to meet these standards, indemnifying the Agent against any fines for the breach of these regulations.

THE GAS SAFETY (INSTALLATION AND USE) REGULATIONS 1994: (as amended in 1996) It is the owner's responsibility to ensure all gas appliances and pipework are maintained in a safe condition serviced and checked for safety by a Gas Care Registered Installer every 12 months, to keep a record of dates inspected, defects identified and any remedial action taken, making these available to the Tenants.



PROPERTY SALES • LETTING & MANAGEMENT DEPARTMENTS
VAT Registration Number: 643 2588 30 • For Mason Harris Ltd. • Registered in England 6293801



SAFETY EQUIPMENT: In date working Smoke Detectors need to be fitted on each floor, together with a Carbon Monoxide Detector near any gas appliances or open fireplace or grate and a Fire Blanket in the kitchen. Internal and external window and door glass needs to be laminated/toughened fortified or filmed. We can arrange to do this to conform to the regulations and we have Contractors who can carry out this work where required.

ELECTRICAL EQUIPMENT SAFETY REGULATIONS 1994/LOW VOLTAGE ELECTRICAL EQUIPMENT REGULATIONS 1989 AND THE PLUG AND SOCKETS ETC., SAFETY REGULATIONS 1994: The Landlord is responsible in ensuring that all electrical main wiring, sockets, lighting and equipment provided is safe and fit for their use, so there is no risk of injury or death to humans or pets or risk of damage to property. Records of maintenance checks to be recorded and on going inspections recorded. On the 1st July 2008 revised British Standards covering electrical installation work came into force BS7671. Your wiring needs to be safe and conform to regulations. A complete Electrical Safety Check can be arranged by our Office (we have negotiated reduced fees with Contractors for our Landlords) if required prior to the Letting commencing. Any remedial work required will be carried out at the Landlord's expense during the Tenancy. The Government has laid The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 meaning that landlords must ensure every fixed electrical installation is inspected and tested at least every five years by a qualified person. The Regulations also state that a landlord is required to obtain a report of the results of the inspection and test, supply it to each tenant within 28 days and retain a copy until the next inspection is due. A copy of the paperwork must also be handed to a tenant at the start of a new tenancy.

ENERGY PERFORMANCE CERTIFICATES: Due to Government Regulations from the 1st October 2008 it is a legal requirement that any property offered for rent and prior to marketing, must be assessed and provided with an Energy Performance Certificate, which will also apply to re-let property, when an ongoing contract is renewed after that date and should be available for a prospective Tenant to see. This shows the energy efficiency and environmental impact on your property and will be rated on a scale A to E. Current running costs for hot water/lighting and heating will be shown together with recommended energy saving improvements. We will be able to arrange for an Energy Performance Certificate which will currently last for a period of 10 years and have negotiated a special rate from £60 including VAT from a Local Assessor. As from April 2018 all Let properties must have an A-E Rating from that date.

NON-UK RESIDENTS: The Landlord confirms that if he/she is living abroad or moves abroad during the Letting he/she will notify us of the date he/she leaves the Country and will be responsible for any UK Tax.

TAX LIABILITY /NON-RESIDENT LANDLORD: If it is your intention to reside abroad during the period in which your property is Let, ie you become non-resident in the UK for tax purposes, we, as your Managing Agents will be held responsible by the Inland Revenue for the payment of any liability that may arise from the rents collected on your behalf. We are obliged therefore, and indeed authorised under the Non-Resident Landlord Scheme to deduct tax from the rental income received and pay any tax demands received from the Inland Revenue. Such deduction will be held until the tax liability is agreed and written confirmation received from the Inland Revenue. Any surplus of funds after settlement will be credited to your Bank/Building Society in the normal way. However, rent can be paid without any deductions if approval is reached with the Inland Revenue. Various forms are available from our Office. We are unable or indeed are unqualified to act in respect of your Tax Affairs with the Inland Revenue, but can arrange to instruct an Accountant to deal with this on your behalf. You will more than likely require the services of an Accountant to deal with your tax affairs.

TAX LIABILITY UK LANDLORD: The Landlord confirms that their Tax Office/Inland Revenue have been informed that they are letting the property.

INDEMNIFY: The Landlord agrees to indemnify the Agents against any loss/costs, expenses or liabilities incurred or imposed on us, provided that they were incurred or carried out on his behalf in pursuit of our normal duties and cannot be held responsible for any event outside our normal control and no Indemnity can be given, subject to any agreement made in writing between the parties to the contrary.

TERMINATION OF AGREEMENT: Termination of this Agreement during the term of the Agent's management must be made in writing **two months** before the Landlord intends to end the contract with an acknowledgement received. The Agent reserves the right to charge for any expenses incurred.

INSTRUCTIONS: To respond promptly with instructions where necessary to any correspondence or request by phone/fax or E.Mail from the Agent, thus enabling him to carry out his duties and in respect of negotiations over any damage at the end of the tenancy to be dealt with within a 5 day period.

KEYS: We require 3 complete sets of keys to the property, (including entrance fobs and a window key for each window), 2 of which will be passed to the Tenants and 1 set we will be retained in our safe. We reserve the right on your behalf, to change door locks at the end of a Tenancy should we feel it necessary, for security reasons, the cost of which will be borne by the Landlord.

POLLUTANTS: If a landlord is aware of any potential hazard in respect of the property or boundaries in connection with asbestos/ and manufactured mineral fibres/biocides/uncombusted fuel gas/carbon monoxide and fure combustibion products/lead/chemicals/radiation/volatile organic compounds/formaldehyde etc., then these or other hazard must be reported to the Agent.

LETTING DUTIES:

Take full details of your property and provide a comprehensive presentation of the property, complete with photographs, circulate and advertise at our discretion, actively offer the property.

Arrange viewing appointments and accompany prospective Tenants when the property is empty.

Where required provide advice to the best of our knowledge on the legal aspects of Letting/Tax implications, the various forms of tenancy, rent expectation, items included if Let Furnished and the preparation required to Let.

Negotiate and with your approval if requested the terms of the Letting. Accept and hold for the Landlord deposits on behalf of tenants as Stakeholders being returnable to the tenants, subject to any unpaid rent/costs/fees and dilapidations assessed by the Agent's Inventory Clerk, after fair wear and tear are taken into account. Should we be unable to reach agreement between the Landlord and the Tenant, either party can take independent action against each other through the Courts if necessary, or follow the Tenancy Deposit Scheme appeal Procedure.

Carry out immigration/right to rent and money laundering checks at a cost of £10 including vat together with references/credit search where applicable being a minimum cost of £35 including VAT per person and report if requested to you, together with Credit searches on Guarantors at £25 including VAT and is payable even if a Tenant does not proceed. In some cases we are able to arrange a Rent Guarantee at a cost of 2% of the calendar monthly rent plus 12% insurance tax per calendar month. If this is the case we can forward to you information regarding this cover when the tenancy commences, together with the policy details. Information on the Regulating Body can, on request, be forwarded to you, together with their Terms and Conditoins to conform to the FSA Regulations.

Prepare the appropriate **Tenancy agreement and Guarantor Form** if required for signature. The Landlord's contribution being £60 including VAT. Together with other Legal Notices & documents, cost £25.00 including VAT per notice if applicable in order to comply with current Legislation. Together with a fee of £47.50 including VAT for the first deposit registered and then the sum of £35 including VAT each year to re-register the deposit.

Produce **Inventory/Schedule of condition (with photographs if appropriate)** forwarding this to the Tenant for checking and signing. Electrical equipment is not tested, loft areas & stored items not recorded. Whilst every care is taken to ensure accuracy we cannot accept liability for any omission or error made. The Landlord's contribution being:-

UNFURNISHED Studio flat/1 bedroom: £90 including VAT. Supplement for each additional bedroom £15 including VAT.

FURNISHED Studio flat/one bedroom: £99 including VAT. Supplement for each additional bedroom £20 including VAT.

However, if a great deal of furniture/effects etc are present, we reserve the right to increase this fee.

When managed arrange for the transfer of utilities, take meter readings and deal with Landlord's final accounts (payments made from rent collected if managing), including Council Tax, Water and Sewage Rates. The Client and Tenant will need to contact the Telephone Company direct, together with the satellite/internet provider. No guarantee can be given that the same telephone number will remain at the property when the Landlord returns, as this is out of our control. Likewise due to the changes in Legislation which allows various Companies to sell Gas/Electricity/Water we can not guarantee that the same Utility Company will be providing the same Services on your return. The tenant also has the right to change utility companies. A tenant is legally permitted to install a water meter to the property which is irrevocable. Oil heating systems cannot be read by the Agent. New Smart Meters can also be fitted and arranged by the tenant.

MANAGEMENT DUTIES: Collect Rents and aim to forward any rent payment subject to any deductions, ie Agent's commission/bills/outgoings/repairs etc to the account nominated by the Landlord, normally during the middle part of each month. Whilst every effort is made to ensure that rents are collected promptly no responsibility can be accepted by the Agent for late or non-payment of rent. Loss of rent insurance can be arranged and quotations can be obtained if required. Rent is normally paid into the Landlord's designated account through the 'Pay-flow' Banking System where clear funds are deposited. A separate Clients account is maintained and records kept of all transactions as stated in the Code of Conduct of the National Association of Estate Agents. If rent is paid in any part by Housing Benefit/Universal Credits and a refund is requested by that Department, it is the responsibility of the Landlord to make any return payment and not the Agent.

THE CLIENT MONEY PROTECTION SCHEME FOR PROPERTY AGENTS REGULATION 2018

We have always implemented this and ensuring that we have sufficient cover, covering both the Landlord's and Tenant's money we hold in our separate Clients account. Our Office is a member of a Redress Scheme and we have been members for over 25 years of the NAEA and SAFE AGENT.

If applicable, hold back rent in a repair fund to meet any unexpected expenses in connection with maintenance (normally between £100-£200).

Receive reports from tenants with regard to maintenance service and repairs for which you are responsible including building/fabric/furniture/equipment or machines and instruct tradesmen on behalf of the Landlord to effect such maintenance and repair. (Our duties in this respect are subject to being aware of any problem arising). Make payment on your behalf from rental income received to a maximum of £200 on each repair. Should any work exceed this figure we will seek your instructions. However, in an emergency, we undertake to carry out on your behalf all precautions necessary to safeguard your property, with the resultant expenses incurred deemed to be with your authority. Although every endeavour is made to query work/discrepancies, which would also include gardening/cleaning etc., we will pay without liability and without question any demands or accounts which appear to be in order. Landlord approval is required for major work to be carried out or if a dispute arises with a Tenant.

Carry out periodic visits of the property at our discretion, normally at intervals of between 6 and 9 months we will advise you of the results, if applicable, including where necessary, any maintenance or repairs which we consider should be brought to your attention. Such inspections however, should not be regarded as any more than a check, being of a limited nature and do not constitute a complete inspection of every item or room in the property, to ensure that the tenants are observing the conditions of the Agreement and that the property is being well cared for and do not constitute a complete check of items in the property. We are unable to accept any liability for any existing or hidden defects, repairs or damage and these are not the responsibility of the Agent.

Where there is a breach of the Agreement, take necessary steps to try to resolve the matter and report to you of such events if applicable. If Solicitors need to take action you will be responsible for the payment of all their fees incurred.

To produce and serve the Formal Notice to Quit under Section 8 or 21 of the Housing Act provide the tenants with the appropriate notice at a cost of £95 including VAT. Should a Tenant not vacate then you will need to instruct a Solicitor to pursue the Tenant through the Courts to obtain possession and any money orders. If we are instructed to complete the court paperwork the cost of this is £300 plus court fees including VAT.

At the end of the Tenancy carry out a dilapidations assessment using the previously prepared Inventory, at a cost of £75.00 including VAT or £95 including VAT if furnished. Negotiations with yourselves when applicable and the tenant, make such deduction as in our opinion in order to compensate you for any dilapidations from any deposit held (fair wear and tear obviously being taken into account.) If we are involved in lengthy negotiations a reasonable fee will be charged for this extra work. Should dilapidations exceed the deposit we cannot accept any responsibility for any costs in replacing items, carrying out repairs or any legal costs incurred through taking action taken against the Tenants.

If we are unable to reach agreement between the parties then the Tenant and the Landlord can/or pursue each other through the Courts as a last resort; at that point the Agents would no longer be involved in any negotiation. If the deposit is held by the Tenant Deposit Scheme then it will be dealt with under their Appeal process.

A fee is charged for the sum of £35 including VAT for negotiating a rent increase.

Seek new Tenants when applicable, in order to try and ensure continuity or occupancy prior to your return.

Where the property remains unoccupied between Letting periods, or prior to your departure or return it must be distinctly understood that our management does not include supervision of the property. However, we are able to provide this service and make periodic visits at a cost based on our normal Management Charges. It should be noted that some Insurance Companies require regular visit to vacant properties.

A deposit is paid by the Tenant, or a Damage Guarantee agreed with an Authorised Organisation; the former which is held by our firm as Stakeholders in our separate Client's Bonded Account to conform to the Tenancy Deposit Protection Scheme under the Housing Act 2004. A registration fee of £47.50 including VAT will be charged and then an annual fee of £35 including VAT, together with a fee of £35 including VAT to de-register the deposit.

In the event of a tenant/friend/relation or third party subsequently purchasing the premises, subject to contract, whether before or after entering into a tenancy agreement, commission will be charged on the sale price at a rate of 1.5% plus VAT at the standard rate being 1.8% including VAT payable on completion.

Should the landlord sell the property with the tenant in situ, then the landlord hereby agrees to pay the firm of David Seymour a fee of 1% including VAT in we are not involved in the sale.

We are members of the Tenancy Deposit Scheme for regulated agents. We will endeavour to negotiate between the Landlord and Tenant if, at the end of any tenancy damage has been caused to the property. However, if we cannot reach agreement between the parties within a 14-day period, we will send the disputed amount to The Dispute Service Ltd - West Wing – First Floor – Maylands Building – 200 Maylands Avenue – Hemel Hempstead – Herts HP2 7TG – Phone number 0300 037 1000 – Web www.thetenancydepositscheme.com e-mail at deposits@tenancydepositscheme.com.

In some cases the Deposit is paid to the Custodial Scheme run by the Deposit Protection Service at The Pavillions – Bridgewater Road – Bristol BS99 6AA. If Agreement cannot be reached between the Tenant

and Landlord then the disputed sum will be dealt with by Arbitrators and the Landlord agrees to abide by the Arbitrator's decision, or will need to take action through the Courts to recover a disputed amount.

TENANCY DEPOSIT SCHEME: The Tenancy Deposit – The Agent is a member of the Tenancy Deposit Scheme, which is administered by:

**The Dispute Service Ltd
West Wing
First Floor
Maylands Building
200 Maylands Avenue
HEMEL HEMPSTEAD
Herts HP1 9GN**

Phone 0300 037 1000

E.Mail: deposits@tenancydepositscheme.com

Web: www.tenancydepositschemes.com.

If we the Agent are instructed by you (the Landlord) to hold the deposit, we shall do so under the terms of the Tenancy Deposit Scheme.

If you (the Landlord) decide to hold the Deposit and the Tenancy is an Assured Shorthold Tenancy you (the Landlord) must specify to us (the Agent) prior to the start of the Tenancy under which other Tenancy Deposit Scheme the Deposit will be covered. If the Deposit is covered by Tenancy Deposit Solutions you (the Landlord) must provide proof of membership, together with a copy of the insurance policy before the deposit can be released. If the Deposit is to be sent to the Custodial Scheme known as the Deposit Protection Scheme we (the Agent) will forward the Deposit to the DPS and register the details of the Tenancy.

The Agent holds Tenancy Deposits as Stakeholders.

At the end of the tenancy covered by the Tenancy Deposit Scheme:

If there is no dispute, we (the Agent) will keep any amounts agreed as deductions where expenditure has been incurred on behalf of the Landlord, or repay the whole or the balance of the Deposit according to the conditions of the Tenancy Agreement between the Landlord and Tenant. Payment of the Deposit will be made within 10 working days of written consent from both parties.

If, after 10 working days following notification of a dispute to the Agent/Member and if reasonable attempts have been made in that time to resolve any differences of opinion, there remains an unresolved dispute between the Landlord and the Tenant over the allocation of the Deposit it will be submitted to the ICE for adjudication. All parties agree to co-operate with any adjudication.

The statutory rights of either you (the Landlord) or the Tenant(s) to take legal action against the other party remain unaffected.

It is not compulsory for the parties to refer the dispute to the ICE for adjudication. The parties may, if either party chooses to do so, seek the decision of the Court. However, this process may take longer and may incur further costs. Because it is a condition of the Tenancy Agreement signed by both parties, the Judge may refer the dispute back to the ICE for adjudication. If the parties do agree that the dispute should be resolved by the ICE, they must accept the decision of the ICE as final and binding.

If there is a dispute we (the Landlord or Agent) must remit to The Dispute Service Ltd the full deposit, less any amounts already agreed by both parties and paid over to them. This must be done within 10 working days of being told that a dispute has been registered, whether Agent).

We the Agent must co-operate with the ICE in the adjudication of the dispute and follow any recommendations concerning the method of the resolution of the dispute. The cost of submitting the paperwork, completing forms etc., will be based on an hourly rate of £65 including VAT.

INCORRECT INFORMATION: The Landlord warrants that all the information he has provided to the Agent is correct to the best of his knowledge and belief. In the event that the Landlord provides incorrect information to the Agent which causes the Agent to suffer loss, or causes legal proceedings to be taken, the Landlord agrees to reimburse and compensate the Agent for all losses suffered.

PLEASE NOTE: That whilst every precaution will be taken to obtain suitable tenants, no liability is accepted for any information or representation concerning prospective Tenants, nor is responsibility accepted for the suitability or otherwise of such Tenants or liability for any loss or expense however caused by the Tenants.

FEES/COMMISSION: On finding a tenant who is acceptable to you, or who you have given us authority to accept on your behalf and who enters into a contract to rent, our fees will be as follow:-

TO: Letting Fees/Marketing: locate Tenants and accompany them around the property when empty and obtain your instructions. Letting Fee charged equivalent to four weeks' rent to be deducted from the first month's rent. (i.e rent £ per calendar month = £ per week x 4 + 20% VAT = £) with a minimum fee of £450 including VAT. However, if we are managing the property this fee will be reduced to two weeks rent (i.e., rent of £ per calendar month = week's rent x 2 including VAT).

TO: Full Management and covering the various other duties as previously stated and accounting to you: - 12% (including VAT) of rent over £750pcm; 13.8% (including VAT) of rent under £750, of the monthly rent stated in the tenancy agreement together with any increase in rent together with other costs outlined in these Terms and Conditions.

MISCELLANEOUS FEES: We reserve the right to charge for additional extraneous expenses incurred outside our normal management fees, based on an hourly rate of £65.00 including VAT. These could include work involved in arranging for duplicate keys/Appeal Boards/Rent Assessment Committees and subsequent Appeals/telephone calls/faxes/ purchase of items, furniture etc/Insurance claims/liasing with the Tax Office/ Dealing with and appointing Accountants/Solicitors and dealing with any repairs refurbishment/ etc which are more than the ceiling previously agreed/Advertising outside our normal arrangements/ providing copies of Agreements and other documents/Administration of overseas tax/re-directing mail, together with one week's rent in the case of an abortive tenancy.

To provide landlord's with a further copy of a statement the fee is £5 including VAT and an annual statement £25 including VAT.

We reserve the right to any interest payable on our Client's account.

GAS/ELECTRICAL SAFETY CHECKS: If we are required to arrange checks to conform to Legislation then we reserve the right to make a charge of £22.50 including VAT per check for this Service.

LEGIONNAIRES DISEASE: Under Health and Safety a Landlord has a duty to carry out a risk assessment of the water system and any associated equipment to identify any risk every 2 years or on a change of tenancy. We will arrange an inspection and deduct the cost from rental income.

SMOKE DETECTORS AND CARBON MONOXIDE DETECTORS: These items need to be installed and in date at the start of a new tenancy located in places where there are open fireplaces wood burners and chimneys and chimneys also need to be swept on an annual basis.

Our Fees and Expenses are deducted from the rent due on a monthly basis.

VAT: At the standard rate is chargeable on our costs/fees if not already included.

Our terms of agreement will run on a continual basis from one tenancy to another and are regularly being reviewed with improvements made to our services, procedure and our fee levels may be reviewed from time-to-time with written notice given two months in advance for any such notice of change.

SAFETY ISSUES: To the best of our ability we will arrange for safety checks to be carried out on their anniversary dates and on a continuous basis with the cost being deducted from rental income.

GENERAL DATA PROTECTION REGULATIONS (GDPR):

We never share your personal information with unknown parties and we will seek your permission to do so before disclosing any information. In order for us to provide our service and fulfil our property management obligations we will provide your names/addresses/phone numbers and e-mails to contractors/utility companies unless you instruct us not to do so in writing.

If you should have any complaints/questions/queries or any problems with the way we deal with the letting or management of your property or our service, these should first be put in writing to The Director – Mason/Harris Ltd trading as David Seymour at 89 Stoke Road – Gosport – Hants PO12 1LR.

OMBUDSMAN:

David Seymour is a member of The Property Ombudsman (TPO) scheme for Estate Agents and Letting Agents and follows their Code of Practice (COP). A copy of the COP and the Consumer Guide is available from www.tpos.co.uk

Amended 20/07/2020