



Services and Fee Structures For Landlords

FULLY MANAGED SERVICE DETAILS

KEATS LETTING LIMITED HAVE CLIENT MONEY PROTECTION PROVIDED THROUGH ARLA PROPERTYMART

For this Service Package Keats Letting Limited will undertake the following:

- Take a full set of colour photographs and produce a marketing brochure
- Upload full details and the property brochure to www.keats.biz and all other websites to which Keats Letting Limited subscribe
- Market the property within our office through brochures, wall and window displays and property lists
- Take enquiries from all prospective tenants and vet them for suitability
- Arrange and undertake viewings
- Provide you with feedback on all viewings undertaken
- Keep you fully apprised of any changes in the marketplace which might affect the letting of your property
- Report all offers to you and take your instructions on acceptance or rejection
- On your acceptance of an offer, undertake full referencing on all prospective tenants and send copies of the final reports to you for approval
- Draw all legal paperwork and negotiate any individual terms and clauses
- Receive the tenants first month's rent and deposit and all future monthly rental payments and pay to your bank account within 2 working days of the funds being cleared
- Instruct an inventory and schedule of condition. This will be undertaken by our in-house inventory team or outsourced to an alternative company.
- Instruct a tenant check in. This will be undertaken by our in-house inventory team or outsourced to an alternative company.
- Place the tenancy deposit into a Government approved scheme and provide the tenant with a Prescribed Notice and a copy of the Terms and Conditions of the relevant scheme
- Process the tenancy paperwork on your behalf and make copies available to you for your records
- Provide you with a downloadable Statement of Account each month
- Notify all utility companies through a third party facilities Management Company of the change of occupier details. Please note neither Keats Letting nor inventory clerks read water meters
- Receive maintenance reports from the tenant and relay the same to you
- Instruct repairs and renewals up to £150.00 exclusive of VAT
- Obtain estimates for repairs and renewals and pass to you for approval if in excess of £150.00
- Instruct contractors on your behalf
- Place your property under our 24/7 Careline Scheme
- Undertake Periodic Property Visits to your property no less than once in every six month period and forward a report to you
- Provide you with a revised rental assessment at the end of each tenancy
- Negotiate annual rental increases on your behalf
- Instruct the annual gas safety inspection on your behalf
- Instruct an annual legionella risk assessment review

- Keep you fully up to date with any changes in legislation which may affect your tenancy or your property

OUR FEES ARE AS FOLLOWS:

A LETTING AND SETTING UP FEE – THIS COVERS THE COST OF MARKETING, PREPARING THE LEGAL PAPERWORK, INSTRUCTING AN INVENTORY AND SCHEDULE OF CONDITION.

For UNFURNISHED PROPERTIES - a fee equal to 6% of twelve months rent (5% + VAT)

FOR FURNISHED PROPERTIES - a fee equal to 7.2% of twelve months rent (6% + VAT)

VAT is included in the quoted fees

THE SETTING UP FEES ARE PAYABLE when Keats Letting introduce a willing and able tenant who has offered an acceptable rent and passed the referencing criteria. IN THE EVENT THAT YOU THE LANDLORD WITHDRAWS once this process has been completed, Keats Letting shall be due the sum of £300.00 to cover our marketing and administration costs.

A MONTHLY MANAGEMENT FEE:

Keats Letting Limited will then be due a monthly commission equal to 12% of the gross monthly rent including VAT - (10% PLUS VAT OF THE GROSS MONTHLY RENT RECEIVED FROM THE TENANT)

(N.B. Our fee is payable for the entire agreed tenancy term to include any void periods created due to the tenant being granted the ability to finish their tenancy early by the landlord. Our fee also remains payable to Keats Letting for any period during which a tenant fails to pay their rent.)

At the End of the Tenancy:

Check out fees:

To cover the cost of instructing and undertaking a tenancy check out (not included within the monthly management service fee - This will be undertaken by our in-house inventory team or outsourced to an alternative company):

Unfurnished:		Furnished properties:	
One bedroom	£72.00 inclusive of VAT	One bedroom	£100.00 inclusive of VAT
Two bedrooms	£84.00 inclusive of VAT	Two bedrooms	£112.00 inclusive of VAT
Three bedrooms	£96.00 inclusive of VAT	Three bedrooms	£144.00 inclusive of VAT
Four bedrooms	£120.00 inclusive of VAT	Four bedrooms	£168.00 inclusive of VAT
Five bedrooms	£150.00 inclusive of VAT	Five bedrooms	£222.00 inclusive of VAT

PLEASE NOTE: The above costs are based on a standard one reception room, one bathroom, one kitchen, bedrooms as quoted, cloakroom. Additional rooms such as en suite shower rooms will be charged additionally at £15.00 per room which will be added to the Setting Up Fee.

NOT INCLUDED IN OUR SERVICE:

- **Energy Performance Certificate – Before a residential property can be marketed, an EPC must be available or have been commissioned. Failure by the Agent or Landlord to comply with this requirement carries a penalty charge of £200. It is the Landlord’s responsibility to provide this to Keats Letting.**
- The instruction and supervision of refurbishment works outside of usual tenancy repairs and renewals, such as periodic redecoration and the installation of double glazing, new bathrooms and new kitchens.
- The instruction and supervision of works which relate to structural defects for example rising damp, defective drainage, roof overhaul and replacement, subsidence.
- The instructing and progressing of any insurance claims whether under a buildings or contents policy.

- The cost of any Gas and Electrical Safety checks and certificates
- The instructing of an annual boiler service
- Payment of premiums for Buildings and Contents Insurance
- Payment of any service or maintenance charges on leasehold properties
- Neither Keats Letting nor inventory clerks read water meters

MENU OF ADDITIONAL SERVICES:

We can provide or arrange the following services on your behalf for an additional charge: All fees quoted are inclusive of VAT

To arrange an Energy Performance Certificate on your behalf	£120.00
To arrange a Legionella Risk Assessment	£120.00
To supervise works not included in our usual Fully Managed Service	A fee equal to 12% of the total invoice price before the addition of VAT. A minimum fee of £250.00 will apply
To supervise works within a void period	A fee equal to 12% of the total invoice price before the addition of VAT. A minimum fee of £250.00 will apply
To supervise any works required before a tenancy can commence such as cleaning and rubbish or furniture clearance	A fee equal to 12% of the invoice price before the addition of VAT
The forwarding of mail	Service charge of £9.60 per month
Void period property inspections	£60.00 per visit
Court appearances on your behalf (not covered under the rental and legal fees warranty)	£120.00 per hour plus travelling expenses
To present a statement before a commissioner of oaths on your behalf	£12.00
The payment of any service or maintenance charges or any insurance premiums on your behalf	£60.00 per payment
To undertake and negotiate a tenancy renewal and draw a new Assured Shorthold Tenancy Agreement or Statutory Periodic Agreement outside of our usual annual process	£180.00 per renewal
To cut additional keys for your property	Yale keys- £7.50 per key Chub keys - £10.00 per key Special security keys – price to be obtained
To provide electric heaters to your tenant in the event of a break down in the heating system	£20.00 per heater per week – this includes delivery and collection charges
To arrange and progress the sale of the property to a tenant	Separate Terms of Business will be negotiated.

Keats Lettings belong to The Property Ombudsman Code of Practice for Letting Agents

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RENT COLLECTION/PART MANAGED SERVICE DETAILS

KEATS LETTING LIMITED HAVE CLIENT MONEY PROTECTION PROVIDED THROUGH ARLA PROPERTYMARK

For this Service Package Keats Letting Limited will undertake the following:

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- Upload full details and the property brochure to www.keats.biz and all other websites to which Keats Letting Limited subscribe
- Market the property within our office through brochures, wall and window displays and property lists
- Take enquiries from all prospective tenants and vet them for suitability
- Arrange and undertake viewings
- Provide you with feedback on all viewings undertaken
- Keep you fully apprised of any changes in the marketplace which might affect the letting of your property
- Report all offers to you and take your instructions on acceptance or rejection
- On your acceptance of an offer, undertake full referencing on all prospective tenants and send copies of the final reports to you for approval
- Draw all legal paperwork and negotiate any individual terms and clauses
- Receive the tenants first month's rent and deposit and all future monthly rental payments and pay to your bank account within 2 working days of the funds being cleared
- Instruct an inventory and schedule of condition – This will be undertaken by our in-house inventory team or outsourced to an alternative company.
- Instruct a tenant check in – This will be undertaken by our in-house inventory team or outsourced to an alternative company.
- Place the tenancy deposit into a Government approved scheme and provide the tenant with a Prescribed Notice and a copy of the Terms and Conditions of the relevant scheme
- Process the tenancy paperwork on your behalf and forward copies to you for your records
- Provide you with an emailed Statement of Account each month
- Notify all utility companies of the change of occupier details. Please note neither Keats Letting nor inventory clerks read water meters
- Provide you with a revised rental assessment at the end of each tenancy
- Negotiate annual rental increases on your behalf
- Instruct the annual gas safety inspection on your behalf
- Keep you fully up to date with any changes in legislation which may affect your tenancy or your property

OUR FEES ARE AS FOLLOWS:

A LETTING AND SETTING UP FEE – THIS COVERS THE COST OF MARKETING, PREPARING THE LEGAL PAPERWORK, INSTRUCTING AN INVENTORY AND SCHEDULE OF CONDITION.

For UNFURNISHED PROPERTIES - a fee equal to 6% of twelve months rent (5% + VAT)

FOR FURNISHED PROPERTIES - a fee equal to 7.2% of twelve months rent (6% + VAT)

VAT is included in the quoted fees

THE SETTING UP FEES ARE PAYABLE when Keats Letting introduce a willing and able tenant who has offered an acceptable rent and passed the referencing criteria. IN THE EVENT THAT YOU THE LANDLORD WITHDRAWS once this process has been completed, Keats Letting shall be due the sum of £300.00 to cover our marketing and administration costs.

A MONTHLY RENT PROCESSING FEE:

Keats Letting Limited will then be due a monthly commission equal to 9.6% of the gross monthly rent including VAT - (8% PLUS VAT OF THE GROSS MONTHLY RENT RECEIVED FROM THE TENANT)

(N.B. Our fee is payable for the entire agreed tenancy term to include any void periods created due to the tenant being granted the ability to finish their tenancy early by the landlord. Our fee also remains payable to Keats Letting for any period during which a tenant fails to pay their rent.)

At the End of the Tenancy:

Check out fees:

To cover and contribute to the cost of instructing and undertaking a tenancy check out outside of our usual letting and management services:

Unfurnished:

One bedroom	£72.00 inclusive of VAT
Two bedrooms	£84.00 inclusive of VAT
Three bedrooms	£96.00 inclusive of VAT
Four bedrooms	£120.00 inclusive of VAT
Five bedrooms	£150.00 inclusive of VAT

Furnished:

One bedroom	£100.00 inclusive of VAT
Two bedrooms	£112.00 inclusive of VAT
Three bedrooms	£144.00 inclusive of VAT
Four bedrooms	£168.00 inclusive of VAT
Five bedrooms	£222.00 inclusive of VAT

PLEASE NOTE: The above costs are based on a standard one reception room, one bathroom, one kitchen, bedrooms as quoted, cloakroom. Additional rooms such as en suite shower rooms will be charged additionally at £15.00 per room which will be added to the Setting Up Fee.

NOT INCLUDED IN OUR SERVICE:

- **Energy Performance Certificate – Before a residential property can be marketed, an EPC must be available or have been commissioned. Failure by the Agent or Landlord to comply with this requirement carries a penalty charge of £200. It is the Landlord’s responsibility to provide this to Keats Letting.**
- The instruction and supervision of refurbishment works outside of usual tenancy repairs and renewals, such as periodic redecoration and the installation of double glazing, new bathrooms and new kitchens.
- Periodic Property Visits
- Receiving maintenance reports from the tenant
- Obtaining estimates for works
- Instructing maintenance works
- The instruction and supervision of works which relate to structural defects for example rising damp, defective drainage, roof overhaul and replacement, subsidence.
- The instructing and progressing of any insurance claims whether under a buildings or contents policy.
- The cost of any Gas and Electrical Safety checks and certificates
- The instructing of an annual boiler service
- Payment of premiums for Buildings and Contents Insurance
- Payment of any service or maintenance charges on leasehold properties
- Neither Keats Letting nor inventory clerks read water meters

MENU OF ADDITIONAL SERVICES:

We can provide or arrange the following services on your behalf for an additional charge: All fees quoted are inclusive of VAT

To arrange an Energy Performance Certificate on your behalf	£120.00
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To arrange a Legionella Risk Assessment	£120.00
To supervise works not included in our usual Fully Managed Service	A fee equal to 12% of the total invoice price before the addition of VAT. A minimum fee of £250.00 will apply
To supervise works within a void period	A fee equal to 12% of the total invoice price before the addition of VAT. A minimum fee of £250.00 will apply
To supervise any works required before a tenancy can commence such as cleaning and rubbish or furniture clearance	A fee equal to 12% of the invoice price before the addition of VAT
To place the tenants deposit into a Government approved scheme and provide the tenant with Prescribed Notice and a copy of the Terms and Conditions of the relevant scheme	£90.00
The forwarding of mail	Service charge of £9.60 per month
Void period property inspections	£60.00 per visit
Court appearances on your behalf (not covered under the rental and legal fees warranty)	£120.00 per hour plus travelling expenses
To present a statement before a commissioner of oaths on your behalf	£12.00
The payment of any service or maintenance charges or any insurance premiums on your behalf	£60.00 per payment
To undertake and negotiate a tenancy renewal and draw a new Assured Shorthold Tenancy Agreement or Statutory Periodic Agreement outside of our usual annual process	£180.00 per renewal
To place the property into our 24/7 care line programme while you are away on holiday <i>Based on one weeks cover as a minimum. The Landlord will be responsible for any call out charges and the invoice for any works undertaken</i>	£90.00
To arrange and progress the sale of the property to a tenant	Separate Terms of Business will be negotiated.

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NON MANAGED SERVICE DETAILS

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- Upload full details and the property brochure to www.keats.biz and all other websites to which Keats Letting Limited subscribe

- Market the property within our office through brochures, wall and window displays and property lists
- Take enquiries from all prospective tenants and vet them for suitability
- Arrange and undertake viewings
- Provide you with feedback on all viewings undertaken
- Keep you fully apprised of any changes in the marketplace which might affect the letting of your property
- Report all offers to you and take your instructions on acceptance or rejection
- On your acceptance of an offer, undertake full referencing on all prospective tenants and send copies of the final reports to you for approval
- Draw all legal paperwork and negotiate any individual terms and clauses
- Receive the tenants first month's rent and deposit
- Instruct an inventory and schedule of condition – This will be undertaken by our in-house inventory team or outsourced to an alternative company.
- Instruct a tenant check in – This will be undertaken by our in-house inventory team or outsourced to an alternative company.
- Process the tenancy paperwork on your behalf and forward copies to you for your records
- Provide you with an emailed Statement of Account for the first month
- Notify all utility companies of the change of occupier details. Please note neither Keats Letting nor inventory clerks read water meters

OUR FEES ARE AS FOLLOWS:

A LETTING AND SETTING UP FEE – THIS COVERS THE COST OF MARKETING, PREPARING THE LEGAL PAPERWORK, INSTRUCTING AN INVENTORY AND SCHEDULE OF CONDITION.

For UNFURNISHED PROPERTIES - a fee equal to 6% of twelve months rent (5% + VAT)

FOR FURNISHED PROPERTIES - a fee equal to 7.2% of twelve months rent (6% + VAT)

VAT is included in the quoted fees

THE SETTING UP FEES ARE PAYABLE when Keats Letting introduce a willing and able tenant who has offered an acceptable rent and passed the referencing criteria. IN THE EVENT THAT YOU THE LANDLORD WITHDRAWS once this process has been completed, Keats Letting shall be due the sum of £300.00 to cover our marketing and administration costs.

At the End of the Tenancy:

Check out fees:

To cover and contribute to the cost of instructing and undertaking a tenancy check out outside of our usual letting and management services:

Unfurnished:

One bedroom	£72.00 inclusive of VAT
Two bedrooms	£84.00 inclusive of VAT
Three bedrooms	£96.00 inclusive of VAT
Four bedrooms	£120.00 inclusive of VAT
Five bedrooms	£150.00 inclusive of VAT

Furnished:

One bedroom	£100.00 inclusive of VAT
Two bedrooms	£112.00 inclusive of VAT
Three bedrooms	£144.00 inclusive of VAT
Four bedrooms	£168.00 inclusive of VAT
Five bedrooms	£222.00 inclusive of VAT

PLEASE NOTE: The above costs are based on a standard one reception room, one bathroom, one kitchen, bedrooms as quoted, cloakroom. Additional rooms such as en suite shower rooms will be charged additionally at £15.00 per room which will be added to the Setting Up Fee.

NOT INCLUDED IN OUR SERVICE:

- **Energy Performance Certificate – Before a residential property can be marketed, an EPC must be available or have been commissioned. Failure by the Agent or Landlord to comply with this requirement carries a penalty charge of £200. It is the Landlord’s responsibility to provide this to Keats Letting.**
- Place the tenancy deposit into a Government approved scheme and provide the tenant with a Prescribed Notice and a copy of the Terms and Conditions of the relevant scheme
- Provide you with a revised rental assessment at the end of each tenancy
- Negotiate annual rental increases on your behalf
- Instruct the annual gas safety inspection on your behalf
- Keep you fully up to date with any changes in legislation which may affect your tenancy or your property
- Periodic Property Visits
- Receiving maintenance reports from the tenant
- Obtaining estimates for works
- Instructing maintenance works
- The instruction and supervision of refurbishment works outside of usual tenancy repairs and renewals, such as periodic redecoration and the installation of double glazing, new bathrooms and new kitchens.
- The instruction and supervision of works which relate to structural defects for example rising damp, defective drainage, roof overhaul and replacement, subsidence.
- The instructing and progressing of any insurance claims whether under a buildings or contents policy.
- The cost of any Gas and Electrical Safety checks and certificates
- The instructing of an annual boiler service
- Payment of premiums for Buildings and Contents Insurance
- Payment of any service or maintenance charges on leasehold properties
- Neither Keats Letting nor inventory clerks read water meters

MENU OF ADDITIONAL SERVICES:

We can provide or arrange the following services on your behalf for an additional charge: All fees quoted are inclusive of VAT

To arrange an Energy Performance Certificate on your behalf	£120.00
To arrange a Legionella Risk Assessment	£120.00
To supervise works not included in our usual Fully Managed Service	A fee equal to 12% of the total invoice price before the addition of VAT. A minimum fee of £250.00 will apply
To supervise works within a void period	A fee equal to 12% of the total invoice price before the addition of VAT. A minimum fee of £250.00 will apply
To supervise any works required before a tenancy can commence such as cleaning and rubbish or furniture clearance	A fee equal to 12% of the invoice price before the addition of VAT
To place the tenants deposit into a Government approved scheme and provide the tenant with Prescribed Notice and a copy of the Terms and Conditions of the relevant scheme	£90.00
The forwarding of mail	Service charge of £9.60 per month
Void period property inspections	£60.00 per visit
Court appearances on your behalf (not covered under the rental and legal fees warranty)	£120.00 per hour plus travelling expenses

To present a statement before a commissioner of oaths on your behalf	£12.00
The payment of any service or maintenance charges or any insurance premiums on your behalf	£60.00 per payment
To undertake and negotiate a tenancy renewal and draw a new Assured Shorthold Tenancy Agreement or Statutory Periodic Agreement outside of our usual annual process	£180.00 per renewal
To place the property into our 24/7 care line programme while you are away on holiday <i>Based on one weeks cover as a minimum. The Landlord will be responsible for any call out charges and the invoice for any works undertaken</i>	£90.00
To arrange and progress the sale of the property to a tenant	Separate Terms of Business will be negotiated.

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TENANT INTRODUCTION SERVICE DETAILS

KEATS LETTING LIMITED HAVE CLIENT MONEY PROTECTION PROVIDED THROUGH ARLA PROPERTYMARK

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- Take a full set of colour photographs and produce a marketing brochure
- Upload full details and the property brochure to www.keats.biz and all other websites to which Keats Letting Limited subscribe
- Market the property within our office through brochures, wall and window displays and property lists.
- Take enquiries from all prospective tenants and vet them for suitability
- Arrange and undertake viewings
- Provide you with feedback on all viewings undertaken
- Keep you fully apprised of any changes in the marketplace which might affect the letting of your property.
- Report all offers to you and take your instructions on acceptance or rejection
- On your acceptance of an offer, to undertake full reference on all prospective tenants and send copies of the final reports to you for approval

For this service Keats Letting Limited will be due a one off fee for each tenancy of £300.00 including VAT at the standard prevailing rate.

AS THE LANDLORD YOU WILL UNDERTAKE THE FOLLOWING YOURSELF:

- Arrange an Energy Performance Certificate and supply to Keats Letting prior to marketing of the property.
- Arrange an annual gas safety check and hand a certificate to the tenant before they move into the property
- Arrange an electrical safety inspection prior to the first tenancy to include a PAT test where necessary
- Undertake an annual Legionella Risk Assessment
- As the Landlord you will draw all legal paperwork
- Compile an inventory and schedule of condition

- Collect the first month's rent and deposit from the tenant and issue a receipt
- Arrange and conduct a tenant check in
- Notify all utility companies of the change of occupier details
- Place the tenancy deposit into a Government approved scheme and provide the tenant with a Prescribed Notice and a copy of the Terms and Conditions of the relevant scheme
- Provide your full contact details to include all emergency contact details to the tenant
- Instruct any repairs and renewals
- Undertake regular periodic property visits
- At the end of the tenancy – undertake a tenant check out
- Assess and negotiate any dilapidations and refund the deposit balance due to the tenant under the Terms and Conditions of the scheme

MENU OF ADDITIONAL SERVICES:

From time to time you may require some assistance, particularly if you are going overseas on holiday or going into hospital for a period of time and the following additional services can be purchased.

To arrange an Energy Performance Certificate	£120.00
To arrange a Legionella Risk Assessment	£120.00
The drawing of an Assured Shorthold Tenancy Agreement	£180.00
To draw and serve a Prescribed Notice on receipt of details from you of the relevant scheme and your account number	£90.00
To receive the rent on your behalf and provide the tenant with a receipt and to pay to your account and provide an emailed rental statement	£28.00 per month
Instruct an annual Gas Safety Check. The Landlord will be responsible in addition for the cost of the engineers visit and Certificate. Before a residential property can be marketed, and EPC must be available or have been commissioned. Failure by Agent or Landlord to comply with this requirement carries a penalty charge of £200. It is the Landlord's responsibility to provide this to Keats Letting.	£60.00
To place the property into our 24/7 care line programme while you are away on holiday <i>Based on one weeks cover as a minimum. The Landlord will be responsible for any call out charges and the invoice for any works undertaken</i>	£90.00
Instruct an annual Gas Safety Check. You will be responsible in additional for the cost of the engineers visit and the certificate.	£60.00
To undertake a periodic property visit and provide a report	£60.00
To arrange and progress the sale of the property to a tenant	Separate Terms of Business will be negotiated.

The booking and undertaking of an inventory and schedule of condition. Please note that costs are based on the size and level of furnishings:

	UNFURNISHED PROPERTY	FURNISHED PROPERTY
ONE BEDROOM	£120.00	£210.00
TWO BEDROOMS	£150.00	£240.00
THREE BEDROOMS	£180.00	£300.00
FOUR BEDROOMS	£210.00	£330.00
FIVE BEDROOMS	£240.00	£420.00

At the End of the Tenancy:

Check out fees:

To cover and contribute to the cost of instructing and undertaking a tenancy check out outside of our usual letting and management services:

	UNFURNISHED PROPERTY	FURNISHED PROPERTY
ONE BEDROOM	£72.00	£100.00
TWO BEDROOMS	£84.00	£112.00
THREE BEDROOMS	£96.00	£144.00
FOUR BEDROOMS	£120.00	£168.00
FIVE BEDROOMS	£150.00	£222.00

PLEASE NOTE: The above costs are based on a standard one reception room, one bathroom, one kitchen, bedrooms as quoted, cloakroom. Additional rooms such as en-suite shower rooms will be charged additionally at £15.00 per room

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If you would like to arrange a free no obligations consultation or request our terms of business, you can reach our lettings team on 01428 641111.