

#### AVAILABLE PROPERTIES

Residential Land have over 1500 units, we will keep you updated with current availability. Every Tuesday the available properties list is emailed out to all Agents working with us. If you do have any queries, please do contact us. However, we do ask you to check the list first! If you wish to receive this list, please do contact us. Our website is a live site and therefore it is updated on an hourly basis.

#### VIEWINGS

Please liaise with the Building Manager to arrange viewings before appointments are made with your applicants.

If the apartment is currently occupied, we require 24/48 hours' notice with viewings Monday-Friday, with an appointment booked directly with the Building Manager.

#### OFFERS

Once an offer has been accepted by the Landlord, Residential Land will email the following documentation:

1. An acceptance offer letter,
2. Holding deposit form
3. 'Tenant Information' or 'Company Information' form which must be completed in a Word Document format.
4. A 'Request for payment' invoice which will provide the Tenants/Company with our bank details for the move in funds to be transferred

It is agreed in all cases that Residential Land to have to be in receipt all cleared funds a day before the move in date and must have cleared funds for keys can be released at which point the Landlord will sign the contract.

Agent's fees are not, under any circumstances, to be taken from deposits or moving in monies.

#### FEES

Residential Land offers 7% commission on the initial agreed term of the tenancy, payable upon receipt of your invoice. Payment will be quarterly in arrears for as long as the tenant is in the property or until the 1<sup>st</sup> anniversary of the start date. No commission will be paid beyond this point. Agents must not deduct fees from deposits or move-in monies under any circumstances. It is hereby agreed that, upon the tenant taking occupation of the apartment, the agent shall refrain from making any direct or indirect contact with the tenant for the purpose of marketing, promoting, or offering any additional services.

If the Tenant vacates and we have paid you for that period, we will look to you for a fee reimbursement.

If a rent-free period/credit is negotiated the invoice will need to reflect this and based on the rent that is paid.

Utilities can NOT be charged as part of your commission

\*All fees are paid quarterly in arrears on the initial term\*

No Agent's invoice for fees will be entertained for payment if it is not presented within three months of the first date that the fee became payable.

#### REFERENCING

Agents are solely responsible for conducting and ensuring the accuracy of all reference checks, including but not limited to:

- Original passports
- Full credit reference reports
- Right to rent checks

- Cross-referencing against the UK Government Sanctions List

This responsibility includes adherence to all legislative updates, including the 2025 changes to the Renters' Rights Act and sanctions regime. Agents will be held fully liable for any failure to comply with current or future referencing and compliance requirements.

2. Original copy of the applicant's visa if applicable

3. Full credit reference checks to be carried out for each applicant, reports and paperwork to be sent to Residential Land

4. Right to rent checks completed

5. Cross reference on UK sanctions list until further notice

6. We cannot accept payments originating from individuals, entities, or countries listed on any applicable sanctions list, in accordance with Regulation 17.

7. PLEASE ADVISE IF ANY PROSPECTIVE TENANTS ARE FROM THESE COUNTRIES BEFORE ANY PAYMENTS ARE MADE.

#### COMPANY LETS AND EMBASSIES

1. A letter from a company director or an official letter of authority from a company/embassy confirming the rental

2. Full credit reference checks to be carried out for company lets, reports and paperwork to be sent to Residential Land

3. NB. These are not chargeable to Residential Land. All of the above are part of the 7% fee (1-4 & 1-3)

#### HOW TO RENT GUIDE

Tenants will be provided with a move in pack which will include physical copies of the EPC, gas safety if applicable, electrical certificate, and a deposit certificate along with information for How to Rent guide if applicable.

#### CONTRACTS

Residential Land use BPF approved (British Property Federation) contracts.

#### DEPOSITS

Residential Land requires a deposit of 5 Weeks. Residential Land holds all deposits under the 'My Deposits' scheme. Residential Land adheres to all the relevant deposit laws under the Housing Act 2004.

#### UTILITIES

A number of our buildings have communal utilities such as heating or water which will be recharged to the Tenant at cost.

#### MOVING DAY

Keys will be issued from a member of the Residential Land team. Keys will only be released once Residential Land is in possession of cleared funds and Residential Land has received all the relevant documentation.

#### CHECK IN & INVENTORY

Inventory and check-in will be organised by Residential Land. Residential Land pay for the incoming and outgoing inventory.

#### MASTER KEYS

Please collect a copy of our master key from our Mayfair Head Office. If you do not have a copy please collect a key with a copy of your ID such as passport or driving licence and a business card with your name printed on.

If you lose a Residential Land master key, you need to report this as soon as possible to the 'Head of Lettings' Stuart Birke on 020 7408 5155.

#### NEGOTIATOR BONUS SCHEME

Residential Land offers a discretionary negotiator bonus as an extra incentive to negotiators. This bonus is payable when Residential Land are satisfied with the standard of service we have received, and is paid directly to the individual negotiator:

Negotiator bonuses do not apply to solo Agents, company Directors or principals of any agency who do not have commission-based members of staff leading the negotiation.

#### SECURITY

The Agent should leave the property in the condition that they found it, and advise us of anything they have found which is out of the ordinary, with doors locked as found, windows closed, and lights off. If there is any doubt they should contact the relevant Building Manager and report anything that seems suspicious.

Please contact the relevant Building Managers for access codes if needed as these codes can be changed for security reasons.

#### MARKETING

Please contact us or our marketing team on 020 7408 5155 if you require any marketing material such as floor plans, photographs, videos or EPC's. We are very happy for you to advertise our properties on all the website portals. It is the agents responsible to make sure that the marketing materials reflects the correct apartment.

You will NOT advertise our properties at a lower price than on our weekly lettings list if you are found to be doing this you will be immediately instructed, you will only advertise properties that

are on the latest weekly list and you will remove from your database/portals all other properties from previous lists.

#### MANAGEMENT

Residential Land have an in-house Property Management team who comprehensively manage the portfolio. There is an emergency call number for out of office hours.

1. If a Residential Land or an associated or group company sells any of their properties, neither entity will be liable for any further fees (including any 2nd payments due or renewal fees) in relation to that property once completion has taken place. In this instance, selling a property includes a sale or transfer of shares, to a bona fide purchaser for value, in the company owning the relevant property.

2. Should Residential Land cease to manage a property, no further sums will be payable to an Agent in relation to that Property. This includes any second or further payment or renewal fees.

3. You do not have permission to facilitate and are hereby prohibited from facilitating the switching of utilities from one provider to another, nor do you have permission to supply any third party with any information which could be used to do so or which could be used to make an approach to any of our tenants or other occupants of our properties. This applies whether the third party is a utility supplier or an organisation which organises switching. Such information includes (but is not limited to) landlord contact information, tenant contact details, meter readings, address of properties, date let or date vacant. If you breach this prohibition, we will take steps to ensure that you account to us for any commissions paid to you for such information or actions to facilitate switching and we will hold you liable for all costs incurred as a result of the switch and the costs of the actions necessary to rectify the situation.

**RIGHT TO RENT CHECKS**

We, the Agent, hereby confirm we will carry out the 'Right to rent checks' in full accordance with the new Regulations from The Home Office from the 12<sup>th</sup> February 2025. We confirm we will only pass to the Landlord original copies of:

- Passports Visas/Identity Cards
- Credit referencing reports

**COMPLIANCE** Residential Land Ltd requires all employees, contractors and suppliers to abide by our internal policies regarding Health and Safety, Anti-Money Laundering, Anti-bribery and Slavery, Equality and Diversity, Data Retention and Information Security, GDPR, Conflict of interest, Whistleblowing etc; copies of which can be supplied on request.

By registering to receive Residential Land's weekly lettings list is you're agreeing to our Terms and Conditions above in full.

Agent Name .....

Witness .....

Date: