



Agency Agreement

Rent East Yorkshire Ltd
Unit 20 Driffield Business Centre
Scotchburn Garth
Driffield
YO25 6EF
01377 250 550

info@renteastyorkshire.co.uk

This Agreement is made between the
Landlord of the Property (as named at the end of this Agreement)

and

Rent East Yorkshire Ltd of Unit 20 Driffield Business Centre,
Scotchburn Garth, Driffield YO25 6EF

who agree to act as sole agent for the Landlord for letting and
managing the Property and are hereinafter referred to as "the Agent".

The purpose of this document is to set out clearly and concisely the
extent of the letting and management service offered and the scale of
fees charged.

The terms of the Agreement set out in this document will constitute a binding legal contract. If you are unsure of your obligations under this Agreement, then you are advised to take independent legal advice before signing. This Agreement is set out to comply with the requirements of the Provision of Services Regulations 2009 SI 2999.

Agency Agreement

STANDARD MANAGEMENT SERVICE - Rent East Yorkshire Ltd provides a property management service to owners wishing to let out their property. The standard fee for the management is taken as a percentage of the gross rents due for the period of the tenancy and a set-up fee will normally be levied at the outset for taking references and arranging the tenancy.

The Standard Management Service includes:

1. Advising as to the likely rental income.
2. Advertising and generally marketing the Property.
3. Interviewing prospective tenants and taking up full references including credit check, bank reference, and employer or previous landlord character reference as deemed appropriate by Rent East Yorkshire Ltd or obtaining reference checks through a third part referencing supplier. Where necessary, additional security would be requested by means of a guarantor. In cases where a company occupies as the tenant, a full bank reference or company credit check would be taken.
4. Providing a suitable tenancy agreement for the Property.
5. Liaising with a Landlord's mortgagees where necessary and where specifically instructed to do by the Landlord with regard to references and tenancy agreement.
6. Carrying out the initial right to rent checks in accordance with the Immigration Act 2014.
7. Taking a deposit from the Tenant, dealing with this deposit under the requirements of the chosen deposit protection scheme until the end of the tenancy when the Property and contents have been checked for unfair wear and tear and handling any termination issues with the Tenant and the deposit scheme provider.
8. Collecting the rent monthly and paying over to the Landlord monthly (normally sent within 15 days of collection) less any fees or expenses due or incurred for the period. Payments will be made by direct bank transfer and a detailed rent statement will be forwarded to the Landlord.
9. Arranging with service companies (principally electricity gas & water) for meter readings and advising them of the transfer of service contracts to the tenant at the beginning of each tenancy.
10. Regular inspections of the Property are carried out on a 6 monthly basis. Responsibility for and management of empty property is not normally included, and will only be carried out by special arrangement agreed in writing between the Landlord and the Agent.
11. Co-ordination of repair or maintenance including arranging for tradesmen to attend the Property and obtaining estimates where necessary, supervising works and settling accounts from rents received.
12. Making payments on behalf of the Landlord from rents received for costs in managing the Property.
13. Carrying out a full property inspection and inventory check at the end of the tenancy and, if necessary, preparing and agreeing a schedule of costs relating to any damage or unfair wear and tear prior to releasing the deposit.

Additional items and other expenses will be charged according to the scale of fees defined below.

Scale of Fees

Standard Management Fee (Items 1 to 13)	£375 + 10 % of rent due (or £40 minimum charge)
Minimum Fee (in case of early termination)	£475
Letting Only Service Fee (Items 1 to 6)	£475
Rent Collection when added to Let Only Service (Item 8)	6.5% of rent due
Service of notice when tenant isn't in breach of tenancy	£175
Tenancy Renewal Fee	£75 for non managed properties
Arranging gas safety check	£20 + costs for non managed properties
Provision of Energy Performance Certificate	£85
Obtaining estimates and supervision of major works	10% of cost of work over £500
Administration of NRL tax returns	£350 per annum
Redirection of mail:	cost of postage
Faxes & overseas telephone calls	telephone call & fax costs
Hourly rate for other work	£60

Additional charges may apply, please give us a call to speak to us about what you require

Rent East Yorkshire Ltd

Unit 20 Driffield Business Centre,
Scotchburn Garth, Driffield
East Yorkshire YO25 6EF.
Tel: 01377 250550
Company no. 07059475

Terms of Business

1. GENERAL AUTHORITY AND MANAGEMENT SERVICES:

1.1 GENERAL AUTHORITY:

The Landlord confirms that he/she is the sole or joint owner of the Property and has the right to rent out the Property under the terms of the mortgage or head lease. Where necessary, the Landlord confirms that permission to let has been granted by the mortgagee and the freeholder or head leaseholder, and that the Landlord agrees to comply with any mortgage or head lease conditions. Where the Property is subject to a mortgage or head lease, the Landlord shall supply the Agent with details of any head lease or mortgage conditions that may affect the letting of the Property.

The Landlord authorises the Agent to carry out the various usual duties of property management including those listed in items 1-13 of the Standard Management Service – detailed previously. The Landlord also agrees that the Agent may take and hold deposits and comply with the requirements of any tenancy deposit scheme that may apply to that deposit. It is declared that the Agent may earn and retain commissions on insurance policies issued. The Agent has the sole rights to let the Property. The same terms will apply to any subsequent lettings and any changes by either party should be confirmed in writing. The Agent declares that fees may be charged to either the Landlord or the Tenant for ancillary services (e.g. duplication of keys) and that such fees will include a profit element to cover the Agent's administrative and business costs.

1.2. LETTING ONLY SERVICE:

Where the Landlord does not wish the Agent to undertake full management (the Standard Management Service), the Agent can provide a Letting Only Service. The Letting Only Service includes only items 1 to 6 of the Standard Management Service as listed above. The Landlord would remain responsible for all other aspects of the letting including the maintenance of the property and any gas and electrical appliances. The Landlord would remain responsible for complying with the Deposit protection requirements of the Housing Act 2004 and must provide the Agent with written confirmation of this together with a receipt for the Deposit monies received by the Agent on his behalf. The Letting Only Service Fee is payable at the commencement of the tenancy and will be deducted from monies received by the Agent on the Landlord's behalf. If the tenant leaves prior to the end of the term of the tenancy, through no fault of the Agent, the Landlord shall not be entitled to reimbursement of any fees paid.

1.3. LETTING ONLY SERVICE PLUS DEPOSIT PROTECTION:

Where the Landlord requires the Agent to deal with his legal responsibilities for the protection of tenancy deposits under the Housing Act 2004 (item 7 of the Standard Management Service) then the Tenancy Deposit Service Fee will be charged in addition to the Letting Only Service Fee. The Landlord must indemnify the Agent for any losses suffered by the Agent as a result of the Landlord's failure to comply with the Deposit protection requirements of the Housing Act 2004.

1.4. LETTING ONLY AND RENT COLLECTION SERVICE:

Where the Landlord requires the collection of rents (items 8 of the Standard Management Service as listed above) in addition to the Letting Only Service, then the Letting and Rent Collection Fee will be charged and will be deducted from rents collected.

1.5. RENEWALS:

Where, with the consent of the Landlord, the tenancy is renewed or extended to the same tenant (or any person associated with the Tenant) originally introduced by the Agent under the Standard Management Service, the Tenancy Renewal Fee shall be payable on the renewal date. The Agent shall prepare the tenancy agreement, if required, for the new or extended tenancy and the terms of this Agreement shall continue until the Tenant leaves, or this Agreement is terminated.

1.6. REFERENCING:

The Agent will carry out referencing checks on any prospective tenant which would normally include a financial reference or credit check, and a character reference from a previous landlord or employer. This may be carried out by the Agent themselves or through a third party referencing supplier. The Agent will make reasonable endeavours to select good tenants with appropriate references who are capable of meeting the monthly rental payments. However, the Agent will not be responsible where fraudulent or incorrect information has been provided by applicants and the Agent had no reason to believe the information to be fraudulent or incorrect. Where a third party referencing supplier report shows the applicants to be suitable tenants and the Agent has reviewed the report with the Landlord and has no reason to believe that the information is incorrect or has been fraudulently supplied the Agent will not be responsible for any default by the Tenant.

2. LIABILITY FOR TENANT DEFAULT:

2.1 Although our aim is to take care in managing the Property, the Agent cannot accept responsibility for non-payment of rent, damage, or other default by tenants, or any associated legal costs incurred in their collection where the Agent has acted correctly in terms of this Agreement, or on the Landlord's instructions. An insurance policy is recommended for this eventuality.

3. AGENT REMUNERATION:

3.1 The Landlord agrees to pay the management or service fee at the applicable percentage above for the service level they have selected. This fee applies once a Tenant is introduced to the Property by the Agent and the Tenant enters into a Tenancy Agreement.

3.2 The Landlord agrees to repay the Agent for any costs, expenses or liabilities incurred or imposed on the Agent provided that they were incurred on behalf of the Landlord in pursuit of the Agent's normal duties and within the scope of the authority given by this agency agreement. To assist the Agent in carrying out his duties effectively, the Landlord agrees to respond promptly with instructions where necessary to any correspondence or requests from the Agent.

3.3 Where this agreement is cancelled under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (or other consumer contract legislation) the Landlord agrees to repay any reasonable costs incurred by the Agent in carrying out his duties before the cancellation of the contract (see clause 15.6).

3.4 The Landlord agrees to indemnify the Agent for any loss, damage, penalty or fine (whether civil or criminal) or associated costs suffered as a result of the Agent providing services to the Landlord, except where this is attributable to the negligence of the Agent.

3.5 The Landlord agrees that any work carried out by the Agent for the Landlord beyond that set out in this Agreement, which is within the scope of the Agent's general authority, will be charged at the hourly rate specified above.

4. MAINTENANCE:

4.1 The Landlord agrees to provide the Property in good and lettable condition and that the Property, beds, sofas and all other soft furnishings conform to the current fire safety regulations. The Landlord agrees to make the Agent aware of any on-going maintenance problems. Subject to a retained maximum expenditure limit (UK landlords: £200, overseas landlords: £300) on any single item or repair, and any other requirements or limits specified by the Landlord, the Agent will administer any miscellaneous maintenance work that needs to be carried out on the Property (although the administration of major works or refurbishment will incur an additional charge - see Scale of Fees above). 'Retained maximum expenditure limit' means that the Agent has authority to spend up to this amount (or other amount as individually agreed) on reasonable improvements or repairs in any single monthly accounting period without prior reference to the Landlord.

4.2 For expenditure in excess of the agreed expenditure limits, the Agent would normally request authorisation in advance, although it is agreed that in an emergency or for reasons of contractual or legal necessity where reasonable endeavours have been made to contact the Landlord, the Agent may reasonably exceed the limits specified. By law, it is necessary to carry out an annual inspection and service for the central heating and any gas appliances and flues to ensure that all gas appliances, flues and associated pipe work are maintained in a safe condition. The Agent will carry this out on the Landlord's behalf and expense and administer the necessary inspection and maintenance records. The reasonable costs involved will be debited to the Landlord's account.

4.3 Where the Agent is required to co-ordinate repair and maintenance work on behalf of the Landlord, the Agent will not be responsible for any negligence, damage, or breach of contract by any contractor employed in this way unless this loss arises as a result of the Agents own negligence or breach of contract.

5. OVERSEAS RESIDENTS:

When letting property and collecting rents for non-UK resident landlords (NRL) i.e. landlords living overseas, the Agent is obliged by the Income and Corporation Taxes Act 2007 and the Taxation of Income from Land (Non-Residents) Regulations 1995 to deduct tax (at the basic tax rate) to cover any tax liability, unless the Landlord has been authorised in writing by HM Revenue and Customs (HMRC) to receive rent gross. In this situation, the Agent also requests that the Landlord appoints an accountant or reserves to the Agent the right to employ a suitably qualified accountant in order to manage correspondence with the Inland Revenue. A standard annual charge will be made for this work and the Agent may charge reasonable administration expenses for further work requested by the Landlord, the Landlord's accountant or the HMRC in connection with such tax liabilities. In many cases, a landlord's tax liability is minimal when all allowable costs are deducted.

6. COUNCIL TAX:

Payment of Council tax will normally be the responsibility of the tenants in the Property. However, landlords should be aware that where a property is empty, let as holiday accommodation, or let as a house in multiple occupation (HMO) responsibility for payment of council tax then rests with the owner of the property.

7. SERVICES:

7.1 The Agent will use reasonable endeavours to take meter readings at each change of occupation in the Property and, where necessary, inform the service companies (electricity, gas and water) of these readings and change of occupation. When the property becomes vacant the Agent may initiate a change of Energy Supplier at the property. In many cases, the service companies (e.g. BT) require that the new occupiers formally request and authorise the service and it is not possible for the Agent to do this on the tenant's or Landlord's behalf. Regarding mail, Landlords should take care to inform all parties (e.g. Banks, clubs, societies etc.) of their new address; it is not always possible to rely on tenants to forward mail.

7.2 We may use software supplied by utility companies, managers or brokers to notify the local council, water supplier(s) and the energy provider(s) in line with the tenancy start date and again on the tenancy end/vacating date. We may ask them to contact the tenant on our behalf by Text, Phone and/or Email to offer them Energy, Insurance and Media comparisons for the new Tenancy. Call Centre comparisons are completely optional for the tenant and they can opt out at any time.

7.3 Energy Bridge When a property is vacant, or it becomes known that it will become vacant on a given date, the Landlord agrees that the Letting Agent may initiate a change of energy supplier at that property with such the energy supply being registered in the name of the Landlord for the period of vacancy between Tenancies. The Energy Supplier in place after the change will be provided by the Preferred Supplier as nominated by the utility broker (the "Preferred Supplier").

The Landlord may initiate a change away from the Preferred Supplier at any time. The Landlord understands and agrees that the Letting Agent shall provide the name and contact details of the Landlord to Tenant Shop Limited and the Preferred Supplier explicitly for the purpose of:

- a) registering the electricity and gas meters at the property with the Preferred Supplier in the Landlord's name;
- b) administering the account of the Landlord with the Energy Supplier;
- c) providing the energy supply to the Landlord's property;

Neither the Preferred Supplier or utility broker will use the Landlords details for any other purpose other than that set out above and will manage the Landlord's data in accordance with the provisions of the Data Protection Act 1998 and fulfil the obligations of data controller and data processor, as appropriate.

8. INVENTORY:

The deposit protection schemes established under the terms of the Housing Act 2004 require that all landlords need to be protected by good inventory and condition reports from the outset. The Agent will prepare an inventory for the Property and a charge will be made for this, the cost of which will depend on the size of the inventory and the Property. The standard inventory will include all removable items in the Property (except those of negligible value) plus carpets, paintwork, wall coverings, curtains, mirrors, sanitary ware and other articles that, in the opinion of the Agent, need regular checking. Landlords should not leave any removable articles of substantial value in the Property without prior arrangement with the Agent. The standard inventory service will include a full schedule of condition (condition, colour & decoration of ceilings, walls, doors & door fittings etc.). Evidence of condition or damage (i.e. photography) will be prepared as required, or at the Landlord's request, and will be charged accordingly. Loft Spaces are not inspected or recorded.

9. TENANCY AGREEMENT:

The Standard Management Service includes the preparation of a tenancy agreement in the Agent's standard form(s) and provision of a copy of this agreement to a designated advisor or building society should the Landlord request it. Should the Landlord, advisors or mortgagees require amendment of the contract or require the Agent enter into further work or correspondence, a fee for this extra work may be requested (or you may have the tenancy agreement amended by your own adviser at your own expense). It is agreed that the Agent may sign the tenancy agreement(s) on behalf of the Landlord.

10. NOTICES:

The Agent will, if instructed, serve the usual legal notices on the tenant(s) in order to terminate the tenancy, increase the Rent, or for any other purpose that supports the good management of the Property, or the timely return of the Deposit at the end of the tenancy. Fees will be charges for this service as set out above.

11. HOLDING DEPOSIT:

A reservation fee is generally taken from a tenant applying to rent a property. The purpose of this fee is to reserve the property and to verify the tenant's serious intent to proceed, and to protect the Agent against any administrative expenses (taking out bank references, conducting viewings, re-advertising) that may be incurred should the tenant decide to withdraw the application. The holding deposit does not protect the Landlord against loss of rent due to the tenant deciding to withdraw or references proving unsuitable, although early acceptance of rent from the applicant would not be advisable until satisfactory references have been received. Landlords should notify the Agent where they wish a larger security fee to be carried to protect against loss of rents, or insurance undertaken. This fee is not a deposit until it is transferred on the establishment of the tenancy.

12. TENANCY DEPOSITS:

12.1 Deposits A tenancy deposit will be payable by the tenant upon signing the Tenancy Agreement in addition to any rents due. The purpose of the tenancy deposit is to protect the Landlord against losses (including unpaid rent) or damage to the Property during the tenancy itself. Where received by the Agent, the deposit will be kept in a separate and secure client account ready for refunding (less any charges due) at the end of the tenancy or forwarded to one of the Government-regulated deposit schemes listed below.

For Let Only properties - Where a dispute and formal submissions are made to The DPS the agent will charge a fee of £100 plus 10% of amount claimed (to a maximum of the deposit held) plus legal fees and postage, regardless of outcome. Evidence of the claim will be required from the landlord and a schedule of rent paid.

Rent East Yorkshire Ltd normally uses The Deposit Protection Service (DPS). In the majority of cases the deposit is returned at the end of the Tenancy however in the event of an unresolved dispute the matter will be put into the hands of the DPS. If you do not give us written instructions that you will make your own arrangements for deposit protection, we will hold or place deposits relating to your properties under the terms of the DPS. We must comply with the rules of the Scheme, and this means that we will not be able to act on your instructions with regard to the deposit if those instructions conflict the Scheme rules.

12.2 Statutory Tenancy Deposit Protection. Where the tenancy is an assured shorthold tenancy, the Landlord or Agent is legally required to ensure that any tenancy deposit taken under the tenancy is protected within one of three statutory tenancy deposit schemes within 30 days of receipt of the deposit and comply with the rules of the scheme. The schemes are:

- (a) The Deposit Protection Service (DPS)
- (b) My Deposits
- (c) Tenancy Deposit Scheme (TDS)

12.3 Tenancy Deposit Information. Where statutory deposit protection applies to a tenancy deposit, the Landlord or Agent is legally required to provide to the Tenant and any other Relevant Person, within 30 days of receipt of the deposit the prescribed information required under the Housing Act 2004.

12.4 Agent Deposit Protection. Where a tenancy deposit has been received by the Agent and not passed to the Landlord, the deposit will be kept in a separate and secure client account ready for refunding (less any charges due) at the end of the tenancy, or forwarded to one of the Government-regulated deposit schemes listed above. The Agent will also provide the Tenant and any other Relevant Person with the prescribed information. The Landlord agrees that the Agent may use information given, including information about the Landlord, for the purposes of performing the Agent's obligations to the Landlord and supply such information as is reasonably required to the scheme.

12.5 Landlord Deposit Protection. Where the Agent is providing a let only service without deposit protection it will be the Landlord's responsibility to protect the Deposit, as required by law, and the Landlord agrees to provide evidence to the Agent that the Deposit has been protected and the correct information has been provided to the Tenant and any other Relevant Person. A valid notice seeking possession under s21 of the Housing Act 1988 cannot be served on a Tenant whose Deposit is not protected unless the Deposit has been returned to the Tenant or court proceedings relating to the return of the Deposit have been disposed of. A Tenant or any Relevant Person may apply through the courts for compensation of at least the amount of the Deposit, and up to three times the Deposit, where the Landlord (or someone acting on the Landlord's behalf) has failed to protect the Deposit, failed to provide the Prescribed Information or failed to comply with the initial requirements of the authorised scheme.

12.6 End of Tenancy. Where the Agent has protected the Deposit on behalf of the Landlord the Agent will liaise with the Landlord at the end of the tenancy to ascertain what (if any) deductions will be made from the Deposit and liaise with the Tenant regarding any deductions. The Agent will assist in resolving any dispute between the Landlord and the Tenant and arrange for the return of the Deposit to the Tenant less any deductions agreed. Where the Deposit has been protected in one of the statutory tenancy deposit schemes and a dispute cannot be resolved the matter will be referred for adjudication under an Alternative Dispute Resolution (ADR) process within the scheme. The Landlord authorises the Agent to pay to the scheme as much of the Deposit as the scheme requires the Agent to send. The Agent will contact the Landlord to keep him informed, but the Agent will not need to seek the Landlord's further authority to send the money to the scheme.

More information on the requirements of the deposit protection schemes are available on the following web sites(s) and landlords are strongly urged to familiarize themselves with their legal responsibilities:

<https://www.gov.uk/tenancy-deposit-protection>

13. INSPECTIONS:

13.1 Under the Standard Management Service, the Agent will make reasonable endeavours to carry out inspections six monthly starting after the first month. Such inspections do not constitute a formal survey of the Property, nor will the Agent check every item of the inventory at this stage. The inspection is concerned with verifying the good order of the tenancy (i.e. house being used in a 'tenant-like' manner) and the general condition of the Property. This would normally include inspecting the main items (carpets, walls, cooker, main living areas and gardens) to the extent that they are visible to the Agent without moving the Tenant's possession. Loft spaces are not inspected or recorded.

13.2 Following the departure of tenants, a final inspection of the Property is carried out by the Agent. Testing of all the electrical appliances, heating system and plumbing is not feasible during the Inspection a qualified contractor should be appointed for this purpose should it be required by the Landlord. The Agent will endeavour to report any apparent deficiencies or dilapidations to the Landlord (and, if appropriate, to the relevant tenancy deposit scheme administrator) together with any recommended deductions or replacement values.

14. TENANCY DEPOSIT DISPUTES

14.1 The Agent will attempt to resolve any deposit dispute between the Landlord and the Tenant by negotiating with the Tenant on behalf of the Landlord. Where the Deposit is subject to statutory tenancy deposit protection, and a dispute cannot be resolved between the parties, then it will be necessary to submit the claim to the tenancy deposit administrators for adjudication under an alternative dispute resolution (ADR) process or to take Small Claims action in the County Court. The Landlord may instruct the Agent to deal with the adjudication and the Agent will charge for the time incurred in doing so on an hourly basis at the rate specified above for 'Hourly rate for other work.'

14.2 The Landlord authorises the Agent to make appropriate deductions from the rental income in the last two months of the tenancy to provide a maintenance fund from which any cleaning, repair or other costs can be disbursed at the end of the tenancy.

15. TERMINATION:

15.1 Termination of Agency Agreement. This Agreement may be terminated by either party by way of two months' written notice.

15.2 Serious Breach of this Agreement. The Landlord or the Agent may terminate this Agreement on fourteen days' notice if there is a fundamental breach of the agreement, and the other party does not remedy the fundamental breach within those fourteen days. Discrimination against any applicant, tenant or employee or sub-contractor of the Agent for gender, race, age disability, religious belief or sexual orientation may constitute a fundamental breach.

15.3 Minimum Fee. The Minimum Fee applies if on termination the total fees due are less than the Minimum Fee. Where cancellation of this Agreement is unavoidable due to circumstances beyond the control of either party, the Minimum Fee will not apply and any pre-payments will be returned to the person entitled to them, less any expenses reasonably incurred to the date of cancellation.

The Minimum Fee will also apply and be payable if the Agent introduces a Tenant to the Property who finds the property as a result of the Agent's marketing efforts, or the Tenant is otherwise introduced to the Property during the Agent's period of sole agency, and enters into a Tenancy Agreement or tenancy for the Property irrespective of whether or not the Tenancy is finalised by the Agent and whether or not the Agent is the effective cause of the introduction or Tenancy.

15.4 Landlord cancels Agreement before Property Is Let. If the Landlord cancels the Agreement before the Property is Let they agree to pay the Agent for the work done and reimburse any out of pocket expenses in respect of advertising the Property. In these circumstances the Agent reserves the right to apply a withdrawal fee of £100. Should the situation arise where a tenant has been found by the Agent and is undergoing referencing and the application fee of £99 has been accepted should the Landlord cancel the Agreement the Agent reserves the right to recharge the Landlord the application fee should it be necessary to repay the fee to the applicant.

15.5 Tenancy Agreement The Landlord shall provide the Agent with any requirements for return and repossession of the Property at the earliest opportunity. Landlords should be aware that any tenancy agreement entered into on the Landlord's behalf is a binding legal agreement for the term agreed. Details of any tenancy agreement being entered into will be communicated to the Landlord as soon as possible. Landlords should be aware that the legal minimum notice period to tenants under assured tenancies is generally two months (should the contract allow for early termination) and this needs to be given even in the case of a fixed term tenancy which is due to expire. Assured Shorthold Tenancies cannot normally be terminated during the first 6 months.

15.6 Agreements signed away from the Agents office. Where the Landlord is a consumer (being an individual acting wholly or mainly outside of their own trade or business) and this Agency Agreement is signed:

- at a place which is not the Agent's office;
- at the Agent's offices but following a meeting between the parties away from the Agent's offices; or
- Without meeting face to face at all.

The Landlord has a right to cancel under consumer protection legislation within 14 days ('a cooling off period') of the date of this Agreement. A cancellation notice is available at the end of this Agreement. Where the Landlord waives his right to cancellation (see clause 27 below) by agreeing to the Agent works immediately following the date of this Agreement he will be responsible for any reasonable costs incurred by the Agent in carrying out their duties if the Landlord cancels this contract during the 'cooling off' period.

16. SOLE LETTING RIGHTS:

The Landlord appoints the Agent as sole agent for the marketing, letting and/ or aspects of the management of the Property depending on which Service Level is agreed. **If the Landlord lets the property during the appointment of the Agent under this Agreement the Landlord might become liable to pay commission to both Agents.** It is agreed that only the Agent (Rent East Yorkshire Ltd) may let the Property on behalf of the Landlord.

17. SAFETY AND ENERGY PERFORMANCE REGULATIONS:

WARNING: You should read and understand these obligations before signing at the end

17.1 The letting of property is now closely regulated with respect to consumer safety. The law makes particular demands regarding the safety, servicing and inspection of the gas and electric appliances and installations within a property, and with respect to the safety of furniture and soft furnishings provided. The following regulations (as amended) apply:

- Furniture and Furnishings (Fire)(Safety) Regulations 1988
- General Product Safety Regulations 2005
- Gas Safety (Installation and Use) Regulations 1998 & 2018
- Electrical Equipment (Safety) Regulations 1994 & 2016
- Plugs and Sockets (Safety) Regulations 1994

17.2 The Landlord confirms that they are aware of these obligations and that the Agent has provided sufficient information to assist with compliance. It is agreed that the Landlord shall ensure that the Property is made available for letting in a safe condition and in compliance with above regulations. Under the Standard Management Service, the Agent shall if required specifically in writing by the Landlord ensure that all relevant equipment is checked at the beginning of the tenancy and maintained during the tenancy if required in writing by the Landlord, and that appropriate records are kept. The Landlord agrees to repay the Agent's costs incurred including any expenses or penalties (whether civil or criminal) that may be suffered as a result of non-compliance of the Property to fire and appliance or any other safety standards.

17.3 Where the Landlord has duties in regard to the prevention of legionella and the inspection of domestic-type water systems, it is agreed that the Landlord shall be responsible for the maintenance of the water system and any associated safety checks under these duties. The Landlord confirms that they are aware of these duties and that the Agent has provided sufficient information to assist with compliance.

17.4 Landlords must ensure that a valid Energy Performance Certificate (EPC), where required, is made available free of charge to any prospective tenant at the earliest opportunity and in any event no later than which ever is the earlier of:

(i) the first time the landlord makes available to the prospective tenant any written information about the building; or

(ii) at the time which the prospective tenant views the building.

Where the Landlord does not have a valid EPC for the property the Agent will arrange an EPC for the property and the Energy Performance Certificate Fee will be payable. If the Landlord already has a valid EPC for the property then the Landlord must make this available to the Agent for any prospective tenants.

17.5 The Landlord must ensure that a Gas Safety Certificate, where required, is provided to the Tenant prior to their occupation of the property. Where the Landlord does not have a valid Gas Safety Certificate for the property the Agent will obtain this and the Landlord will reimburse the Agent for the full cost of arranging the gas safety check.

18. INSTRUCTIONS:

It is agreed that any instructions to the Agent from the Landlord regarding termination, proceedings, major repairs, payment, or other significant details regarding the letting be confirmed to the Agent in writing.

19. FEES AND VALUE ADDED TAX:

We are not currently registered to charge VAT on top of our fees, should we become required to do so we will give one month notice in writing. VAT at the current rate would then be added to the fee at the appropriate rate. Management fees and similar services are based on a percentage of the actual rental fee. For example, a property rented at £1,000 per calendar month will incur a monthly management fee of £125 where the fee is 12.5%. Should the agreed rental be higher or lower then the fee will be correspondingly higher or lower.

20. INSURANCE:

The Landlord shall be responsible for the Property being adequately insured and that the insurance policy covers the situation where the Property is let

21. HOUSING BENEFIT:

The Landlord undertakes to reimburse the Agent for any claims arising from overpayment which may be made by the local authority in respect of housing benefit (or the Department of Work and Pensions with respect to Universal Credit), or other benefit scheme, paid to or on behalf of the tenant(s) as rent. This undertaking shall remain in force during the currency of the tenancy and up six years thereafter, whether or not the Agent continues to be engaged to let or manage the Property under this Agreement.

22. LEGAL PROCEEDINGS:

If the Agent is collecting rent from the Tenant and rent is outstanding for 7 days after it becomes due the Agent will notify the Landlord promptly and use its reasonable endeavours to obtain payment from the Tenant over the following 28 day period. At the expiry of that 28 day period the Agent will offer general advice on the next steps to be taken but cannot undertake legal proceedings on the Landlord's behalf and cannot accept any liability for rent arrears or breaches of the Tenancy Agreement. If the Landlord wishes to appoint a solicitor he may do so at his sole cost. The Agent will charge a fee for attendance at Court and any protracted correspondence with solicitors at the hourly rate specified above.

23. IMMIGRATION CHECKS:

It is agreed that the Agent will carry out any checks required under the Immigration Act on the proposed Tenants and any permitted occupiers at the start of or prior to the commencement of the Tenancy and any follow up checks where the Tenant has a limited right to rent. The Agent's responsibilities for such checks will only extend to the duration of this Agreement and at the termination of this Agreement the Agent will transfer the status evidence to the Landlord and the responsibility for maintaining immigration status checks will return to the Landlord.

24. COMPLAINTS

Where the Landlord is unsatisfied with any service provided by the Agent he should contact the Agent in the first instance to try to resolve matters. The Agent has an in-house complaints policy which must be followed, a copy of which has been provided with or prior to entering into this Agreement. The Agent is a member of 'The Property Redress Scheme' and where the Landlord is unsatisfied with the way the complaint has been handled he may refer the matter to the scheme for a further decision, details of which are available upon request from the Agent.

25. SALES:

Where any person introduced in any way to the Landlord by the Agent goes on to purchase the Property, either Freehold or Long Lease a fee equivalent to 0.5% of the purchase price shall be payable to the Agent.

26. KEEPING RECORDS AND DATA PROTECTION:

The Agent undertakes to comply with data protection regulations and not to divulge any personal details of the Landlord or Tenant to any other third party or organisation without prior approval unless this is necessary to comply with a statutory obligation. The Agent will make every effort to keep such information safe and secure and will keep copies of all forms, agreements and other correspondence in relation to the tenancy for the period of the tenancy and for a year from the date of expiry of the tenancy. The Agent will keep copies of all financial information for seven years.

The Landlord undertakes to comply with data protection regulations and not to divulge any personal details of the Tenant to any other third party or organisation without prior approval unless this is necessary to comply with a statutory obligation. Where the Landlord processes and stores any personal details of the Tenant (for example, where the agent is instructed on a let only basis and the landlord is managing the property) the Landlord is required to provide the Tenant with a privacy notice of how their data will be processed or used by the Landlord. The Landlord is also required to ensure that any data held is adequate, relevant and not excessive for the purposes for which it is processed and is accurate and kept up to date. Data should not be kept for longer than necessary and should be deleted or shredded appropriately when no longer required.

27. ABOUT THIS AGREEMENT:

No amendments or variation to this Agency Agreement will have any contractual effect unless agreed by the parties in writing. This Agreement shall be governed by and construed in accordance with the laws of England and Wales, and each of the parties submits to the exclusive jurisdiction of the courts in England and Wales.

This Agency Agreement constitutes the entire written agreement between the parties and supersedes any previous agreement, discussion, correspondence or understanding between the parties but this will not affect any obligations in any such prior agreement which are expressed to continue after termination. In the event that any part of this Agreement is held to be void or unenforceable it will be severed from the Agreement and the remainder of the Agreement will continue in force to the fullest extent possible.

The terms and conditions of this Agreement may be varied by the Agent, but only with two months' prior written notice.



Complaints Procedure

Our aim is to provide a first class service and to do everything we can to ensure you are satisfied. If you feel that we have fallen short of this standard and you wish to complain, we ask that you first telephone the person who has had conduct of your matter and explain that you are dissatisfied with an aspect of the service you have received.

If you remain unhappy with the way your complaint has been dealt with after speaking to the person with conduct of your matter then you should set out your complaint in writing to:

Mr Mark Edwards, Rent East Yorkshire Ltd, Unit 20 Driffield Business Centre, Scotchburn Garth, Driffield, YO25 6EF
And/or by email at: mark@renteastyorkshire.co.uk

In order to resolve your complaint, we would ask that you include the following information and evidence, if applicable:

- An outline of your complaint explaining why you feel that we have fallen short of our first class service
- What you would like us to do to resolve it
- Any specific details that you feel would assist us with resolving your complaint. Including, but not limited to:
 - Names of Advisors you have spoken to in connection with the complaint
 - Time(s) and Date(s) of the incidence(s)
 - Telephone number(s) and or Address(es) you have used to contact us
 - Any written correspondence in connection with your complaint
 - Any other document in support of your complaint

On receipt of a complaint, we will investigate the issue(s) you have raised on your complaint fully and respond to you accordingly.

The timescales for dealing with a complaint are as follows:

- You will receive an 'acknowledgement of receipt' of your complaint from us within 3 working days of receipt of your complaint.
- Within 10 working days of the acknowledgement, you will receive a full response.
- If we are unable to resolve the matter within the 10 working days as stated above, we will provide you with reasons why we could not meet this time frame and provide you with an estimate of when a full response will be received
- After our final written response, we may deem the complaint closed. If we deem the matter closed then we reserve the right not to enter into any further correspondence.

We are members of the Property Redress Scheme. If you remain unhappy with the response received from us and have exhausted our complaints procedure, you can contact the Property Redress Scheme to ask them to investigate your complaint. In order to take your complaint to The Property Redress Scheme you must first have carried out the following:

- You have waited 8 weeks from the date of your written complaint to us for a response; and
- It is still within 6 months from the our last communication with you regarding this complaint

The Property Redress Scheme is a government approved Redress Scheme who resolves complaints between Members and their consumers. The complainant must have exhausted the Member's internal complaints procedure and remain dissatisfied with the Member's response. The Property Redress Scheme is free to use for the complainant and further information and guidance on how to resolve complaints is available via their website.

In order to make a complaint, please contact the Property Redress Scheme directly or alternatively, visit their website and fill out a Complaints Form. The Property Redress Scheme contact details are as follows:

Website: www.theprs.co.uk

By Email: info@theprs.co.uk

By post at: The Property Redress Scheme, Ground Floor, Kingmaker House, Station Road, New Barnet, Hertfordshire, EN5 1NZ

Notice of the Right to Cancel

The Consumer Contracts (Information, Cancellation and Additional Charges) Regs 2013

The right to cancel only applies if the Landlord enters into an agreement with the Agent where the Landlord is a consumer (being an individual acting wholly or mainly outside of their own trade or business) and this Agency Agreement is signed:

- at a place which is not the Agent's office;
- at the Agent's offices but following a meeting between the parties away from the Agent's offices; or
- without meeting face to face at all.

Information for Landlords:

You have the right to cancel this contract within 14 days without giving any reason. The cancellation period will expire after 14 days after the day on which this contract was entered into.

To exercise the right to cancel, you must inform the Agent at [Unit 20, Driffield Business Centre, Scotchburn Garth, Driffield, East Yorkshire, YO25 6EF, 01377 250 550, info@renteastyorkshire.co.uk] of your decision to cancel this contract by a clear statement in writing (eg a letter sent by post or email). You may use the model cancellation form below, but it is not obligatory.

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

Effects of cancellation

If you cancel this contract, the Agent will reimburse to you any payments received from you without undue delay, and not later than 14 days after the day on which the Agent was informed about your decision to cancel this contract. The Agent will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement. However, if you requested that the Agent begins the performance of services during the cancellation period, you shall pay an amount which is in proportion to what has been performed until you have communicated to the Agent your cancellation of this contract, in comparison with the full coverage of the contract.

----- cut here -----

Complete, detach and return this form **ONLY IF YOU WISH TO CANCEL THE CONTRACT.**

Cancellation Notice to be Included in Notice of the Right to Cancel

To: Rent East Yorkshire Ltd

I/We* hereby give notice that I/we* wish to cancel my/our* contract

.....
[Please insert property address and consumer name]

Signed

Name and Address

.....
Date

*delete as appropriate

