



## Our services to Landlords and associated costs

sales | lettings  
property finder service  
bespoke property management  
refurbishments

Explore everything we do....

## Who are the Property Divas (and Divos)

In April 2007, two ambitious women decided to join forces. Their vision was to take property services to a fresh, new level.

As Property Divas grew, they brought on board highly motivated individuals with a wealth of property knowledge. Today, with a total of over 80 years of property experience between us, we are proud to be thought of as one of North- West London's premier estate agents offering a full range of made to measure, competitively priced services across the property spectrum. We are a "one stop property shop" for you, handling all your property needs.

Renowned for our attention to service, detail, compliance, and personalised approach; we are dedicated to helping you buy, sell, rent and let in the capital.

## Our mantra "Changing the face of estate agency"

Our ethos is to look after customers as we would like to be treated ourselves, the entire team strives towards this work ethic, nurturing long-term relationships with clients that we are proud to have worked with for decades. Honest advice, not supposition being key, the focus is on service and long-term strategic planning for you.

We nurture and develop relationships with vendor, purchaser, landlord and tenant alike. Whether you are looking for management services, interested in the current rental or sale value of your property, are considering refurbishing, or simply searching for your dream home....

Explore everything we do....



Property Divas proudly supports many charities and the local community



## Our lettings service.

We have simplified our service to show you everything that is included, along with “Additional services available to Landlords” that we are able to provide. Fees apply for the duration a tenant rents your property including extended terms and management void periods (if any) between tenancies.

Sole agency appointment to **market and rent** your property inclusive of the initial contract fee.  
9% plus VAT (10.8% inc VAT)

Sole agency appointment to **market and rent** your property plus our **rent collection service**.  
10% plus VAT (12% inc VAT)

Sole agency appointment to **market and rent**, **rent collection** and **full management service**.  
15% plus VAT (18% inc VAT)

What we will do for you: namely those services that are included:

### **Marketing and rental of your property:**

Property Inspection  
Valuation letter  
Guidance and advice on compliance  
Guidance on works required  
Property Particulars and drafting  
Photos and floorplan

Accompanied viewings and ensuring property is secure  
Key holding (this does not include key holding services for alarm companies)  
If property is tenanted - negotiating access, permissions for access  
Securing a quality tenant  
Referencing and checks  
Right to rent checks if you nominate us to carry these out on your behalf

Negotiation of offer with landlord and tenant  
Compilation of tenancy agreement and issuing / adding in additional clauses at landlord request  
Issue of contract  
Organisation of inventory with an independent clerk  
Cost of inventory report  
**£90** (studio) - **£360** (4 bedrooms) **inc VAT** (If larger than 4 bedrooms will be quoted for prior to instruction)  
Receipt of commencement funds  
Correct handling of deposit and registration (TDS registration is an additional charge for every registration @ £50 inc VAT per term)  
Issuing keys  
Key holding by request throughout tenancy (management compulsory)  
(This excludes key holding services for alarm purposes)

Tenancy Extensions  
(Our sliding scale fees for all further terms remain un-changed)  
Contacting the tenant regarding extension or termination approximately 12 weeks before end of term.  
Negotiation of further term  
Drafting and issuing of paperwork  
Getting such paperwork signed by all parties  
Updating the Deposit Scheme registration if applicable.

End of tenancy  
Assisting the tenant to organise cleaning. It is the tenant's obligation to return the flat in the same clean state to which they found it.  
Organising inventory check out and liaising with all parties. *(This does not include determination of dilapidations between Landlord and Tenant nor the independent clerk's cost).*

Cost of inventory check-out

**£90** (studio) - **£360** (4 bedrooms) **inc VAT** (If larger than 4 bedrooms will be quoted for prior to instruction)

Deposit - return of funds and deregister with TDS - guidance to landlord on time frames as handling of deposit is time sensitive.

Return of all keys

Notifying utility providers of change of tenancy whenever possible

### **Rent collection service:**

This is an add-on service and cannot be provided on its own.

All the above plus:

Collection of monthly/ quarterly rent as detailed within the tenancy agreement.

Monthly rent statement and accounts

### **Full Management service:**

All the above plus:

Implementation of compliance in line with current legislation prior to the commencement of the let and throughout (contractors' costs not included)

Acting in situ on your behalf to maintain your property during void periods and whilst occupied.

Overseeing all maintenance issues with our hand-picked accredited and complaint contractors

Experienced management team (in-house) on hand to attend personally.

Facilitating access for approved contractors

Key holding - compulsory

Scheduled compliance tests overseen and issuing certificates to tenant.

Includes one property inspection during each tenancy term.

Organisation of minor works (less than £420 inc VAT)

24 hr. out of hours emergency contact mobile numbers for tenants directly to on hand contractor

Liaising with block management and neighbouring flats if the block issue directly involves the managed property.

We can be the recipient of annual service charge demands and liaise with you for settlement.

Overseas account management – By prior agreement payment of on-going maintenance if landlord is overseas such as alarm maintenance, and other on-going payments.

Assistance with the organisation of compliance matters i.e.: FICO registration.

## Additional services available to Landlords:

-Overseeing of contractor's attending to carry out works ahead of / during a new let or upon tenancy extensions

Arranging:

-EPC (Energy performance certificate, valid for 10 years)

-Gas safety / fire and flue checks

-Carbon Monoxide detectors (should be tested/provided with each gas safety check)

-Legionella risk assessment (if relevant)

-Electrical Installation certificate

-PAT testing (Portable appliance testing (freestanding electrical appliance) - required annually)

-Hard wired smoke detectors / Battery operated smoke detectors / Heat sensors

-Inventory- Independent inventory clerk

-Property report/ inspection along with independent clerk's charge.

Cost of clerk's charge **£90** (studio) - **£360** (4 bedrooms) **inc VAT** (If larger than 4 bedrooms will be quoted for prior to instruction)

All the above @ the arrangement fee of £25 plus VAT (£30 inc VAT) plus the actual cost by the supplier.  
All arrangement fees waived for full management service.

Preparation of flat pre-move-in / minor works (non- managed properties)

**£50 plus VAT (£60 inc VAT) per administrative hour or part thereof plus 12% inc VAT of any works required should the cost of these exceed £420.**

Furnishing the property (non- managed properties)

**Arrangement Fee of 10% of total cost @ a minimum fee of £120 plus VAT (£144 inc VAT)**

Professional clean post works\* garden/terrace/patio (if applicable)

**Arrangement Fee of £50 plus VAT (£60 inc VAT) plus the actual cost by the supplier**

Increased Administration fees for significant amendments to the Tenancy Agreement

**£50 plus VAT per hour (£60 inc VAT) chargeable after 1<sup>st</sup> hour**

Property inspections and reporting thereon (unless included in full managed properties)

**£100 plus VAT (£120 inc VAT) each visit.**

Serving of Notices (by specific prior agreement only)

**Costs start from £125 plus VAT (£150 inc VAT) per notice per property plus cost of postage.**

Project managing and or overseeing refurbishments forms part of our refurbishment service.

**12.5% plus VAT (15% inc VAT) of the project cost but at a minimum cost of £600 inc VAT**

Documentation preparation in the event of a TDS dispute

**£250 plus VAT (£300 inc VAT)**

HMO Licence Application handling fee (this does not include us being licencees)

**£600 plus VAT (£720 inc VAT)**

Transfer of funds to HMRC on behalf of Non-Resident Landlords  
£100 plus VAT (£120 inc VAT) per quarter

Additional copy statements (if paper version)  
£12.50 plus VAT (£15 inc VAT) per statement

Chaps payments to overseas accounts  
£25 plus VAT (£30 inc VAT) plus actual bank charges

Court or Tribunal appearance  
£175 plus VAT (£210 inc VAT) per hour

Tax return summary – for rent collection service  
£150 plus VAT (£180 inc VAT)

Overdue Fees and or Re-Imbursements: applicable to all Landlords  
5% over the lending base rate of the Bank of England if payments are over 14 days late.

**Applicable to Fully Managed Property Services:**

Vacant Management  
5% plus vat (6% inc VAT) of the last prevailing rent

Works over £350 plus vat (£420 inc VAT)  
10% plus VAT (12% inc VAT) subject to a minimum charge of £420 inc VAT

Float Balance for Managed properties  
Usually between £500 and £1000 to be agreed upon instruction.