

## Landlord Schedule of Fees

Please find below a comprehensive list of Our letting Fees and Charges for Landlords. Should You require clarification on any of the following information, do not hesitate to speak with a member of our staff. *Fees apply in accordance with our Lettings Terms of Business.*

Core Services & Optional Add-Ons		
<b>Let Only</b>	£1,000 + VAT (i.e. £1,200) one-off fee, for up to two (2) bedroom properties Additional £100 plus VAT (i.e. £120) per bedroom above two (2) Due in full at the commencement of the Tenancy.	
<b>Property management</b>	£250 + VAT (i.e. £300) one-off setup fee	
	<table border="1"> <tr> <td> <p><u>For properties with rent up to £3,000 pcm:</u> £120 + VAT (i.e. £144) monthly for up to two (2) bedroom properties Additional £10 + VAT (i.e. £12) monthly per extra bedroom</p> </td> <td> <p><u>For properties with rent above £3,000 pcm:</u> 5% + VAT (i.e. 6%) of the monthly rent, regardless of property size or layout.</p> </td> </tr> </table> <p>The management fee is due from the first rent collected by the Agent and continues monthly</p>	<p><u>For properties with rent up to £3,000 pcm:</u> £120 + VAT (i.e. £144) monthly for up to two (2) bedroom properties Additional £10 + VAT (i.e. £12) monthly per extra bedroom</p>
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<b>Move-In support</b>	£420 + VAT (i.e. £504) one-off setup fee, for up to two (2) bedroom properties Additional £50 + VAT (i.e. £60) per bedroom above two (2) Due in full at the commencement of the Tenancy	
<b>Rent collection Add-On</b>	£50 + VAT (i.e. £60) per month (can be added to Lettings Plus and Move-In support services)	
<b>Compliance Renewal Add-On</b>	£30 + VAT (i.e. £36) per month (can be added to Property Management & Move-In support Services)	
<b>Vacant Property Care</b>	£80+VAT (i.e. £96) per visit	
Tenancy Administration Fees		
<b>Referencing Fee</b>	£50 + VAT (i.e. £60) per reference, payable for each individual Tenant, Occupant, or Guarantor per tenancy <b>Applicable to:</b> Property Management and Move-In Support Services. <i>Where the Lettings Plus Service is selected, up to two (2) reference checks are included at no additional cost</i>	
<b>Right to Rent check</b>	£30 + VAT (i.e. £36) per occupier aged 18 or over. <b>Applicable to:</b> Property Management Service <i>Included at no additional cost within the Lettings Plus Service &amp; and Move-In Support.</i>	
<b>Right-to-Rent Re-check Fee</b>	£50 + VAT (i.e. £60) per occupier. <b>Applicable</b> where the Agent is required to re-verify a tenant's immigration status during the tenancy in accordance with the Immigration Act 2014 and Home Office guidance.	
<b>Tenancy agreement Fee</b>	£150 + VAT (i.e. £180) per tenancy. <b>Applicable to:</b> Property Management Service <i>Included at no additional cost within the Lettings Plus and Move-In Support Services</i>	
<b>Review &amp; administer landlord's own tenancy agreement</b>	£150 + VAT (i.e. £180) per tenancy. <b>Applicable to:</b> All Services <i>This fee applies where the Landlord provides their own tenancy agreement instead of the Agent's standard version.</i>	
<b>Change of Sharer / Replacement Tenant</b>	£150 + VAT (i.e. £180) per tenancy. <b>Applicable to:</b> All Services. <i>Charged when a replacement tenant or additional occupier is introduced during the tenancy. This fee covers referencing, Right to Rent checks, deposit and contract amendments, and all associated administration.</i>	

<p><b>Smoke &amp; Carbon Monoxide Alarms Check &amp; Test (Start of Tenancy)</b></p>	<p>£60 + VAT (i.e. £72) per attendance.  <b>Applicable to:</b> All Services where the inventory and/or check-in is not carried out by the Agent or the Agent's appointed contractor, or where the inventory report (carried out by Landlord's contractor) does not clearly confirm that all required smoke and/or carbon monoxide alarms were tested on the tenancy start date and found to be in working order.            Charged where the Agent is required to attend the Property to test and verify alarms and update the compliance record.</p>
<p><b>Inventory &amp; Check-out Fees</b></p>	<p>Subject to quotation by a third-party provider, plus VAT, plus an arrangement fee of £25 + VAT (£30) per booking, payable in addition to the invoice for the service.  <b>Applicable to:</b> All Services.</p>
<p><b>Deposit transfer administration fee</b></p>	<p>£15 + VAT (i.e. £18) per deposit transfer.  <b>Applicable to:</b> All Services where the deposit has been registered by the Agent.            Charged when the Agent is required to transfer a tenant's deposit to another registered scheme, alternative agent, or the Landlord, in accordance with tenancy deposit scheme rules.</p>
<p><b>Cancellation Fee</b></p>	<p>£500 + VAT (i.e. £600)</p>
<p><b>Compliance &amp; Legal Documentation Fees</b></p>	
<p><b>Anti-Money Laundering (AML) &amp; Identification Checking Fee</b></p>	<p>£15 + VAT (i.e. £18) per person or entity.  <b>Applicable to:</b> All Services.            Charged to cover the cost of conducting Anti-Money Laundering (AML) and identity verification checks on Landlords, beneficial owners, or authorised representatives, in accordance with the Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017 (as amended)</p>
<p><b>PEP &amp; Sanctions Screening Fee</b></p>	<p>£10 + VAT (i.e. £12) per person.  <b>Applicable to:</b> All Services.            Charged to cover the cost of performing Politically Exposed Person (PEP) and financial sanctions checks on all Landlords, beneficial owners, and Tenants, in accordance with the May 2025 amendments to the Money Laundering Regulations</p>
<p><b>EPC arrangement fee</b></p>	<p>£30 + VAT (i.e. £36) per booking, plus the cost of the EPC certificate.  <b>Applicable to:</b> All Services, unless the Compliance Renewal Add-On has been purchased.            Charged when the Agent is instructed to arrange an Energy Performance Certificate (EPC) on the Landlord's behalf</p>
<p><b>EICR test arrangement fee</b></p>	<p>£30 + VAT (i.e. £36) per booking, plus the cost of the electrical test and certificate.  <b>Applicable to:</b> All Services, unless the Compliance Renewal Add-On has been purchased.            Charged when the Agent is instructed to arrange an Electrical Installation Condition Report (EICR) on the Landlord's behalf.</p>
<p><b>Gas safety check arrangement fee</b></p>	<p>£30 + VAT (i.e. £36) per booking, plus the cost of the gas safety check and certificate.  <b>Applicable to:</b> All Services, unless the Compliance Renewal Add-On has been purchased.            Charged when the Agent is instructed to arrange a Gas Safety inspection and certificate (CP12) on the Landlord's behalf.</p>
<p><b>Gas boiler service arrangement fee</b></p>	<p>£30 + VAT (i.e. £36) per booking, plus the cost of the service.  <b>Applicable to:</b> All Services.            Charged when the Agent is instructed to arrange an annual gas boiler service on the Landlord's behalf, separate from the statutory Gas Safety Check</p>

<p><b>Portable appliance test (PAT) arrangement fee</b></p>	<p>£30 + VAT (i.e. £36) per booking, plus the cost of the PAT test.  <b>Applicable to:</b> All Services.            Charged when the Agent is instructed to arrange Portable Appliance Testing (PAT) on the Landlord's behalf for any electrical appliances provided within the Property.</p>
<p><b>Legionella risk assessment arrangement fee</b></p>	<p>£30 + VAT (i.e. £36) per booking, plus the cost of the assessment.  <b>Applicable to:</b> All Services.            Charged when the Agent is instructed to arrange a Legionella Risk Assessment on the Landlord's behalf to ensure compliance with the Health and Safety at Work Act 1974 and HSE guidance (L8)</p>
<p><b>Smoke &amp; Carbon monoxide alarms installation arrangement fee</b></p>	<p>£30 + VAT (i.e. £36) per booking, plus the cost of the alarms and installation.  <b>Applicable to:</b> All Services.            Charged when the Agent is instructed to arrange the supply and installation of smoke and/or carbon monoxide alarms on the Landlord's behalf, in accordance with the Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022</p>
<p><b>Serving of Notices</b></p>	<p>£150 + VAT (i.e. £180) per notice.  <b>Applicable to:</b> All Services.            Charged when the Agent is instructed to prepare and serve any statutory notice on behalf of the Landlord (including, but not limited to, Section 8, Section 13, or Section 21 notices). This fee covers preparation, review, and service in accordance with current legislation.</p>
<p><b>Property Licence Application Administration</b></p>	<p>£200 + VAT (i.e. £240) per licence.  <b>Applicable to:</b> Property Management Service and Move-In Support Service.            Charged when the Agent is instructed to complete and submit a Selective, Additional, or HMO Licence application on the Landlord's behalf. This fee covers document preparation, submission, and liaison with the Local Authority; it excludes the licence fee and any inspection costs.</p>
<p><b>Courts and Tribunals appearance</b></p>	<p>£150 + VAT (i.e. £180) per hour</p>
<p><b>Finance, Rent &amp; Accounting Administration</b></p>	
<p><b>Administer tax to HMRC for overseas Landlord</b></p>	<p>£25 + VAT (i.e. £30) per quarter.  <b>Applicable to:</b> Property Management Service and Rent Collection Add-On.            Charged where the Landlord is classed as non-resident for UK tax purposes and the Agent is required to deduct and remit tax to HMRC under the Non-Resident Landlord (NRL) Scheme.</p>
<p><b>Annual submission of Non-Resident Landlord information to HMRC</b></p>	<p>£50 + VAT (i.e. £60) per submission.  <b>Applicable to:</b> Property Management Service and Rent Collection Add-On.            Charged annually where the Agent is required to complete and submit the Landlord's Non-Resident Landlord (NRL) return to HMRC, in accordance with the Non-Resident Landlord Scheme.</p>
<p><b>Paper copies of account statements</b></p>	<p>£2.50 + VAT (i.e. £3.00) per copy, plus postage (issued only upon request)  <b>Applicable to:</b> Property Management Service and Rent Collection Add-On.            Charged where the Landlord requests printed paper copies of monthly account statements to be posted or supplied in physical format. Digital statements are provided free of charge via email.</p>
<p><b>Additional copy of statements</b></p>	<p>£30 + VAT (i.e. £36) for up to six (6) statements, plus £5 + VAT (i.e. £6) per additional statement thereafter, plus postage  <b>Applicable to:</b> Property Management Service and Rent Collection Add-On.            Charged when the Landlord requests additional copies of historical account statements beyond the standard electronic issue. Statements will be provided in digital format unless otherwise requested in writing</p>
<p><b>Same-Day Payments &amp; Payments to Overseas Accounts</b></p>	<p>£25 + VAT (i.e. £30) per payment.  <b>Applicable to:</b> All Services.            Charged when the Landlord requests a same-day (CHAPS) payment or a transfer to a non-UK bank account. This fee covers additional banking charges and administrative processing time.</p>

<b>Overdue fees</b>	Late payments are subject to a £50 + VAT (i.e. £60) administration charge. Interest will also be applied to all overdue amounts at a rate of 8% per annum above the Bank of England's base rate, calculated daily, until payment is received in full.
<b>Float for a managed tenancy</b>	£500 float required at the start of the tenancy. <b>Applicable to:</b> Property Management Service only. A maintenance float of £500 must be held by the Agent at the commencement of management to cover authorised repairs, compliance works, or other approved expenses. The float will be replenished from rent received or by separate payment when used.
<b>Property Management &amp; Maintenance Support</b>	
<b>Property visit</b>	From £100 + VAT (i.e. £120), subject to quotation from a third-party provider. <b>Applicable to:</b> All Services. Two (2) property visits per year are included at no additional cost within the Property Management Service. Additional visits, or visits requested under any other service, are chargeable at the above rate.
<b>Waiting at the property on behalf of landlord</b>	£80 + VAT (i.e. £96) per hour. <b>Applicable to:</b> All Services where Landlord is arranging own contractors Charged when the Agent is required to attend or wait at the Property on the Landlord's behalf for example, to meet contractors, inventory clerks, delivery personnel, or utility representatives.
<b>Additional contractor quotes</b>	£30 + VAT (i.e. £36) per additional quote. <b>Applicable to:</b> Property Management Service only. The Agent will ordinarily obtain up to two (2) contractor quotes for maintenance or repair works at no cost. Each additional quote requested by the Landlord for the same job will incur this fee to cover administration and coordination time.
<b>Project/Works Coordination Fee</b>	10% + VAT (i.e. 12%) of the total net cost of the project/works (excluding VAT), charged in addition to the contractor's/ supplier's invoice. <b>Applicable to:</b> All Services (except where a fixed administration fee is expressly stated for a specific service or inspection). Charged when the Agent is instructed to source, purchase, arrange, oversee, or coordinate any furniture, décor, refurbishment, maintenance, repair, improvement works or appliances for the Property, including décor improvements, redecoration, and replacement of fixtures and fittings. This fee covers contractor liaison, coordination, and quality oversight.
<b>Works under £500</b>	Works or repairs with an estimated total cost of up to £500 (net of VAT) may be instructed by the Agent without prior consultation with the Landlord, unless alternative written instructions have been provided by the Landlord. This authority applies per individual item of work and enables the Agent to carry out minor repairs or maintenance promptly to protect the Property and ensure tenant safety and compliance
<b>Key cutting administration charge</b>	£25 + VAT (i.e. £30) per set of keys. <b>Applicable to:</b> All Services. Charged when the Agent is required to arrange key cutting or replacement on the Landlord's behalf. This fee covers administration only and is in addition to the cost charged by the locksmith or key-cutting provider.
<b>Management take-over fee</b>	£250 + VAT (i.e. £300) one-off fee. <b>Applicable to:</b> Property Management Service only. Charged when the Agent is instructed to take over management of a property previously managed by another agent or the landlord. This fee covers the transfer of documentation, tenant liaison, compliance verification, and system onboarding.

Deposit Administration Fees	
<b>Deposit Dispute Administration</b>	<p>£150 + VAT (i.e. £180) per dispute.</p> <p><b>Applicable to:</b> All Services where the deposit has been registered by the Agent.</p> <p>Charged when the Agent is required to prepare and submit evidence or documentation to the relevant tenancy deposit scheme as part of a formal dispute process. This fee covers administrative time for compiling reports, photographs, and correspondence in accordance with the scheme's requirements.</p>
<b>Deposit dispute copy documentation fee</b>	<p>£50 + VAT (i.e. £60) per copy request, plus postage</p> <p><b>Applicable to:</b> All Services where the deposit has been registered by the Agent.</p> <p>Charged when the Landlord requests copies of documentation, evidence, or correspondence previously prepared or submitted by the Agent in relation to a tenancy deposit dispute</p>

\*All fees are subject to VAT at 20%.

**Example Fee Calculation**

*Example (Property Management, 2-bed, rent under £3,000pcm):* £120 + VAT (i.e. £144) per month.

*Example (Property Management, 3-bed, rent over £3,000pcm):* £130 + VAT (i.e. £156) per month.

*Example (Property Management, rent over £3,000pcm):* For a rent of £3,500pcm, 5% + VAT (i.e. 6%) of the rent – i.e. £175 + VAT (i.e. £210) per month.

*Example (Lettings Plus, 3-bed):* £1100 + VAT (i.e. £1320) one off fee.

*Example (Move-In Support Service, 3-bed):* £470 + VAT (i.e. £564) one off fee.

## Tenants cost of moving and renting

<b>Holding deposit</b>	<p>1 week's rent (calculation example: monthly rent x 12 divided by 52)</p> <p>This is to reserve a property. The holding deposit may be withheld if the tenant or any relevant person (including guarantors):</p> <ul style="list-style-type: none"> <li>• withdraws from the tenancy,</li> <li>• fails a Right to Rent check,</li> <li>• provides materially false or misleading information, or</li> <li>• fails to enter into the tenancy agreement (and/or Deed of Guarantee) within 15 calendar days (or other agreed deadline).</li> </ul>
<b>The rent</b>	As agreed in the tenancy agreement
<b>Security deposit (per tenancy, rent under £50,000 per year)</b>	<p>5 week's rent (calculation example: monthly rent x 12 divided by 52 x 5)</p> <p>Held to cover damages or defaults during the tenancy.</p>
<b>Security deposit (per tenancy, rent of £50,000 or over per year)</b>	<p>6 week's rent (calculation example: monthly rent x 12 divided by 52 x 6)</p> <p>Held to cover damages or defaults during the tenancy.</p>
<b>Variation of contract (tenant's request)</b>	<p>£50 (inc. VAT) per agreed variation</p> <p>To cover the cost of taking landlord instructions and preparing and executing new legal documents.</p>
<b>Change of sharer (tenant's request)</b>	<p>£50 (inc. VAT) per replacement tenant or any reasonable costs incurred if higher.</p> <p>To cover landlord instructions, referencing, Right to Rent checks, deposit registration, and preparation of new legal documents.</p>
<b>Early termination (tenant's request)</b>	<p>The tenant will be liable for the landlord's costs in re-letting the property, together with all rent due under the tenancy until the start date of the replacement tenancy.</p> <p>These costs will not exceed the maximum amount of rent outstanding under the tenancy.</p>
<b>Unpaid rent</b>	<p>Interest at 3% above the Bank of England Base Rate from the rent due date until paid.</p> <p>This charge will not be applied until rent is more than 14 days overdue.</p>
<b>Lost key(s) or other security device(s)</b>	<p>Tenants are liable for the actual cost of replacing lost keys or security devices, including locksmith call-out charges, replacement locks and keys, with VAT applied where applicable.</p> <p>Where the Agent is required to attend the property or arrange replacements, an administration charge of £15 per hour (inc. VAT) may apply, based on the time reasonably spent.</p>

Norale Property Solutions Ltd is a member of the Property Redress Scheme (PRS) and holds Client Money Protection (CMP) through UKALA.

*Please do not hesitate to contact us, using our details below, should you require further information.*