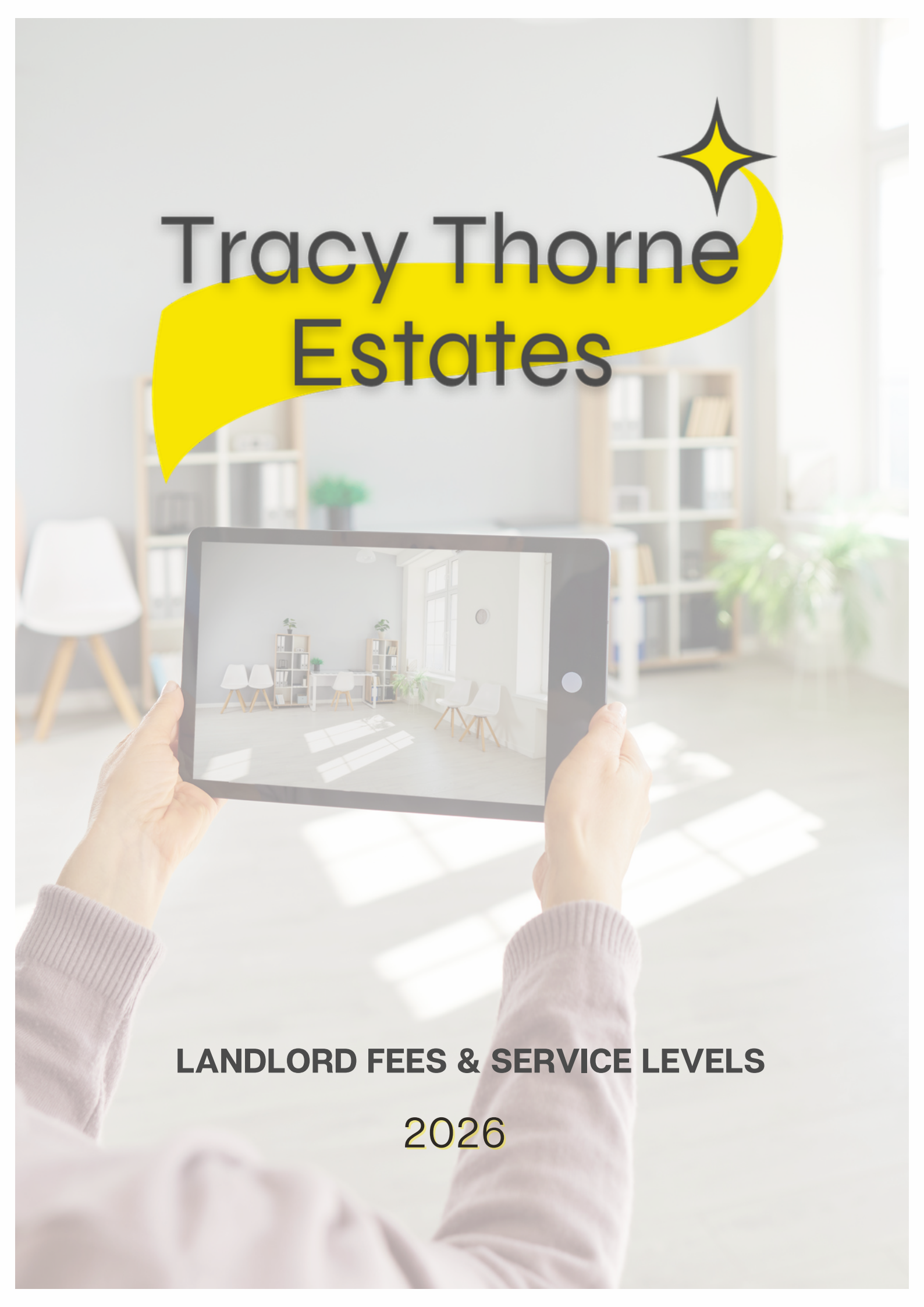


A person's hands are holding a tablet computer, displaying a virtual tour of a modern office space. The office features light-colored walls, large windows, and contemporary furniture including white chairs, a small table, and bookshelves. Sunlight streams in through the windows, creating a bright and airy atmosphere. The background of the entire image is a blurred version of this same office scene.

Tracy Thorne Estates

LANDLORD FEES & SERVICE LEVELS

2026

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GENERAL INFORMATION

WELCOME

I have lived and breathed lettings and sales since I joined the property industry over 25 years ago. I opened Tracy Thorne Estates (formerly William Theakston Estate agents) in 2016 after realising that landlords prefer a bespoke hands-on approach, and that is exactly what I offer.

I am a Propertymark qualified letting agent who offers a totally personal service, fuelled mainly by recommendations and repeat custom which I believe, is testament to the way that I conduct business.

As a landlord, you need to trust your letting agent, and I have worked really hard to earn the trust of my landlords and to offer the very best service to both landlords and tenants, at whatever part of the letting journey they are on.

I am dedicated to my profession and take my responsibility to you very seriously. If you have a property to let in the South East of London or North Kent or in fact anywhere less than 1-hour drive from our base in Chislehurst, I would love to work with you!



TRACY THORNE, MARLA
MANAGING DIRECTOR



SECTION 1

FULL MANAGEMENT

For total peace of mind, let the experts handle everything for you and know that your property is in very safe hands.



FULL MANAGEMENT

**14.4% INC. VAT
OF THE RENT PER MONTH**

Our Full Management service is designed to take care of everything, so that you can just get on with your busy life and watch the rent come in, knowing your investment is in safe hands.

Commission is calculated as a percentage of the contractual rent due under the tenancy, subject to a minimum monthly fee of £180 inclusive of VAT unless otherwise stated. Commission remains payable for the duration of the tenant's occupation whether or not rent is paid.

Where rent is received, commission will normally be deducted prior to remittance to the landlord.

TRACY THORNE ESTATES

CONTRACT & ADMIN FEES

Initial Tenancy Administration:

- £300.00 + VAT (£360.00 inc VAT)

AML & Sanctions Check:

- £25.00 + VAT (£30.00 inc VAT) per check

Annual Deposit Registration Fee:

- £25.00 + VAT (£30.00 inc VAT)

Annual Rent Revision Service*:

- £300.00 + VAT (£360.00 inc VAT)

Change of Sharer or Replacement Tenant:

- Fee equivalent to 2 weeks' rent + VAT

Other Agreed Tenancy Variation:

- £200.00 + VAT (£240.00 inc VAT)

*Annual Rent Revision Service Fee does not include attendance at First-Tier tribunal if tenant refuses the suggested rent increase. For full details see next page.

PAGE 05

WHAT IS INCLUDED IN OUR FULL MANAGEMENT SERVICE

■ The ability to pay your fees on a monthly basis from rental payments (please note that fees always remain due, therefore, if you do not receive rent for any reason, the fees must be paid independently).

■ Offers

We will use our experience and knowledge to accept appropriate offers on your behalf, and will undertake referencing for your approval in accordance with your written instructions.

■ Advance Rent Payment

If your tenant pays their rent in advance at the start of the tenancy, the fees will be due in advance from that payment.

■ Authority to Sign

For all managed properties, Tracy Thorne Estates have your authority to sign the tenancy agreement and any relevant documents on your behalf unless specified to the contrary in writing.

■ We will automatically arrange the preparation a full inventory and schedule of condition at the outset of the tenancy and will arrange for our recommended Inventory Clerk to check the new tenants into the property on your behalf.

■ Annual Rent Revision Service

This service includes:

- Review of the current market conditions and comparable local evidence
- Assessment of the proposed rent in line with “fair market rent” principles
- Professional advice on achievable rental level
- Preparation of the statutory rent increase notice (Section 13)
- Service of the notice in accordance with legal requirements
- Liaison with the tenant regarding the proposed increase

If the tenant formally challenges the proposed rent increase, First-tier Tribunal administration will be charged at £100.00 + VAT (£120.00 inc VAT).

■ We offer a dedicated telephone and WhatsApp service for tenant contact with a 24 hour Emergency Service Line.

■ Statements

We will issue a monthly invoice & statement with a full breakdown of expenditure. To help save paper we would prefer to email you this statement, although we are happy to post if required.



■ Safety Checks

We will automatically make the annual or periodic arrangements for the gas & electrical safety checks, as applicable.

■ We will arrange the preparation of an energy performance certificate, as applicable.

■ Property Visits

One property visit will be carried out annually by a professional clerk at a cost of £45.00 + VAT (£54.00 inc VAT).

Obvious defects or disrepair will be noted and rectified with your agreement, but please note that these inspections are not building surveys and are not intended to identify or investigate latent or structural defects.

Please Note: We are not at liberty to tell the tenant how to live, but we can make recommendations and we will notify you if we feel that your tenant is causing a health or environmental risk. Please note that works up to the value of £200 will be undertaken as a matter of course using our recommended contractors.

■ Reserve Fund (Float)

We will take a float for emergencies at the outset of the tenancy. The amount of the float shall be at the discretion of the Property Manager, but should be in the region of £300.00 and will be in accordance with the particular property.

When repairs are needed, payment will be deducted from the monthly rent and the float will be used for emergencies as we are unable to instruct a contractor to carry out work at your property unless we have the funds to do so.

If you are a non-resident Landlord (ie. you are out of the UK for any 6 month consecutive period) we will require a higher float to be held against the property as it may be harder to reach you in an emergency.

■ Universal Credit Payments

Where the tenant is in receipt of benefit payments, you indemnify us against any requirement to refund overpayments to the council.

■ Meter Readings

You should inform us of the names and addresses of the service providers at the property at the outset of the tenancy and we will endeavour (to the best of our abilities) to take meter readings and notify the relevant utility providers of changes in occupier and arrange final settlement of your accounts.

It is often not possible to access the meters at the outset of the tenancy and, in these instances, we will request the utility company to read the meter.

Tracy Thorne will not, however, be liable for any period where it has not been possible to confirm the meter readings.

We shall endeavour to obtain a forwarding address for your tenant at the end of the tenancy and will notify utility companies accordingly, however, we cannot accept any responsibility for unpaid utility bills at the end of the tenancy.

■ Outgoings

We will pay out of rents received current outgoing such as ground rent, insurance premiums, service charges and/ or maintenance charges or similar contribution to shared expense and account to you regularly.

You are expected to instruct your insurance company, the local authority, the utility companies, your block managing agent etc, to send their accounts to us.

■ Although we shall do our best to query any obvious discrepancies on bills received on your behalf, it must be understood that we are entitled to accept and pay without question demands and accounts, which appear to be in order.

■ In particular, we cannot accept responsibility for the inadequacy of any insurance cover or for the verification of service/maintenance charges demands or estimates where applicable. It is important that we receive full written instructions regarding any insurance premiums you wish us to pay.

■ Maintenance

We will arrange for any cleaning and garden maintenance necessary to put the property in order before or after the tenancy.

■ Urgent or Routine Repairs

Emergency or routine repairs to the property or your contents will be initiated immediately and then paid for out of the monthly rent.

■ If the cost of the repair is under £200 plus VAT (£240 inc VAT) we will automatically carry out the work without your authorisation. If the repair is over £200 plus VAT we will endeavour to contact you, but any emergency works will commence immediately to ensure the safety of your property and your tenants.

■ Agent of Necessity

Tracy Thorne 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.

■ Management Bill Surcharge

Any works arranged on your behalf will be subject to a surcharge of 12% inclusive of VAT on the total amount of the contractors invoice to cover organisation, administration and payment. This will be shown on your monthly management statement.

■ Insurance Claims

We will report to you if we consider that a claim is appropriate, and await your instructions. Any insurance claim work undertaken on your behalf will be subject to an administration charge of 12% of the claim amount inclusive of VAT.

■ All contractors, whether arranged by us or by you, are engaged on your behalf. Although we will, on request supervise the works (subject to the relevant charge: £72 inc VAT per hour or part thereof) we cannot accept responsibility or liability for them.

If you wish us to engage particular contractors, full details must be provided to us prior to the tenancy starting, and they must be suitably qualified. We reserve the right to use our own contractors in cases of emergency or where your contractors are unavailable upon reasonable request.

■ Notification of Defects

We have an emergency phone number to receive calls out of office hours, and a full spectrum of qualified & insured contractors, on standby all year round; so that tenants are able to notify us of any issues or problems immediately and these can be swiftly rectified.





OVERSEAS LANDLORDS

■ Taxes Management Act & Non Resident Landlords

You are responsible for notifying the Inland Revenue of the tenancy and for your own tax liability if you reside within the UK.

If you reside abroad for any 6 month period (or longer), the Inland Revenue will hold us, as your managing agent (or your tenant for let-only properties), responsible for the payment of any tax liability which arises on rents collected by us on your behalf, unless an Approval Certificate is provided by the Inland Revenue pursuant to The Finance Act 1995.

You can apply for Inland Revenue exemption by filling out an NRL1 form.

■ If the Inland Revenue do not provide Tracy Thorne or your tenant (for let-only tenancies) with a valid approval certificate, it will be necessary for tax to be deducted at source at the appropriate rate (currently 20%).

■ This money will be forwarded on a quarterly basis to the Inland Revenue and you are advised that the money will not earn interest on your behalf. The eventual liability for tax may be less than the amount forwarded to the Inland Revenue and, in this event, you will have to liaise with the Inspector of Taxes directly for any overpayment to be reimbursed to you..

■ Should you at present reside within the UK but subsequently move abroad, please let us know the name of your accountants or tax advisors at that time. In the event that you are not accepted for the Non Resident Landlord Scheme, we shall make an administration charge of £240.00 inc VAT per annum for forwarding monies to the Inland Revenue.

RENT GUARANTEE INSURANCE

■ To enhance our management service and provide additional reassurance, Tracy Thorne Estates works in partnership with Let Alliance to provide Rent Guarantee protection for fully managed properties.

This policy is designed to provide financial protection where a tenant defaults on rent or breaches the tenancy agreement.

With the introduction of the Renters' Rights Act 2025 and the removal of the accelerated "no fault" possession route, possession proceedings may take longer and incur increased legal costs. The updated policy reflects this new legislative landscape.

■ What the Policy Includes

As standard, policies include:

- Rent paid for up to 24 months or until Vacant Possession is obtained, whichever occurs first (up to £100,000)
- Up to three months' rental payments at 75% following Vacant Possession
- Cover for rents up to £3,500 per month (higher values may be considered upon request)
- Mid-tenancy cover available for fully managed existing tenancies, subject to a no-claims period
- Cover for breaches of the tenancy agreement, including non-payment of rent and failure to comply with possession notices
- Dedicated underwriting and claims teams operating under one roof for a streamlined process

This enhanced indemnity period is designed to reflect the reality of statutory possession proceedings under the new legal framework.

Important Exclusions & Limitations

This summary is provided for information purposes only. Full terms and conditions are contained within the policy wording.



■ The Rent Guarantee Insurance policy does not cover:

- Company Lets where the occupiers are not employed by the tenant company
- Any action taken by the agent or landlord which prejudices the claim
- Claims submitted more than 31 days after the date of an insured event
- Situations where the landlord or agent has failed to adhere to referencing or policy requirements

The above list is not exhaustive. Please refer to the full policy documentation for complete details.

■ Important Notice

Rent Guarantee protection is provided and underwritten by Let Alliance. Tracy Thorne Estates acts as an introducing agent only and does not provide insurance advice. Landlords should ensure they have read and understood the full policy wording before proceeding.

RENT GUARANTEE INSURANCE PRICING

Monthly Rent	Annual Premium
£0-£500	Up to £150
£501-£1,000	Up to £220
£1,001-£1,500	Up to £340
£1,501-£2,000	Up to £460
£2,001-£2,500	Up to £540
£2,501-£3,500	Up to £720
£3,501 and above	Quote provided following confirmation by the underwriters

SECTION 2

RENT COLLECTION

Specifically designed to cover all aspects of the money process, checking and chasing so that you don't have to.



RENT COLLECTION

12% INCLUDING VAT OF THE RENT PER MONTH

Our Rent Collection Service manages the entire rent process on your behalf, including monitoring payments, chasing arrears, issuing receipts and maintaining accurate statements and records.

Commission is calculated as a percentage of the contractual rent due under the tenancy, subject to a minimum monthly fee of £180 inclusive of VAT unless otherwise stated. Commission remains payable for the duration of the tenant's occupation whether or not rent is paid.

Where rent is received, commission will normally be deducted prior to remittance to the landlord.

CONTRACT & ADMIN FEES

In addition to the rent collection fee, the following contract and administration charges apply:

Initial Tenancy Administration:

- £300.00 + VAT (£360.00 inc VAT)

AML & Sanctions Check:

- £25.00 + VAT (£30.00 inc VAT) per check

Annual Deposit Registration Fee:

- £25.00 + VAT (£30.00 inc VAT)

Annual Rent Revision Service*:

- £300.00 + VAT (£360.00 inc VAT)

Change of Sharer or Replacement Tenant:

- Fee equivalent to 2 weeks' rent + VAT

Other Agreed Tenancy Variation:

- £200.00 + VAT (£240.00 inc VAT)

*Annual Rent Revision Service Fee does not include attendance at First-tier Tribunal if the tenant refuses the suggested rent increase. For full details, see the next page.

WHAT IS INCLUDED IN OUR RENT COLLECTION SERVICE

■ The receipt of rent on your behalf.

■ The ability to pay your fees on a monthly basis from rental payments (please note that fees always remain due, therefore, if you do not receive rent for any reason, the fees must be paid independently).

■ The demand of rent in the absence of payment, which will take the form of a series of letters and phone calls to the tenant requesting payment.

■ Once rent is received we will make every effort to forward the net rent to your nominated bank straight away. Please note that it can sometimes take up to 10 days for monies to clear through the UK banking system. Any monies disputed will be without prejudice to final clearance.

■ The preparation and submission of regular rent statements to yourself and/or your accountant. We will however, make a charge for sending additional copy statements of £24.00 inc VAT per time, if required.

■ You will be informed of any rent arrears or breaches of contract brought to our attention. However, if legal action is required you will be responsible for instructing your own solicitor and for all the fees involved.



■ Annual Rent Revision Service

This service includes:

- Review of the current market conditions and comparable local evidence
- Assessment of the proposed rent in line with “fair market rent” principles
- Professional advice on achievable rental level
- Preparation of the statutory rent increase notice (Section 13)
- Service of the notice in accordance with legal requirements
- Liaison with the tenant regarding the proposed increase

If the tenant formally challenges the proposed rent increase, First-tier Tribunal administration will be charged at £100.00 + VAT (£120.00 inc VAT).

SECTION 3

LET ONLY

Securing exceptional tenants for
the best possible market rates



LET ONLY FEE 6 WEEKS RENT INC. VAT

Our Let Only service is the basic service available from Tracy Thorne Estates.

We will ensure a high quality tenant is secured for your rental property as quickly as possible.

This is payable in full upon the commencement of the tenancy.

CONTRACT & ADMIN FEES

In addition to the Let Only commission, the following contract and administration charges apply:

Initial Tenancy Administration:

- £450.00 + VAT (£540.00 inc VAT)

AML & Sanctions Check:

- £25.00 + VAT (£30.00 inc VAT) per check

Deposit Registration Service, if instructed:

- £25.00 + VAT (£30.00 inc VAT) annually

Rent Review & Statutory Notice Service, if later instructed:

- £350.00 + VAT (£420.00 inc VAT)

First-tier Tribunal Administration, if the rent increase is challenged:

- £100.00 + VAT (£120.00 inc VAT)

Change of Sharer or Replacement Tenant:

- Fee equivalent to 2 weeks' rent + VAT

Other Agreed Tenancy Variation:

- £200.00 + VAT (£240.00 inc VAT)

Let Only landlords remain responsible for ongoing statutory compliance and tenancy management once the tenancy has commenced, unless Tracy Thorne Estates is separately instructed.

LET ONLY OTHER ITEMS

■ On-going Instructions:

If the original tenant leaves and a new tenant is subsequently introduced by Tracy Thorne Estates and accepted by you (either by signing the tenancy agreement, or in the case of managed properties, where we may sign the tenancy agreement on your behalf) or by the acceptance of any rent payment, then our standard letting commission will be due and payable on demand at the beginning of the new tenancy.

■ Third Party Introductions:

If a tenant leaves the property and re-rents the property from you within a 6-month period, then you agree that Tracy Thorne will be entitled to renewal commission at £300 inclusive of VAT. Such fee will be due and payable on demand at the beginning of the new tenancy.

■ Attendance at Property

Other than in the course of our general management duties, a call-out charge of £72.00 inc VAT, per hour or part thereof is payable.

If you require us to organise a member of staff to attend the property for the purpose of giving access to visiting tradespeople, delivery persons, attendance with the police force, insurance company, locksmith or other miscellaneous duties.

Please Note: We are not surveyors and will only offer our professional opinion on the condition of the property and any works we feel may be required.

■ If Tracy Thorne introduce to you a person who, within a period of 6 months from introduction, is granted a tenancy at another property owned by you, commission will be due at the rate of 13.2% inclusive VAT of the gross rental amount for the full term of the tenancy agreement, whether or not negotiated by us.

Please Note: All offers put forward to you are subject to contract and do not constitute a legally binding contract UNTIL all parties have signed the tenancy agreement and it has been formally dated.

■ If you withdraw from an agreed letting transaction between agreement of offer and commencement of the tenancy (unless this is due to unsuitable tenant references) you will be liable for the payment of any costs incurred by yourself or the prospective tenant, in regards to administration, referencing and/or draft contract preparation.

■ Contractor Surcharges

Tracy Thorne are able to organise many additional services that are not included within the letting fee, and notify you that an administration surcharge of 12% inclusive VAT will be included in our price list which is available upon request.

Such add-ons include:

- Cleaning of the property
- Organising an inventory
- Organising an EPC certificate
- Organising safety certificate

For non-managed properties, a request to make a standard property inspection on your behalf, with a written report of our findings, will be charged at £120.00 inc VAT.

DEPOSIT HOLDING

■ The correct prescribed information will be given to your tenant in accordance with Housing Act legislation.

■ The correct clauses will be inserted into the Tenancy Agreement made between you and your tenant.

■ The tenant will sign to confirm acceptance of the correct information and this will be held on file for the duration of the tenancy.

■ At the end of the tenancy, the check-out report will be organised with an inventory clerk and a copy will be forwarded to all parties for the deposit deductions to be negotiated.

If the property is managed by Tracy Thorne, the negotiations will be carried out on your behalf, including obtaining quotations for any works necessary to cover damage or dilapidations to the property.

■ You must notify whether you are intending on making any deductions to the tenant's deposit, and once those deductions are agreed by all parties, the deposit must be returned to the tenant (or the deposit payee) within 10 days.

■ If the property is fully managed, the deposit deduction process will be organised on your behalf but for our let only service it is your legal responsibility to obtain quotations speedily and to notify your tenant accordingly.

■ Tracy Thorne will charge a fee of £288 inclusive VAT to organise dispute paperwork on your behalf for any adjudication.



SECTION 4

VACANT MANAGEMENT

For the time between tenancies when the property is vacant and needs a watchful eye.



VACANT MANAGEMENT

**£60.00 INCLUSIVE VAT
PER MONTH**

■ If you leave your property empty problems can arise. Our Vacant Management Service ensures that, wherever you are, someone will be checking your property for you.

The service is available for properties vacant prior to letting, between tenancies, following tenancies, or under circumstances where you cannot oversee the property yourself.

■ Winter Weather Protection

In the Winter months (1st November to end March) we will arrange for the heating to be switched on; however we cannot be responsible for the effectiveness of the system. Alternatively we can arrange for the heating system to be drained at your expense, by a qualified heating engineer.

■ Garden Maintenance

We will arrange for the garden to be kept tidy at your expense by a qualified gardener.

■ Utility Charges

Meter readings can be taken and we will arrange the payment of utility company charges.

SECTION 5

GENERAL INFORMATION

Covering all of our lettings services

TYPES OF TENANCY

■ From 1 May 2026, residential tenancies in England are governed by the Renters' Rights Act 2025. All new residential tenancies granted from this date will be Assured Periodic Tenancies, unless they fall outside of the Housing Act framework - see below.

■ Fixed term tenancies will no longer apply

■ Tenancies will continue on a periodic basis unless brought to an end in accordance with the statutory provisions.

ASSURED PERIODIC TENANCIES

Under the new framework:

- Tenancies are periodic from the outset.
- There are no fixed terms or automatic renewals.
- Rent increases must follow the statutory procedure.
- Possession can only be sought using the relevant statutory grounds.
- Section 21 "no fault" notices no longer apply.
- A Government Written Statement of Terms must be provided to the tenant.

Where instructed, Tracy Thorne Estates will prepare and serve the required Written Statement of Terms on the landlord's behalf. This is an administrative document and does not constitute a tenancy agreement renewal or extension.

NON-HOUSING ACT TENANCIES

■ Certain tenancies fall outside the Renters' Rights Act and Housing Act framework. These include:

- company lets [not rented to an individual person],
- high rent tenancies [$>£100,000$ pa] or low rent tenancies [$<£1,000$ pa],
- situations where the landlord resides in the same building
- where the tenant is not using the property as their main residence

These tenancies are governed by contract law, and different rights and obligations apply. Fixed-term tenancies end automatically at the end of the term (effluxion of time). Periodic tenancies require a "Notice to Quit".



DEPOSIT HOLDING

■ Deposits must be registered into a Government-Approved Scheme within 30 days of the date the deposit was received, and the deposit provider (tenant, guarantor etc) must be provided with the schemes prescribed information.

Where instructed, Tracy Thorne Estates will arrange deposit protection and associated administration in accordance with the service level selected. Deposit disputes are handled in accordance with the relevant scheme rules.

It is, however, your responsibility to ensure that any changes to the prescribed information are notified to Tracy Thorne or directly to your tenant throughout the tenancy period.

Fee for annual deposit registration is listed in the relevant service contract & admin fee section.

Deposit Dispute Administration
£240.00 + VAT (£288.00 inc VAT)

RENT REVIEWS & TENANCY CHANGES

■ Under the Renters' Rights Act 2025, tenancies are periodic and do not require renewal.

Where a rent increase is proposed, this must be carried out in accordance with the statutory procedure.

Tracy Thorne Estates will:

- Review the rental level in line with current market conditions
- Advise you on an appropriate rental figure
- Serve the required statutory notice where instructed

Any agreed changes to tenancy terms will be documented appropriately. This does not create a new fixed term tenancy.

An administration fee applies where a rent review or tenancy variation is undertaken, as detailed within the Fees Schedule.



ENDING A TENANCY

Under the Renters' Rights Act 2025, possession of a property let under an Assured Periodic Tenancy may only be sought using the relevant statutory grounds.

■ If notice is received and the tenant is vacating, they will receive a check-out letter with a list of check-out obligations required in accordance with the in-going inventory and schedule of condition.

■ We are happy to organise the services of our recommended inventory clerk for the purpose of the check-out or we can liaise with your clerk to organise the appointment. If possible this should take place with the tenant at the point of vacation.

■ Once the check-out has taken place, the report will be sent to all parties. Unless your property is fully managed, it is your responsibility to organise relevant quotations and to notify your tenant of the deductions you expect to recover from the deposit as quickly as possible (TDP guideline suggests 20 days from check-out).

■ Once your tenant has agreed to these deductions, and not before then, you must return the relevant portion of the deposit to your tenant within 10 days.



THE RENT

■ Unless otherwise agreed, the rent achieved by us on your behalf will be inclusive of all outgoings for which you are responsible ie ground rent, service charges, buildings insurance etc with the exception of gas, electricity, water, the telephone line rental, council tax and where there is an independent heating system.

■ Any rent requested by us on your behalf will not include reference to council tax. This charge will normally be levied separately on the occupants of the property. If you pay water rates as part of your service charge and wish to pass this charge onto your tenant please ensure you have notified Tracy Thorne of this and the relevant clauses are contained within the tenancy agreement.

■ Rent Remittances

The tenant is requested to pay the rent direct into the bank by standing order mandate. If the tenant does not wish to pay in this manner and adopts a different payment method, it is not possible to enforce the standing order payment method and court action can only be taken if the rent is in arrears as per the grounds listed in the tenancy agreement.

For rent collection or managed service tenancies, banking arrangements are such that it is necessary for us to allow approximately 10 days before transferring monies to you, although it is always our aim to make payment on the same day as rent is received into our account. Any monies dispatched will be without prejudice to final clearance.

GENERAL INFORMATION

■ Consents and Checks

Please ensure that all items below are adhered to in full:

- Mortgage Consent
- Superior Landlord Consent
- Buildings and Contents Insurance
- Energy Performance Certification
- Safety Checks
- Landlord registered with Information Commissioners Office (ICO)



■ Inventory Services

The inventory clerk will not move or lift heavy items. The inventory clerk is also not required to test any gas or electrical appliances. If a clerk feels at any point that their personal health or personal safety is in question then they will abandon any work being undertaken and return to the property at a later date once the issues have been addressed.

■ Further to the Flood and Water Management Act 2010, you will remain liable for any outstanding water charges if the tenant vacates the property and DOES NOT provide a UK forwarding address or does not settle the account in full at the end of the tenancy. If Tracy Thorne Estates are not acting as your management agent, you are advised to request proof of payment in the form of a receipted final bill, or retain money from the deposit for the purpose of settling any final accounts.

■ Landlord and Tenant Act 1987 section 47: We are obliged to include your full name and address on all rent demands (tenancy agreements). If your address is outside England and Wales, then we must provide the tenant with an address within England and Wales to which notices (including notices in proceedings), may be served on you.

Unless otherwise instructed, if your address is outside England and Wales, we will use the address of our management department during such period as we manage the property. We will use our best endeavour to forward any notices to you promptly but we cannot accept liability for any loss or damage incurred either directly or indirectly from our actions in this respect.

GENERAL INFORMATION

■ Safety Certification is legally required for:

- Gas appliances
- Electrical circuits: Fixed wiring (EICR)
- Electrical Portable appliances if applicable (PAT)
- Working smoke detectors on every floor
- Legionnaires risk assessment
- Furniture and furnishings safety compliance check
- Asbestos risk assessment
- CO (carbon monoxide) detectors (where applicable)

■ Ownership of Property

Authority to let the property must be obtained from any joint owners who should be named on the tenancy agreement, either in a riders document attached to the tenancy agreement or by all parties signing the tenancy agreement.

■ Instructions of Solicitors

You will be informed of any rent arrears or breaches of covenant brought to our attention. However, if legal action is required you will be responsible for instructing your own solicitors and for all fees involved.



■ Courts and Tribunals

Applications for fair rent or appearances before the Rent Officer, First-tier Tribunal or any other court or tribunal is by special arrangement only and will be subject to an additional charge of £60.00 inc VAT, per hour or part thereof, per person in attendance, plus expenses.

The administration cost for Tracy Thorne to organise paperwork for solicitors or arbitration is £288 inclusive of VAT, in addition to any legal costs.

■ If you sell the property with tenants in situ, under Section 3 of the Landlord & Tenant Act 1985 it is your responsibility to write to and inform the tenant if there is any change of ownership, giving the new details of the Landlord for service of notices. This must be carried out within a maximum period of 2 months from the change of the ownership otherwise you will remain liable for your contractual obligations as a Landlord for the term of the tenancy.

If you wish for Tracy Thorne to prepare and serve all of the relevant change of ownership documentation on the tenant to notify of the new owner / landlord, there is a charge of £180.00 inc VAT

HOUSES IN MULTIPLE OCCUPATION

A property is classified as a House in Multiple Occupation (HMO) if there are 3 or more occupiers, forming 2 or more households, who all share basic amenities and, at least one of the occupiers is paying rent and the property is their main home.

HMOs must meet all of the physiological, psychological requirements and protection against infection/harm under the HHSRS of the Housing Act 2004.

There are also additional requirements for:

- safety measures, water and drainage requirements,
- common parts requirements,
- fixtures and appliance requirements, waste disposal requirements

which will be detailed by the Local Authority.

HMO LICENSES

You must apply for a licence if the House in Multiple Occupation you own or manage is occupied by five or more people who form two or more households. In order to grant a licence the authority must be satisfied that;

■ The house is reasonably suitable for occupation by the number of persons or households permitted under the licence;

■ The licence holder is a fit and proper person, who is the most appropriate person to be granted the licence;

■ The proposed manager of the HMO, if not the licence holder, is also a fit and proper person;

■ The proposed management arrangements are satisfactory.



RIGHT TO RENT IN THE UK

Tracy Thorne Estates will undertake the required checks where this responsibility has been accepted in writing. Where our agreed service does not include Right to Rent checks, responsibility remains with the landlord.

■ Checks must be applied consistently to all prospective adult occupiers, regardless of nationality, and may be completed using:

- The Home Office online service and a share code
- An approved Identity Service Provider for eligible British and Irish citizens
- Acceptable original documents
- The Home Office Landlord Checking Service where required

■ Physical biometric residence permits and biometric residence cards cannot be accepted as evidence. Holders must use the Home Office online service.

■ Evidence of each check must be dated, retained securely throughout the tenancy and kept for at least one year after the tenancy ends.

■ Where an occupier has a time-limited Right to Rent, a follow-up check must be completed at the appropriate time.

■ Failure to complete the prescribed checks may result in a civil penalty of up to:

- £10,000 per occupier for a first breach
- £20,000 per occupier for a repeat breach

■ No tenancy may begin until the required Right to Rent checks have been completed satisfactorily.



LEGAL FRAMEWORK

The private rented sector is governed by a comprehensive legal framework designed to protect both landlords and tenants.

From 1 May 2026, residential tenancies in England are regulated under the Renters' Rights Act 2025, which introduces significant reforms to tenancy structure, possession grounds and ongoing compliance obligations.

THE RENTERS' RIGHTS ACT 2025

Key changes include:

- All new tenancies granted as Assured Periodic Tenancies [APT's]
- Abolition of Section 21 "no fault" possession
- Possession is reliant upon statutory grounds
- Rent increases following the prescribed statutory procedure
- Mandatory provision of a Government Written Statement of Terms
- Strengthened protections in relation to property standards and discrimination

These changes reinforce the importance of ongoing compliance and proactive management.



PRESCRIBED DOCUMENTS & COMPLIANCE

Landlords are required to provide tenants with certain prescribed documents at the start of a tenancy and, where applicable, throughout the tenancy.

These include:

- A valid Gas Safety Certificate
- An Energy Performance Certificate (EPC), where required
- A satisfactory Electrical Installation Condition Report (EICR)
- Deposit prescribed information (where a deposit is taken)
- A Government Written Statement of Terms (as required under the Renters' Rights Act 2025)

Failure to comply with statutory obligations may affect a landlord's ability to rely on certain possession grounds and may expose the landlord to enforcement action or financial penalties.

Where instructed, Tracy Thorne Estates will assist in arranging and serving the required documentation. Legal responsibility for compliance remains with the landlord.

THE TENANT FEES ACT 2019

The Tenant Fees Act 2019 restricts the fees and payments that may be charged in connection with a tenancy.

Only permitted payments may be requested from a tenant. Tracy Thorne Estates operates in full compliance with this legislation.



ONGOING LANDLORD RESPONSIBILITIES

Landlords remain responsible for:

- Maintaining the property in a safe and habitable condition
- Complying with safety certification requirements
- Meeting licensing obligations where applicable
- Responding appropriately to repair issues

Where instructed, Tracy Thorne Estates will assist in arranging inspections, documentation and administrative compliance. Legal responsibility remains with the landlord.

Quiet Enjoyment

Tenants are legally entitled to “quiet enjoyment” of the property. This means they have the right to live in the property without unnecessary interference.

Landlords must not:

- Enter the property without providing appropriate notice (except in genuine emergencies)
- Harass or pressure tenants
- Attempt to remove tenants without following the correct statutory possession process

Access for inspections, repairs or maintenance must be arranged reasonably and with proper notice.

Failure to respect quiet enjoyment rights can result in legal claims or enforcement action.

Anti-Discrimination Obligations

Under current legislation, landlords must not operate blanket bans in relation to:

- Families with children
- Tenants in receipt of benefits
- Household composition

Each application must be considered on its individual merits.

Compliance & Enforcement

Local authorities have increased enforcement powers under current legislation. Failure to comply with statutory obligations may result in:

- Civil penalties
- Rent repayment orders
- Inability to rely upon certain possession grounds
- Inclusion on a landlord database where applicable

Where instructed, Tracy Thorne Estates will assist in coordinating compliance, arranging inspections and managing statutory documentation. Legal responsibility, however, remains with the landlord.

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REGULATORY INFORMATION & DISCLOSURES

The following information relates to statutory compliance requirements, regulatory disclosures, possession procedures and administrative matters relevant to the management and letting of residential property. Certain services may require referral to specialist providers where appropriate.

■ Client Money and Interest

Client money is held in accordance with the current Propertymark Conduct & Membership Rules and applicable Client Money Protection requirements.

Unless otherwise agreed in writing, any interest earned on client money balances shall be retained by the Agent to offset administrative and banking costs associated with the operation of client accounts.

■ Professional Memberships and Regulatory Compliance

Tracy Thorne is an individual member of Propertymark.

- Membership number: M0192140

The Agent maintains Client Money Protection and Professional Indemnity Insurance.

The Agent is a member of The Property Ombudsman redress scheme.

The Agent is registered with the Information Commissioner's Office (ICO) in accordance with applicable data protection legislation.

- ICO registration number: ZA391427



■ Contractor Commissions and Third-Party Referrals

The Agent may retain an administration fee, commission or contractor surcharge in relation to maintenance works arranged on behalf of the Landlord. Where applicable, this may include a contractor surcharge of up to 12% inclusive of VAT.

The Agent may receive referral fees or commissions from third-party providers, including referencing providers, insurance providers, utility service providers, inventory providers and other property-related services.

Further information regarding referral arrangements is available upon request.

■ Complaints Procedure

The Agent operates an internal complaints handling procedure in accordance with Propertymark Conduct & Membership Rules and The Property Ombudsman requirements.

A copy of the Agent's complaints procedure is available upon request and is also available on our [website](#).

If a complaint cannot be resolved through the Agent's internal complaints process, the complainant may be referred to The Property Ombudsman redress scheme, subject to its applicable terms and conditions.



Tracy Thorne Estates



1, SHEPHEARD'S HOUSE, MANOR PARK ROAD, CHISLEHURST BR7 5FT