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**Comfort & Co.
Property Management Services Ltd**

Terms of Business Contents

Part 1 Services

Terms	Page 2
Property Ownership	Page 2
Property Set Up	Page 2
Property Management & Advisory Services	Page 3
Customer Payments & Notices	Page 4
Landlord Payments & Entitlement to Fees	Page 4
Maintenance Protocol	Page 5
Statutory Repair Obligations	Page 5
Utilities	Page 6
Empty Property Management	Page 6
Non-Resident Landlords	Page 6
Service Accommodation	Page 6

Part 2 Regulations, Legislation, Health & Safety

Regulations, Legislation, Health & Safety	Page 7,8,9
HMO & Licencing	Page 10
Protection & Liability	Page 11
Landlord Contact Points & GDPR	Page 11
Termination	Page 12
Signature of agreement	Page 13-14
Packages & Pricing	Page 15-16

Term of Business

PART 1 SERVICES

1. Terms

- 1.1. This document outlines the services we provide to Landlords and the attached service fees and charges sheet outlines our fees for doing so
- 1.2. If you do not understand any of our terms please tell us and we will be pleased to discuss them with you
- 1.3. We draw your attention to Part 2, Legislation, Regulations & Health & Safety sections which outline important information regarding legislation which affects the letting of private rented property and the legal requirement placed on landlords.
- 1.4. You are entering into an agreement with Comfort & Co. Property Management Services Ltd. Referred to in this agreement as "Comfort & Co." Registered address: Global House, 303 Ballards Lane, London, England, N12 8NP
- 1.5. Our company Registration number is 16203329

2. Property Ownership

- 2.1. Authority to let the property is required from all owners. Where any party comprises more than one person, the obligations and liabilities of that party under this agreement shall be joint and several. This means that all joint owners are obligated and liable. In the event that you sell the property to a third party whilst a tenant remains in occupation, you will remain liable for our letting fees for the duration of the tenancy, unless, to our satisfaction, you procure the new owner of the property to enter into an agreement with us on similar terms to this, or a mutual release from your obligations to us is negotiated
- 2.2. We will require proof of ownership for the property you intend to rent along with photo ID for each owner. Please ensure we have a copy of your land registry title deed or have sight of a solicitor's letter confirming ownership. Please ensure that you consent to let your property for the purpose it is being let, particularly if you are a leaseholder rather than a freeholder

3. Set Up

- 3.1. Subject to whether your property is aimed at the short stay or long stay market, Comfort & Co. will market your property online using our accounts with the main online agents. For the long stay marketing our main platform is Spare Room, Zoopla along with Open Rent for access to the larger portals such as RightMove along with Facebook advertising and local marketing. For short stay we use online travel agents (OTAs) such as, but not limited to, booking.com, air bnb and as such the information will remain the intellectual property of Comfort & Co.
- 3.2. To create the best online appearance, we request that all rooms are dressed and presented for guest arrival or viewings along with professional photos for marketing purposes. If this is not the case, we can organise for you locally with our professional photographer and staging team
- 3.3. We will review and update the nightly rates, monthly rates & minimum night stays considering demand and competition monthly. At certain times throughout the year additional marketing efforts are used to boost revenue and costs will be deducted from the revenue generated and detailed on your statement

4. Property Management & Advisory Services

4.1. Standard Management Package - 12.5% of gross revenue + £150 tenant find fee

- 4.1.1. Suited for whole house groups, charity contracts and corporate tenants for HMO Only
- 4.1.2. This package includes the items listed under general management in the services addendum at the end of the document. Set up fee of £200 per property applies.
- 4.1.3. The charges for the media pack, mandatory safety certificates and inspections are listed in the addendum.
- 4.1.4. No short stay marketing is applicable within this package

4.2. Superior Management Package - 15% of gross revenue + £50 tenant find fee for HMO tenants

- 4.2.1. Ideal for landlords wanting to boost occupancy and income with both short stay and long stay HMO guests. A low tenant find fee, only charged for guests staying 3 months or more
- 4.2.2. This package includes the items listed under general management in the services addendum at the end of the document. Set up fee of £200 property applies
- 4.2.3. The charges for the media pack, mandatory safety certificates and inspections are listed in the addendum
- 4.2.4. Superior package also includes smart thermostat hosting

4.3. VIP Management Package - 17.5% of gross revenue. £0 tenant find fee

- 4.3.1. Our most popular package for UK landlords. Maximising income from short stay services accommodation with £0 tenant find fee & advanced inspection & utility services included
- 4.3.2. This package includes the items listed in the superior package however the set up fee is now £0
- 4.3.3. The charges for the media pack, mandatory safety certificates and inspections are listed in the addendum
- 4.3.4. This package also includes smart thermostat hosting **PLUS** meter readings, smoke detector and carbon monoxide testing, stress free utility package & agent takeover service

4.4. VIP PLUS Management Package - 20% of gross revenue. £0 tenant find fee

- 4.4.1. Our best value package, ideal for UK & international investors who desire a stress free and hands off investment experience.
- 4.4.2. This package includes the items listed in the VIP package and the set up fee is also £0
- 4.4.3. The charges for the media pack, mandatory safety certificates and inspections are now £0
- 4.4.4. This package also includes smart thermostat hosting, meter readings, smoke detector and carbon monoxide testing, credit card fees. stress free utility package & agent takeover service **PLUS** Zoom calls, non-resident landlord set up, advanced property set up, safety certificates, advanced inspections, HMO licensing, top up meter service, valuation success service, new purchase feasibility reports, portfolio review & late payer charges

4.5. We are not currently VAT registered and will advise with 30 days notice of any change.

4.6. We also provide additional property related services if you are buying or selling a property along with coaching and mentoring services. Please see addendum for more deta

5. Customer Payments & Notices

- 5.1. All income and expenditure received and made by us on your behalf will pass through the client account belonging to Comfort & Co. Property Management Services Ltd
- 5.2. Any rent paid in advance of the statement date will be held in the client account and paid to the Landlord after the monthly statement has been sent
- 5.3. We are not liable for any rent or non-payment of any other of the Tenant's and/or Occupiers liabilities if there are insufficient funds available for any outgoings payable on your behalf
- 5.4. When notice is required to end a tenancy, will issue a Section 21 as a 2 month notice to end the tenancy, or a Section 8 with a 14 day notice to vacate due to breach in tenancy (subject to any changes in the housing act). There is no cost to the landlord for the issuing of such notice. If for any reason the room is not vacated at the end of the notice period, the file will be passed to the landlord to instruct a solicitor for further legal action
- 5.5. Unless we are instructed otherwise, we will use the most suitable agreement for the short stay, long stay & company let market. This includes AST, Non Housing Act Agreement, Licence To Occupy, Company Agreement and Booking Terms. Please advise in writing if you require a specific agreement type

6. Landlord Payments & Entitlement to Fees

- 6.1. Comfort & Co. will issue a monthly statement to the landlord by email with a breakdown of revenue and running costs for the property. The net payment is sent to the landlords preferred bank account each month
- 6.2. Landlord statements are generated around the 8th of each month with payment via bank transfer within 48hours after receipt of statement
- 6.3. Facilitating short stays requires a ground operation with slightly higher running cost than a traditional HMO such as in-room cleaning, laundry, toiletries etc. These running costs will be itemised on your statement.
- 6.4. We will retain our service fees from monies received by virtue of this agreement and will itemise on the landlord statement
- 6.5. We shall be entitled to our fee if we let the property whether instructed verbally or in writing

7. Maintenance Protocol

- 7.1. For the purpose of executing general repairs or maintenance an allowance of £200 is agreed which is available without the need to contact the Landlord for particular authorisation. Any sum used within this amount in any month will be deducted from the revenue payable on the next due date with invoices & photos available on request.
- 7.2. In the event of urgent works, it will be assumed that permission is granted for all reasonable and responsible necessary action to be taken as regards the property and remedying the effects of such urgency. Details will be provided on the monthly statement with invoices & photos on request . An example of urgent work, would be an issue affecting the guests health & safety or work required to accommodate a guest in house or a guest due to arrive
- 7.3. Mandatory safety certificates, such as gas safety & EICR as an example, will be carried out by Comfort & Co. If the landlord wishes to carry out the provision of safety certificates then please inform Comfort & Co. in writing 14 days prior to expiry date of said certificate
- 7.4. Property maintenance and refurbishment work above £1,000 attracts a 10% service fee and will be confirmed via quotation in advance of works taking place
- 7.5. Guests and Tenants have access to a 24 emergency line ensuring any customer service or maintenance concern are logged, allocated and addressed in a timely manner
- 7.6. All contractors, whether arranged by us or by you, are engaged on your behalf. Although we will, on request, instruct the works, we cannot accept responsibility or liability for them. We will only use contractors that have relevant experience, certification and or accreditation. Please note we do not instruct or converse with landlords own contractors. Any such instruction to any contractor not on our books must be given by the landlord

8. Statutory Repair Obligations

- 8.1. Section 11 of the Landlord and Tenant Act 1985 as amended by Section 116 of the Housing Act 1988 places an obligation on Landlords to keep in good repair and proper working order:
 - 8.1.1. installations for the supply of water, gas, electricity and installations for sanitation including basins, sinks, baths and sanitary conveniences and
 - 8.1.2. installations for space and water heating and
 - 8.1.3. the structure and exterior of the property including external drains, gutters and pipes
- 8.2 The Landlord's managing agent has a duty to ensure that the Landlord complies with these obligations. When you sign these Terms and Conditions and instruct us to act as your managing agent you are confirming your permission for us to maintain your property in compliance with the provisions of the above Act.
- 8.3 We reserve the right to undertake repairs without notice to you if you are either unavailable, after reasonable enquiry, or we consider the repair to be an emergency. In these circumstances if we act as "agent of necessity" you undertake to fully reimburse us, upon demand, for any shortfall over any monies we hold

9. Utilities

- 9.1. It is the responsibility of the landlord to set up, maintain and pay for all utilities to the property unless otherwise agreed
- 9.2. We recommend that smart meters are installed to track meter readings and that remote control thermostats are used to regulate the heating and prevent abuse in this area. Comfort & Co. will not be aware of, or responsible for, particularly low or high usage at the property unless informed by the landlord and a request for an investigation to take place
- 9.3. Please see service fees and charges for our meter reading and utility package for assistance in this area

10. Empty Property Management Service

- 10.1. We offer an Empty Property Management Service for properties which are vacant before or between tenancies, awaiting Landlord re-occupation or awaiting completion of sale. Our monthly fee for this service is £100 and is payable in advance. If required further duties can be arranged at an additional cost. The standard service includes:
 - 10.1.1. key holding
 - 10.1.2. visiting the property once per week to conduct a visual check on the condition
 - 10.1.3. supervising the appropriate central heating routine
 - 10.1.4. arranging for routine maintenance and minor repairs
 - 10.1.5. re-directing mail found by us at the property

11. Non-Resident Landlord scheme (NRL)

- 11 The NRL scheme operates for rental income paid on or after 6th April 1996 and replaces the old rules under the Taxes Management Act 1970. We will deduct tax from your rental income (currently at a rate of 20%) unless written notification to the contrary is received from HM Revenue and Customs (HMRC) in the form of an approval certificate. An approval certificate will allow you to receive all rental income due without deductions to cover tax liabilities, and you can apply for this by completing an NRL1 form, which is available from HMRC.
- 12 HM Revenue & Customs do allow a system of Self- Assessment whereby all overseas Landlords may apply to HM Revenue & Customs for exemption. If granted the Agent is issued with an Exemption Approval Number which permits passing the rent monies to the Landlord without deduction of tax. We strongly recommend that you apply for Self-Assessment and we can provide you with the appropriate application form
- 11.1. When you sign these Terms you are confirming that you have informed us of your true residency status and that you will notify us within 14 days if this changes

12. Service Accommodation

- 12.1. Service Accommodation, also known as 'Short Stay Rentals' is a service we offer to all landlords. We promote your property to short stay guests to fill voids in between traditional HMO tenants, boost income with increased nightly rates and serve the nurses, doctors, contractors and similar professionals who require a flexible short stay
- 12.2. Service Accommodation is available on superior, VIP and VIP PLUS management packages and requires more operational activity on the ground. The income for short stay is significantly higher than long stay tenants and the revenue and costs are itemised on your monthly statement
- 12.3. Some landlords request majority short stay guests as a solution to the disadvantages of Section 24 of the Finance Act 2015 and we can do the same for you
- 12.4. Short stay guests pay in advance and leave on the check out date unless extending. The frequent short stays allow for more cleaning visits to well maintain your property and the guests stay sits outside of the Housing Act 2004

PART 2 LANDLORD PROTECTION

REGULATIONS, LEGISLATION, HEALTH & SAFETY

13. Energy Performance Certificate

13.1. Since 1st October 2008, under the Energy Performance of Buildings Regulations 2007 (amended 2011) all rental properties in England and Wales are required to have an EPC prior to letting

14. Minimum Energy Efficiency Standard (MEES)

14.1. The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015 - commonly known as the Minimum Energy Efficiency Standards, or MEES - are a set of legal requirements that aim to improve the energy efficiency of private rented properties across the UK. The Minimum Energy Efficiency Standards will apply to all rented properties with a valid EPC, both domestic and non-domestic, in England & Wales with leases of longer than six months. Under MEES, buildings in England or Wales must achieve at least an 'E' rating on their Energy Performance Certificate for them to be leased or rented.

15. Landlord Insurance Obligations

15.1. The property and its contents should be comprehensively insured to include third-party liability and occupier risks and public liability, as well as cover furnished lets if applicable. It is the tenant's responsibility to arrange insurance for their own personal belongings. Just because you let your property unfurnished doesn't mean it's empty, and as a landlord you could be exposed to more risks than you realise. It is your responsibility to ensure your insurance meets your needs required

16. Immigration Act 2014

16.1. Under the above Act, with effect from 1st February 2016, all Landlords have a legal duty to confirm the immigration status of all Occupiers within their property

16.2. The Right to Rent scheme requires all Landlords to check the nationality and visa status of potential Tenants and occupiers (ie all adults who are intending to live at the property, not just those named on the tenancy agreement), before agreeing a new tenancy

16.3. Where a tenant has a limited time to remain a follow up check must be conducted either at the end of the visa or 12 months after the original Right to Rent Check whichever is the later. If the tenant fails to provide evidence of extended right to reside then the landlord or Agent must inform the Home Office. Landlords are liable to a financial penalty of up to £3,000 per person (or up to five years in prison) if they let the property to an illegal migrant having failed to conduct the specified document check

16.4. A Landlord may transfer responsibility for performing the checks to an agent. Please note that the penalty for non-compliance is up to £3,000 per occupant

17. Fitness for Human Habitation (HHSRS)

17.1. The fitness for human habitation rules under the Housing Act 1985 have been replaced by the more extensive and complicated provisions of Part 1 Housing Act 2004. These provide a new system for assessing housing conditions and enforcing housing standards called the Housing Health and Safety Rating System (or HHSRS for short). There are 29 hazards, and each hazard is assessed separately. If judged to be serious, with a high score, it is deemed to be a category 1 hazard

17.2. The Homes (Fitness for Human Habitation) Act 2018 came in to force on 20th March 2019, and extends landlords' obligations contained in the Landlord and Tenant Act 1985 ("the LTA 1985") to ensure rented property (both social and private) is "fit for human habitation" at the beginning and throughout the duration of the tenancy. The Act extends this requirement to include any common areas of a building in which the property forms a part of, and the landlord has an interest in, for example the common parts of a HMO or block of flats owned by the landlord. The Act applies to all social and private sector landlords or agents acting on their behalf and covers all tenancies in these sectors. One of the key areas that landlords can always improve on is record-keeping. It is often the case that repairs are completed (or a tenant fails to give access) but this is not recorded sufficiently in a landlord's records, so it can be impossible to demonstrate that a landlord has carried out its duties diligently. It is essential that repair history records and systems are up-to-date, and record information accurately and in a way which is easy to understand. Ultimately, these records will be scrutinised by solicitors and the court, so it is important they are accurate

17.3. For all property management and protection packages you can rest assured that we have full records of maintenance issues recorded on our software

17.4. We are implementing mandatory inspections which comprise of 2 x complete property inspections (Internal & External) per year and 1 x short form inspection per quarter

18. The Gas Safety (Installation and Use) Regulations 1998

18.1. Gas safety is important and you need to ensure all gas appliances are fully maintained and inspected annually for their safety and suitability. By law, a Landlord's Gas Safety Report MUST be carried out annually by a Gas Safe Engineer

18.2. When you sign these Terms and Conditions you are agreeing that in order to comply with these regulations and to facilitate timely commencement of the tenancy, the required inspections will be arranged by us on your behalf prior to the start and throughout the term of the tenancy. You are also agreeing that the Gas Safe engineer will be instructed to automatically undertake, without further reference to you, any Grade 1 or Grade 2 works identified as necessary for compliance with the regulations.

18.3. Penalties for non-compliance are: six months' imprisonment and/or £5,000 fine

19. Electric Safety Standards in the Private Rented Sector (ENGLAND) Regulations 2020

19.1. The landlord must ensure that a valid electric installation condition report (EICR) is provided prior to rental and at least every five years thereafter. When you sign these Terms and Conditions you are agreeing that in order to comply with these regulations and to facilitate timely

commencement of the tenancy, the required inspections will be arranged by us on your behalf prior to the start and throughout the term of the tenancy. Penalties for non-compliance is a maximum fine of £30,000

20. The Smoke and Carbon Monoxide Alarm (England) Regulations 2015

- 20.1. With effect from 1 October 2015 Landlords are required to provide: A Smoke Alarm on every storey (floor) of their property on which there is a room used wholly or partly as living accommodation. Under the proposals, a bathroom or lavatory is classed as a room used for living accommodation and a room covers halls or landings. Stairways are also included in the regulations eg for maisonettes or flats above shops where the flat is on the first floor but you enter via stairs on the ground floor a smoke alarm will be required in the stairwell
- 20.2. A Carbon Monoxide Detector/Alarm in any room where a solid fuel is burnt, such as wood, coal or biomass and this includes open fires. This now includes Gas. Landlords should install carbon monoxide detectors in rooms with gas appliances, along with fire blankets provided in the kitchen
- 20.3. Landlords have the responsibility to ensure that the alarms/detectors are in working order when they are installed and to test them at regular intervals. Landlords are also required to attend to any faults reported by the Tenant during the Tenancy.
- 20.4. We recommend a written record is made of the test, any defects found need to be addressed before the tenancy can start. If these items are not already provided in your property we can arrange this on your behalf and at your cost
- 20.5. When you sign these Terms and Conditions you are agreeing to our arranging for the supply and installation of smoke alarms and carbon monoxide detectors as applicable on your behalf and at your cost if these are not already available to the property

21. The Furniture and Furnishings (Fire Safety Amendment) Regulations 1993

- 21.1. The legislation was changed in 1993, you MUST make sure all furniture is fire resistant and complies with current regulations. If it does not, you could be liable for prosecution. Please remember that, even if you store items in a shed, garage or cordoned-off section of the loft, which the tenant does not have and is not allowed access to, these items MUST still adhere to the legislations. Items must still comply with the legislation, even if you sell them to the tenants. Please ensure all items have a safety label STILL ATTACHED (unless stated otherwise). For those items without a compliance label, receipts showing the purchase date for all items manufactured after 1st March 1989

22. Legionella

- 22.1. In accordance with the Code of Practice issued by The Health & Safety Executive regarding control of legionella bacteria in water systems, Landlords and their Managing Agents are required to ensure that risk from exposure to legionella from all water systems in residential rental premises is controlled. When you sign this contract with us you are confirming that you believe the property is safe and free from any such bacteria, and that you are responsible for the ongoing safety of the property. You also confirm that where we are instructed to act for you under our

Management Services, you will allow us to take any necessary steps at your cost if a problem is suspected or found at the property during the course of the tenancy

23. Houses in Multiple Occupation. The Housing Act 2004

23.1. A Property that is let to at least three individual un-related Tenants (ie three sharers) who share basic facilities (ie a kitchen or bathroom) is a HMO. Where there are five un-related sharers or more the Property will require mandatory licensing

23.2. HMO properties with less than five sharers are currently not subject to mandatory licensing however the criteria and requirements vary and some local authorities require a license for smaller HMOs. In addition, where a building is fully converted into self-contained flats and the conversion does not comply with the building standards of the 1991 Building Regulations and less than two thirds of the flats are owner-occupied, this type of building is an HMO and may need to be licensed.

23.3. Landlords who fail to apply for a Licence will face enforcement measures including unlimited fines and rent repayment orders. You are required to advise us if your property and tenancy may be a HMO and when you sign this contract with us you are confirming that where applicable you have notified, made application to and obtained the necessary licence from the Local Authority. We cannot be held liable for any difficulties arising as a result of your failure to observe this requirement

24. HMO Licence Holder

24.1. In the event of any of your properties which we fully manage and which are required to be licensed under either Part 2 or Part 3 of the Housing Act 2004, AND if it has been agreed that Comfort & Co. Property Management Services Ltd will be the registered licence holder for the designated Local Authority, this will be on the understanding that the landlord authorises the agent to carry out any actions which enables us to fully complying with any specified conditions of the requisite licence(s) and indemnifying Comfort & Co. in respect of any additional expense incurred

24.2. In the event of the landlord failing to comply with the license regulations, or allowing us to do so, the landlord will pay an administration charge sum of £500 for our work involved in the termination of our License Holding arrangements with the council. For clarity, the landlord will cover all the costs of licensing the property and indemnify the company against any losses

24.3. Any additional charges, fines or penalties that may be levied by a relevant Local Authority for breach of license conditions shall be the sole responsibility of the landlord who would as requested indemnify Comfort & Co. for any costs or expenses which they might incur

24.4. It is accepted that where Stay & Co act as license holder on behalf of the landlord, we will have full authority and consent of the landlord expressed, in whatever capacity required to comply with the conditions of the license and carry out works accordingly or as required by the terms of the license or to tenants

25. Selective Licensing

25.1. Unlike the other forms of licensing which relate to HMOs, where selective licensing applies, usually all houses within the private rented sector for that area must be licensed, except where they require to be licensed as HMOs. Non-licensable HMOs must be licensed under selective

licensing. Selective licensing is dependent on a designation by the local authority, who may designate the whole or part of an area to be subject to selective licensing. An area may be designated for selective licensing either: if the area is, or is likely to be, an area of low housing demand; or the area is experiencing a significant and persistent problem caused by anti-social behaviour, and some or all of the private sector landlords are failing to take action to combat the problem. A license can last for five years and can be renewed.

26. Consumer Protection

26.1. Under the Consumer Protection Act 2008, the landlord and the agent have a legal responsibility to fully notify the “average consumer” of anything which is likely to cause them to take a “different transactional decision” This applies not only to your tenant but also to prospective tenants, including anyone enquiring about your property from an advertisement, website, newspaper, To Let board, etc.

27. Exclusion of Liability

27.1. We do not employ contractors and cannot be held responsible for any error or omission on the part of any contractor or other third party instructed on your behalf. Keys held under our management service will be released only to authorised contractors for maintenance purposes. 27.2. We cannot forward or hold mail received at the property for you. You must arrange directly with the Post Office to redirect your mail

27.3. The Landlord undertakes to indemnify us against all costs and expenses properly incurred by us in lawfully carrying out our duties on his behalf by virtue of these Terms. If Comfort & Co. reasonably suspect any funds paid or payable under these Terms or otherwise represent the proceeds of activities involving criminal acts, we will immediately take such action as is required of us by law. Comfort & Co. agree to keep in force Professional Indemnity Insurance in compliance with the standards required

28. Landlord Contact Points

28.1. Comfort & Co. is an online management company with a local ground operation in Staffordshire & The West Midlands. Our landlord & investor partnership team can be easily accessed on service@comfortandco.uk

28.2. Office hours which are Monday – Friday 9am – 6pm excluding public and planned holidays

29. General Data Protection Regulations

29.1. To carry out the terms of this agreement, there are times when your information will need to be shared with relevant parties, such as your tenants and contractors to carry out works on your behalf, utility companies, local councils, government organizations etc.

30. Termination of this agreement

- 30.1. The client has a right if he wishes to cancel the contract within 14 days of the date of this contract
- 30.2. If the Landlord wishes to reclaim possession of the property or an individual room before all confirmed guests have completed their stays then the landlord is responsible for all and any relocation costs to alternative accommodation, likely a local hotel, which will be deducted from revenue initially and then invoiced directly to the landlord, payable within 5 working days
- 30.3. In addition to this, a 60 day notice period is required by either party to terminate this agreement with management fees on rents received payable during the notice period. Notice must be sent or received by email. If initiated by the landlord, an exit fee equivalent to one month of gross rent/revenue as detailed on last landlord statement received prior to the notice is applicable on termination deductible from rents received. Such fee will be payable within 7 days of the termination of the Agreement whether demanded or not
- 30.4. This Agreement will be immediately terminated in the event of the insolvency or bankruptcy of the Landlord or at commencement of any legal proceedings by Mortgage Lenders or others to take repossession of the property.
- 30.5. In the event either party terminates this Agreement it shall be without prejudice to any claim by either party against the other in respect of any monies due to any breach of the terms outlined in this document
- 30.6. If management is ceased due to landlord negligence, breach of contract or not abiding by the terms of a selective license or proposed Mandatory HMO licence, you will be charged the termination fee of One month's gross monthly rental.

31. Confirmation of Landlord Instruction

31.1. Please read the terms and conditions of business and this landlord instruction form carefully. if you have any queries please contact us immediately. i/we hereby warrant that:

- 31.1.1. i/we are the legal owners and have notified and obtained the consent where necessary of all interested parties of our intention to let the above property
- 31.1.2. i/we are not aware of any building or planning permission in the area that might affect the tenancy and confirm that we will immediately notify Comfort & Co. in the event that i/we become aware of such
- 31.1.3. i/we consider the property and any common areas to be safe and there are no major repairs, construction or maintenance works of which i/we are aware due to be carried out to the property or any of the adjoining properties, apart from those already notified to concentric sales and lettings
- 31.1.4. all furniture and furnishings in the property and included in the letting fully comply with the requirements of the furniture and furnishings (fire) (safety) regulations 1988 and (amendment) regulations 1993
- 31.1.5. all gas appliances or installation pipework in the premises fully comply with the requirements of the gas safety (installation and use) regulations 1998.
- 31.1.6. the property complies or will comply with the requirements of the smoke and carbon monoxide alarm (England) regulations 2015 at the start of the tenancy. see f5(d)
- 31.1.7. all electrical installations and appliances in the premises fully comply with the requirements of the electrical equipment (safety) regulations 1994.
- 31.1.8. the property complies or will comply with the requirements of the electrical safety standards in the private rented sector (England) 2020
- 31.1.9. i/we will notify, immediately of any relevant change in status or circumstance and indemnify Comfort & Co. in respect of all proceedings, claims, losses, costs or expenses which they may suffer or incur as a result of any breach of this warranty

Property Address:

Landlord(s) Name:

Company Name if applicable:

Management Package Selected:

Signed By **THE LANDLORD:**

Date:

Comfort & Co.

HMO & SA Management Packages

	MOST POPULAR		BEST VALUE	
	Standard (HMO) 12.5% Plus £150 Tenant Find Fee	Superior 15% Plus £50 Tenant Find Fee (HMO)	VIP 17.5% £0 Tenant Find Fee	VIP PLUS 20% £0 Tenant Find Fee
General Management				
15 min introduction call & document share	Y	Y	Y	Y
Initial property visit & inspection	Y	Y	Y	Y
Rental valuation and compliance check	Y	Y	Y	Y
Marketing on short stay platforms for incremental income	N	Y	Y	Y
Marketing on long stay platforms	Y	Y	Y	Y
Guest employment checks and or references	Y	Y	Y	Y
Deposit Management	Y	Y	Y	Y
Right to rent immigration checks	Y	Y	Y	Y
Guest and group check-in	Y	Y	Y	Y
Guest customer service support	Y	Y	Y	Y
Guest 24/7 emergency line	Y	Y	Y	Y
Schedule cleaning and quality control	Y	Y	Y	Y
Provision of scheduled linen and amenities for short stays	N	Y	Y	Y
Access to reliable company contractors	Y	Y	Y	Y
Maintenance request from guests using online request portal	Y	Y	Y	Y
Maintenance request from landlords	Y	Y	Y	Y
Payment collections	Y	Y	Y	Y
Itemised monthly landlord statement	Y	Y	Y	Y
Email support for landlord communication & requests	Y	Y	Y	Y
Annual property inspection	Y	Y	Y	Y
Property set up & 'Go Live' Fee	£200	£200	Y	Y
Media - photos, videos, 360 Tours, Floor Plan	£375	£375	£375	Y
Mandatory Safety Certificates & Inspection				
Provide gas safety certificate - Annually	£100	£100	£100	Y
Provide electrical safety certificate - Every 5 years	£200	£200	£200	Y
Half yearly full property inspection report	£125 per report	£125 per report	Y	Y
Short form inspections recorded and reviewed every 90 days	£15 per bed per report	£15 per bed per report	Y	Y
Additional Services				
Stress Free Utility Service				
Set up utility account	£50 p/account	£50 p/account	Y	Y
All utility bills managed, and payment sent each month/quarter	£60 p/month	£60 p/month	Y	Y
Smart thermostat host to set up & regulate gas usage	£10 p/month	Y	Y	Y
Generate reports from meter readings and smart thermostat and sent to landlord	£50 p/report	£50 p/report	Y	Y
Advanced Inspection Service				
Property Inspections on request for non-managed properties	£200 per report	£200 per report	£200 per report	Y
Manual Top Up Meter Service				
Top up meter with card/key	£25 p/month	£25 p/month	£25 p/month	Y
Monthly meter readings	£10 p/month	£10 p/month	Y	Y
Advanced Management Service				
Ordering new local authority bins	£25	£25	£25	Y
Set up commercial bin arrangement	£25	£25	£25	Y
Mail forwarding	£20 p/month	£20 p/month	£20 p/month	Y
Include bathmats, loo rolls, handwash, tea towels, cleaning items	£12 p/month	£12 p/month	Y	Y
Includes credit card fees	2-3%	2-3%	2-3%	Y
HMO Licencing Service				
HMO licence - Licence Submission	£250	£250	£250	Y
HMO licence Holder is Essential Management - Every 5 Years	£500	£500	£500	Y
HMO licence - council visits (1 included in application)	£100	£100	£100	Y
Contact for Council tax liaison	£250 p/hour	£250 p/hour	Y	Y
Advanced Property Set Up Service				
Set up Non-Resident Landlord Government Scheme	£150	£150	£150	Y

Ordering of additional small items to prepare for rental	£75	£75	£75	Y
Compliance Noticeboard incl. purchase and add items	£150	£150	£150	Y
Key cutting, door numbering and labelling	£75	£75	£75	Y
Order & set up WiFi Installation on our account	£100	£100	£100	Y
Set up landlord wifi	£25	£25	£25	Y
Set up CCTV	£150	£150	£150	Y
Compliance Service				
Regular Smoke detector & carbon monoxide alarm push button testing	£8.00 p/month	£8.00 p/month	£8.00 p/month	Y
<i>Tests for Smoke and Carbon Monoxide are alternate months</i>				
Provide emergency lighting certificate - Annually	£100	£100	£100	£100
Provide smoke alarm service certificate - Annually	£125	£125	£125	£125
Provide panel fire alarm service certificate - 6/12 Monthly	£200	£200	£200	£200
Provide fire risk assessment on request	£150	£150	£150	£150
Provide PAT testing - Annually	£100	£100	£100	£100
Provide Energy Performance Certificate - Every 10 Years	£100	£100	£100	£100
Carbon Monoxide Installation	£75	£75	£75	£75
Compliance inspection report on request	£400	£400	£400	£400
Property Visit & Safety Certificate Check (When moving agents)	£200	£200	£200	£200
Bespoke service for business rates set up for HMO	£1250	£1250	£1250	£1250
Expert Valuation Service				
Onsite meet and walk through of property with mortgage lender valuer	£150	£150	£150	Y
Prepare detailed valuation pack for mortgage lender	£450	£450	£450	Y
Mortgage broker introductions	Y	Y	Y	Y
Agent Takeover Service				
Agent takeover when moving agents	£50 per room	£50 per room	Y	Y
Register deposits when moving agents	£50 per room	£50 per room	£50 per room	Y
Handover with tenants when moving agents	£50 per room	£50 per room	£50 per room	Y
Expert Property Service				
Initial advisory call / share docs - 15 Mins	Y	Y	Y	Y
Onsite property review & feasibility report (New Property)	£250	£250	£250	Y
Portfolio review (4+ Properties) - Up to 4 hours	£250 p/hour	£250 p/hour	£250 p/hour	First Hour Free
Dedicated 30 min Call or Zoom with landlord/Owners or representative	15 Mins Free - £250 p/hour	15 Mins Free - £250 p/hour	Y	Y
Advise on purchase and sale decisions for single properties	£250 p/hour	£250 p/hour	Y	Y
Property mentoring and advice or coaching	£250 p/hour	£250 p/hour	£250 p/hour	£250 p/hour
Assess property viability of difference strategies in area	£250 p/hour	£250 p/hour	£250 p/hour	£250 p/hour
Property Deal Service				
Selling a property of market	From 1.5% Min. £2500	From 1.5% Min. £2500	From 1.5% Min. £2500	From 1.5% Min. £2500
Buying a property (Sourcing) of market	From 1.5% Min. £2500	From 1.5% Min. £2500	From 1.5% Min. £2500	From 1.5% Min. £2500
Project Management For Refurbishment	10% of spend	10% of spend	10% of spend	10% of spend
Property Refurbishment				
Property Refurbishment. Min. £500	10% of Costs	10% of Costs	10% of Costs	10% of Costs
Interior Design & Set Up. Min. £500	10% of Costs	10% of Costs	10% of Costs	10% of Costs
Order and install furniture and soft furnishings. Min. £500	10% of Costs	10% of Costs	10% of Costs	10% of Costs
Smart meters install (per meter installation)	£100	£100	£100	Y
Late Payer Charges				
Serve Section 8 notice after 30 day of non payment	£100	£100	£100	Y
Set up money claim online (MCOL) legal paperwork	£150	£150	£150	Y
Move from private client to housing benefits to claim payment	£200	£200	£200	Y
* Please note the £50 tenant find fee in the superior package is only applicable for tenants who stay for 3 months or more. Less than 3 months is £0				