



SPENCERS  
NEW FOREST

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# A Guide to our Scale of Charges

## Scale of Charges

Tenant find service	13% ( <i>inc VAT</i> ) of first 6 months rental payable for each letting where the tenant is introduced through the Agent
Full management service	16% ( <i>inc VAT</i> ) of the rent received, deducted by the Agent

*The fees under the above service are payable when any individual or organisation enters into an agreement to rent the Property as a result of our promotion, introduction, or viewing by the Agent.*

## Additional Charges

Initial set up fee	£210 ( <i>inc VAT</i> ) full managed only
Register deposit	£30 ( <i>inc VAT</i> ) all new tenancies
Re-let fee	£144 ( <i>inc VAT</i> )
Inventory service and 'check in and check out'	At cost depending on size of property
Professional hourly rate	£35 ( <i>inc VAT</i> ) charged by the agent when required to carry out any additional services
Void property inspections	£30 ( <i>inc VAT</i> ) per visit
Tenancy renewal fee	£60( <i>inc VAT</i> )
Preparing claim for dispute over dilapidations to send to the TDS ( <i>Tenancy Dispute Service</i> ) arbitrator ( <i>Full Managed Service Only</i> )	£60 ( <i>inc VAT</i> ) payable at commencement of each tenancy. Or 10% of claim submitted with a minimum charge of £100.

## Minimum Fee

*Where the Landlord cancels the Agent's instruction to provide a management service the Agent will charge and the Landlord will pay a fee based upon 10% (*inc VAT*) of the agreed rent for the period not exceeding six months from the commencement date of the tenancy. VAT is payable at the prevailing rate on all our fees. In accordance with consumer legislation it is quoted as included in the prices stated above.*

Landlord's name ( <i>printed</i> )	
Date	
Landlord's signature	

**propertymark**

## CLIENT MONEY PROTECTION

This is to certify that

**Spencers Lettings Limited**

Trading as

**Spencers**

is part of the Propertymark Client Money Protection scheme

Main Scheme Member

**Scheme Ref: C0012218**

Valid to

**1<sup>st</sup> July 2022**

Please note there is a £50,000 individual claim limit and an annual aggregate limit. See [propertymark.co.uk](https://www.propertymark.co.uk) for further details and exclusions.

The Propertymark logo is displayed in a dark green, lowercase, sans-serif font.

# CLIENT MONEY PROTECTION CERTIFICATE

Should a Propertymark Protected agent go into administration or misuse your rent, deposit or other funds, Propertymark will reimburse you whether you are a landlord or a tenant.

This certificate confirms your money is protected by the Propertymark Client Money Protection Scheme and that you can claim back money lost in the event of your letting agent going into administration or misusing your funds.

## Your Propertymark Protection

Details of your agent

**Spencers Lettings Limited**

Trading as

**Spencers**

Scheme Reference number

**C0126417**

is a member of Propertymark Client Money Protection Scheme  
Arbon House, 6 Tournament Court, Edgehill Drive, Warwick CV34 6LG

## HOW TO CLAIM

Simply go to [propertymark.co.uk/complaints/client-money-protection/](http://propertymark.co.uk/complaints/client-money-protection/) and complete the CMP application form. We need to receive your application within 12 months of us being notified that a misappropriation has occurred.

You do not need to prove fraud. You only need to provide supporting evidence that you have not received the money you were legally entitled to, this may be in the form of your tenancy agreement or deposit protection certificate along with bank statements.

Your money is protected throughout the time that your agency is a member of the Propertymark Client Money Protection Scheme. If your agent leaves the scheme, they are required by law to notify you. All agents managing properties in England, Scotland or Wales are legally required to belong to a Government approved Client Money Protection scheme at all times and details of the scheme must be publicly available. If you discover at a later date that money has gone missing during the period of their membership of the scheme, you will still be covered even if they have subsequently left the scheme.

Unfortunately, we cannot make payments for any loss arising from war (whether foreign or civil), terrorism, rebellion, revolution, military uprising or any form of confiscation by the state.

Propertymark, Arbon House, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG