



Agreement for Letting Services

April 2026

Dear Client,

Once this document ('this Agreement') is completed and signed by you, and we have signed it or commenced the provision of our services, it will be a binding contract (subject to the right to cancel as explained in this document) relating to the residential letting services ('Services'), and any insurance protection, that you have selected.

This Agreement provides a summary of our Services and of the insurance policies we offer. Further details are found in the landlord's guide to successful letting ('the Guide') which is provided with this Agreement. Please read this Agreement and the Guide carefully, and then complete the section headed 'You Choose'.

Should you have concerns about our Services at any time please let us know at once. You may find it helpful to ask for our leaflet 'Sorting things out'. With Moorfield Estate Agents you will have the benefit of the Redress Scheme Alternative Dispute Resolution entity provided by the Property Ombudsman, the ARLA Propertymark Client Money Protection Scheme, and the Tenancy Deposit Scheme.

OUR SERVICES

	Tenant Introduction	Rent Collection Service	Full Management
Market Appraisal	✓	✓	✓
Marketing your property	✓	✓	✓
Negotiating tenancy terms	✓	✓	✓
Tenant Referencing	✓	✓	✓
Right to Rent Checks	✓	✓	✓
Preparing Tenancy Agreements	✓	✓	✓
Collection of initial rent and deposit	✓	✓	✓
Arranging Energy Performance Certificate	✓	✓	✓
Tenancy Extension or Rent Review	✓	✓	✓
Inventory arrangements	✓	✓	✓
Option to apply for Building & Contents insurance	✓	✓	✓
Rent processing during tenancy		✓	✓
Chasing initial arrears from tenant		✓	✓
Option to apply for Rent & Legal insurance		✓	✓
Periodic property visits			✓
Right to Rent Follow Up Checks			✓
Renewing safety checks			✓
Notifying service providers of change of occupant			✓
Point of contact for your tenant			✓
Assisting with end of tenancy settlements			✓
Log Tenants Deposit			✓

Some of the above may incur an additional charge - please see page 6 'additional charges'

FULL MANAGEMENT SERVICE



1. Finding a Tenant

We will advise you on a suitable rental. We will register your property on www.onthemarket.com and approach applicants registered with us. Where permitted we will arrange a 'To Let' board. We will arrange viewings without you having to be present.

2. Tenant References and Right to Rent

Once terms acceptable to you are provisionally agreed with a prospective tenant we will arrange a credit reference report and the checking of personal references along with Right To Rent Checks and provide you with the results. You will only be charged once a tenancy agreement has been entered into.

3. Tenancy Agreement and 'How to Rent' document

After 1 May 2026, it will not be possible for assured tenancy agreements to have a fixed term or a set end date. All tenancies will automatically become rolling tenancies from 1 May 2026 (sometimes known as 'periodic tenancies').

Your tenancy will continue on a rolling basis. This will usually be monthly, unless your tenancy agreement sets out a shorter period for example weekly or fortnightly. If your tenancy had an end date, it will no longer apply.

4. Collection of Initial Rent and Deposit Arrangements

We will collect the first month's rent. Where the tenant has chosen to provide a cash deposit we will protect the deposit in accordance with the terms of The Tenancy Deposit Scheme, serve the required notice upon the tenant, and comply with the initial requirements of the Tenancy Deposit Scheme on your behalf.

Where the tenant has chosen to provide a rental guarantee product we will make the necessary arrangements to manage this process on your behalf. Our relevant fee chargeable every 12 months or part thereof on the tenancy anniversary date can be found in 'Additional Charges'.

5. Inventory

Unless you instruct us to the contrary in writing we will commission an inventory for the tenancy and administer the tenancy start and end inventory check procedures. We will invoice you for the fees incurred at the start and end of the tenancy as set out in the 'Additional Charges'.

6. Cleaning

The Guide recommends professional cleaning of the property before the tenant moves in. We can quote for a professional cleaning service.

7. Rent Processing

We will transfer all rent received to your UK bank account after deducting our fees and expenses and send you rent statements by email. NB transfers to Non-UK bank accounts will attract an additional fee to reflect the increased cost and administration of such transfers. (See fee set out in 'Additional Charges'.) The Guide explains what steps we will take if rent is not paid on time. Please see the 'Insurance' section for the cover available for loss of rent and legal expenses.

8. Safety checks and Energy Performance Certificates (EPC)

A valid in date EPC must be available before the property is advertised. You cannot let a property with an 'F' or 'G' EPC rating (see point 9 MEES under our Terms and Conditions). Your ability to recover possession is prejudiced if an EPC is not provided to the tenant before the tenancy commences. An EPC has a 10 year shelf life so will need to be renewed and provided to your tenant if it expires before the tenancy ends. We can provide the EPC for you if required, for an Additional Charge.

Before the start of a tenancy there must be in place:

- A gas safety certificate
- An appropriate risk assessment for Legionella disease and confirmation that any recommended precautions have been implemented
- A safety certificate for portable electrical appliances (PAT)
- An Electrical Installation Condition Report (EICR) (see point 10 on Fixed Wiring Tests under 'Our Terms and Conditions').
- A smoke alarm is required on each floor of the property used as living and sleeping accommodation.
- A carbon monoxide alarm is required in rooms and hallways used as living accommodation where there is a fixed combustion appliance including, but not limited to, wood burning stoves/ open fires, gas fires and gas/ oil fired boilers. Alarms do not need to be mains operated and interlinked.



Where any of the above is not available from you we may at our discretion arrange it for an Additional Charge.

9. Property Visits

We or a suitable contractor will visit the property periodically provided the tenant permits access. We will report to you any readily and visually apparent matters of concern. Where additional visits are required under the conditions of a local authority licence or at the landlord's request, these will be undertaken at additional cost.

10. Repairs and Maintenance

If we become aware that repair or maintenance is required to meet your duties as landlord, we will arrange (up to a limit of £200 ex VAT or if the work is urgent) providing we are holding sufficient funds. Otherwise, if requested by you, we will obtain quotations and instruct contractors (provided we have sufficient cleared funds). These services will incur the Additional Charges identified in section headed 'Additional Charges'.

11. Utility Suppliers

We will, where possible, transfer the utilities and council tax into and out of the tenant's name at the beginning and end of the tenancy and supply meter readings where the meters are accessible.

12. Preferred energy supplier

We will, where possible, at no additional cost to you, change your gas and electricity accounts to our preferred energy supplier, who may pay us a fee.

13. Working Float

We need to hold a working float of not less than £200 or more if rent is paid less frequently than monthly. We may refuse to incur any expenditure on your behalf where we are not holding sufficient funds to meet the cost.

14. Your Own Contractor

We will endeavour to use suitably insured contractors suggested by you but where for any reason we use a contractor recommended by us then we may charge that contractor a fee.

15. Vacant Periods

We do not have any responsibility for your property during vacant periods unless you select our 'Vacant Property Services' which are described in the Guide.

16. Renewing, continuing, and ending the tenancy

We understand the importance of your rental investment and in particular the need to make plans around regular rental income and having vacant possession when required.

The Renters' Rights Act, which will come into force in May 2026, will bring significant changes to landlord and tenant legislation. This includes the abolition of fixed term tenancies and the removal of Section 21 'no fault' eviction notices. Following these changes, landlords will only be able to seek possession where a tenant is in breach of the tenancy agreement, or where the landlord wishes to move themselves or a close relative into the property, or to sell it. It is important that you understand how these changes may affect your ability to gain possession prior to entering into or renewing a tenancy. Please speak to us if you require further guidance.

Where applicable we will contact you towards the end of a fixed term to ask your plans. If you are happy for the tenancy to continue either on a fixed term or periodic basis and that is permitted under the regulations in place at the time we will negotiate the terms of the renewal and make sure that everything is confirmed in writing. Where the tenancy is in or continues on a periodic basis we will review the rental figure with you and, where appropriate, serve notice to increase the rent on an annual basis. If you require to take back possession of the property, we can arrange to serve the appropriate notice.

Additional fees apply, see section 'Additional Charges'.

RENT COLLECTION SERVICE

This enables you to manage your property yourself and to use us for marketing, tenant selection, preparing the tenancy agreement, and rent processing. The following clauses of Full Management service apply:

- 1. Finding a Tenant
- 2. Tenant References (including only the initial 'Right to Rent' checks)



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- 3. Tenancy Agreement & 'How to Rent' document
 - 4. Collection of initial rent and Deposit Arrangements
 - 7. Rent Processing
 - 8. Safety Checks and EPC
 - 12. Preferred energy supplier
 - 16. Renewing, continuing, and ending the tenancy.

TENANT INTRODUCTION SERVICE

This enables you to manage the property and tenancy yourself and to use us to put a tenant in place. The following clauses of Full Management service apply:

- 1. Finding a Tenant
- 2. Tenant References (including only the initial 'Right to Rent' checks)
- 3. Tenancy Agreement & 'How to Rent' document
- 4. Collection of initial rent and Deposit Arrangements
- 8. Safety Checks and EPC
- 12. Preferred energy supplier
- 16. Renewing, continuing, and ending the tenancy.

OUR TERMS AND CONDITIONS

THE FOLLOWING TERMS AND CONDITIONS GOVERN THE CONTRACTUAL RELATIONSHIP BETWEEN US. PLEASE READ THEM CAREFULLY.

1. Consent To Let

You confirm that you are the owner of the property and have all necessary consents and authority to enter into a tenancy agreement.

2. Safety Regulations

By entering into this contract you warrant to us that the condition of the property and its contents does not represent a risk to the tenant, that the property complies with any relevant legislation or regulation, and that all relevant satisfactory safety certificates or assessments have been provided.

Homes (Fitness for Human Habitation) Act 2018

This Act gives tenants the right to take direct legal action against their landlord if their property is in such poor condition that it is 'not fit for human habitation' at the beginning and throughout the duration of a tenancy, they can seek damages plus request that the property is brought up to a good state of repair. (see Landlords Guide for more information)

We may suspend the Services where the above is not complied with but by continuing we do not make any assurance that the above matters have been complied with.

3. Keys and Parking Permits

You will provide us with a full set of keys to all main and communal doors for each adult occupant (and for ourselves if you have selected the Management Service.) Please tell us if the tenant is to pay for parking fobs or permits so that this can be included in the tenancy agreement. We will purchase keys on your behalf where necessary.

4. Verification of Identity

Under the Proceeds of Crime Act 2002 and Money Laundering Regulations 2007, you will provide us with photo ID and proof of residency or we may arrange electronic ID for which we will need your date of birth.

5. Insurance Claims

Financial Conduct Authority (FCA) regulations prevent us from handling any building or contents insurance claims. We can submit claims under Rent and Legal Protection insurance.

6. Income Tax



If we consider that you are a non-resident landlord under the Taxation of Income from Land (Non-Residents) Regulations 1995 (Finance Act 1995), then we will deduct basic rate tax from any rent received and pay this to HM Revenue and Customs unless you provide us with HMRC approval for payment without deduction (when we must provide an annual return to HMRC). These arrangements incur Additional Charges. You will indemnify us if we suffer any claim or penalty from HMRC.

7. Houses in Multiple Occupation (HMO) and Selective Licensing

You undertake that all landlord responsibilities are complied with where the property is a House in Multiple Occupation or where it is subject to selective licensing for let residential property (please see the Guide).

8. Housing Health and Safety Rating System (HHSRS)

The Housing Act 2004 introduced a new system for local authorities to assess housing conditions in England and Wales and it is the owner/landlord's responsibility to ensure that properties are let in a suitable condition. You undertake that the property is compliant in all respects.

9. Minimum Energy Efficiency Standards (MEES)

Under the Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015, it is unlawful for landlords to grant new tenancies of properties that have an energy efficiency rating of F and G on its EPC, unless an exemption applies or the landlord has made all the relevant energy efficiency improvements to raise the rating to E or higher, for more details please see the Guide. By signing this agreement you undertake that the property is compliant with MEES in all respects.

10. Electrical Fixed Wiring Tests

All fixed electrical installations must be tested at least every 5 years by a qualified person. The date of the next inspection will be confirmed on the Electrical Installation Condition Report (EICR) and must be strictly adhered to (see below). You must make sure that each tenant has a copy of the EICR before the start of the tenancy. Any Category 1 or 2 hazards and FI notifications should be attended to prior to commencement of a tenancy, with corrective works confirmed either on an Electrical Installation Certificate (EIC) or a Minor Works Certificate. A copy should be provided to each tenant and the Local Housing Authority.

Please Note: The re-test date noted on an EICR takes precedence over that on an EIC. If the qualified person incorrectly records a short re-test date on an EICR when Category 1 or 2 hazards and FI notifications are recorded, they should be asked to correct this. An EICR with an expired re-test date risks challenges at court when possession is sought or in the event of an incident.

Enforcement is built into the above Regulations, through issuing of a Remedial Notice to get the work done, which if not complied with the Local Authority can issue a Breach Notice plus a penalty notice of up to £30,000 for breaching the Regulations. Please see the Landlords Guide for more details. By signing this agreement you undertake to comply with these regulations.

11. Housing Act Tenancy Deposit ('Deposit')

Non compliance with the law relating to Deposits has very serious consequences. Where you have not chosen the Full Management service we will only arrange for a tenant to pay the deposit directly to you where we are satisfied of your membership of an approved custodial deposit scheme or an approved insurance backed scheme. If the tenant pays the deposit to us by mistake we will only account to you by a direct payment to an approved custodial deposit scheme or after sight of your certificate for an insurance backed scheme. Under our Full Management service we can handle deposit claims and disputes for which there are Additional Charges. Otherwise this will be your responsibility for which please see the Guide.

The Tenant Fees Act 2019 has restricted the level of deposit that can be taken, which is now 5 weeks rent, (6 weeks if rent exceeds £50,000 p.a.)

The Landlord appoints the employees of the Agent as its agents for the purpose of managing the taking and protection of any tenancy deposit and authorises the said employees to sign the necessary certification that the information required by the Housing (Tenancy Deposits) (Prescribed Information) Order 2007 is accurate to the best of the Landlord's knowledge and belief on its behalf as agents for the Landlord.

12. Deposit replacement guarantee product

We offer landlords the opportunity of cover equivalent to 6 weeks' rent under a Deposit Replacement Product. Tenants are given the opportunity to either provide a cash deposit equivalent to 5 weeks of rent up front or purchase a guarantee. Tenants remain liable for any breach of the tenancy agreement where a guarantee is purchased and you benefit from additional protection equivalent to an extra weeks rent. In the event that you are not willing to accept a guarantee, please let us know.



The guarantee is arranged through Zero Deposit, which is a trading name of Global Property Ventures Limited, and which is authorised and regulated by the Financial Conduct Authority (reference number 797026). Zero Deposit's privacy policy can be found at <https://www.zerodeposit.com/privacy-notice>.

Where the tenant has chosen to provide a rental guarantee product we will make the necessary arrangements to manage this process on your behalf.

Where we hold the Deposit any interest earned on the Deposit will be retained by us.

Where, following an introduction by Moorfield Estate Agents, the tenant purchases a Deposit Replacement Guarantee Product ('Deposit Guarantee') and the Tenant maintains the Deposit Guarantee throughout the rental period in substitution of the Cash Deposit referred to in 'Our Services' clause 4:

- We shall be entitled to receive a commission payable by the Deposit Guarantee provider;
- Commission is payable by the provider in consideration of our work when arranging and processing the Deposit Guarantee policy. This work involves services for the benefit of the provider, landlord and tenant. Our services allow the tenancy application to proceed. The value of the commission is an amount within the market norm for similar services;
- The Landlord accepts that the Deposit Guarantee will be subject to the terms of the Deposit Guarantee, copies of which are available on request and
- We shall as soon as reasonably practicable inform the Landlord in the event the Deposit Guarantee is cancelled, in which case we shall, at the request of the Landlord, seek to collect the Cash Deposit from the Tenant.

13. Ending a Tenancy

If instructed we will, subject to regulations in place at the time, serve notice on the tenant enabling you to apply for possession. This will incur an Additional Charge. See 'Additional Charges'.

14. Termination of our Services

Our Full Management or Rent Collection service may be terminated by 6 months written notice by either party. Any Rent and Legal Protection policy will terminate automatically but please see 'FEES and CHARGES' for details of fees payable on termination. Termination does not affect any warranties, assurances or indemnity you have given us. Either party may terminate if the other party fails to remedy promptly any breach of this Agreement.

15. Withdrawal Costs

If you accept a formal offer from a prospective tenant but then withdraw, you will indemnify us for all costs and expenses we have incurred.

16. Third Party Suppliers and Tenant Services

We may receive fees or commission from tenants or utility suppliers or contractors introduced by us where it is lawful for us to do so.

17. Housing Benefit

In the event any Housing Benefit, Local Housing Allowance, Universal Credit or other form of Benefit which has been paid to you in our normal rental processing, is subject to 'Clawback' or any other mandatory repayment made by the Local Authority you agree to repay these monies and you indemnify us against any loss or expense.

18. Legal Services

We do not provide legal advice. The Rent and Legal Protection insurance that we offer provides a contribution for legal expenses.

19. Other Relevant Legislation

'The Contracts (Rights of Third Parties) Act 1999'

This Agreement will not be enforceable by any third party.

'UK General Data Protection Regulation (UKGDPR)'

We take our responsibilities regarding your personal data very seriously. For further details, please refer to the Privacy Notice, accessible from the home page of our website www.moorfieldestates.co.uk/privacy and/or our factsheet called 'How we use the information you give us'. If you require a copy of this factsheet, please contact our office.

As a Landlord you should register with the Information Commissioners Office (ICO). You can do so, including payment of the relevant fee, at ico.org.uk/for-organisations/data-protection-fee/



'Right to Rent' checks under the Immigration Acts 2014 and 2016

We will not put the tenancy in place where a clear Right to Rent check is not available. For Rent Collection and Tenant Introduction we only take responsibility for the initial Right to Rent checks, and any subsequent checks that are required remain your responsibility as landlord.

20. Jurisdiction

This agreement is made in England and Wales and shall be subject to the laws and courts of England and Wales.

21. Interest and VAT

We do not pay interest on monies held on behalf of landlords or tenants. We may charge interest at 4% above Barclays Bank Plc base lending rate or the County Court Rate whichever is the higher on late payment of sums owing to us.

22. Updates to the Agreement for letting services

From time to time we may update the Agreement for letting services, including fees and charges, and we will do so by advising you in writing of such updates.

The Agreement for letting services, including any amendments or updates to it, shall apply to any tenancy agreed in relation to the property.

23. Our right to withdraw

We reserve the right to refuse to accept, or to terminate your instructions if you have not obtained consent to sub-let the property from any superior landlord or lender; if you have not informed us of any special requirements in respect of the property; if you have not obtained any necessary licence, registration or planning consent, or if your property fails to comply, which remain your responsibility.

If you do not choose our Full Management service then you have a legal responsibility to ensure that the renewal of any gas safety record (and periodic inspection report, where applicable) is carried out within the statutory time limits.

Where we are providing Full Management or Rent Collection we will inform you if we become aware of any failure on your part to comply with your regulatory obligations, and we reserve the right (but without any obligation) at our discretion, to arrange the necessary work at your expense.

24. Our Responsibility

We will make all reasonable efforts to provide the Services to a satisfactory standard and in a timely manner.

PLEASE NOTE THE FOLLOWING IMPORTANT RESERVATIONS AND LIMITATIONS.

- unless you choose our Full Management service then responsibility for the renewal of all safety certification, including but not limited to that associated with gas and electrical safety, remains your legal responsibility throughout the tenancy.
- we accept liability without limit for death or personal injury which is due to our negligence.
- any estimate or advice about future income or expenditure is a general indication only and shall not be treated as a binding assurance or warranty.
- we shall not be liable to you for any loss, injury, damage or for legal or other expenses arising from any defect in the property or its contents (whether or not such defect is apparent) or as a result of any act, omission or insolvency of any third party.
- we shall not be liable to you in respect of any claims made by a third party relating to the property or the letting (unless caused by our negligence) and you will indemnify if any such claim is made against us.
- our Services shall not be taken as imposing any obligation upon us to enforce collection of rent or other charges payable by the tenant or a third party.
- in no circumstances shall we be liable for any indirect consequential or economic loss or expense.

25. Your Responsibility

- you accept liability without limit for death or personal injury which is due to your negligence.
- you shall pay and indemnify us for all costs, claims, damages, expenses, fines, loss or for legal or other expenses in full incurred by us as a result of your fraud, breach, negligence or default (whether arising as an act or omission) or from any defects in, or emissions or other dangers arising from the property or its contents.
- you shall pay (or shall repay) us any costs howsoever arising in relation to the arbitration of the deposit.
- you accept responsibility for any works undertaken by contractors whom you instruct or whom we instruct on your behalf (including where we give instructions in our discretion) and for payment of the contractors.
- you warrant that the property complies with all regulatory and statutory requirements.



26. Assignment

We may assign, or otherwise dispose of any of our rights and/or obligations under this contract.

27. Electronic Documentation

Contracts which have been signed and delivered electronically (either by fax, email, scanning or website authentication) are binding and admissible in evidence. For convenience, we may ask you, the tenant or any prospective tenant(s) to sign documentation electronically.

FEES AND CHARGES

Subject to the other provisions of this Agreement our fees become payable upon a tenant introduced by us entering into a tenancy. For this purpose a tenant will be treated as introduced by us if they are introduced by or have been sharing occupation with a tenant introduced by us.

These are each subject to a minimum fee of £500 per tenancy term.

The fees for Full Management service and Rent Collection service can be paid either in advance (for the full term of the tenancy) or in monthly instalments at the relevant percentage of the monthly rent payable. The fee for Tenant Introduction is due in full at the commencement of the tenancy.

Any fee falling due will be deducted by us from monies received from the tenant but any sum due which is not recovered in that way must be paid by you immediately. If you arrange to take rent direct from the tenant any unpaid balance of our fee becomes payable immediately.

If the tenant defaults, no part of any fee payable in advance will be refunded and fee instalments will remain payable to the end of any stated contractual term of the tenancy. However, after a default, our fee for introducing a new tenant will give credit for any Tenant Introduction fee paid previously to the extent it relates to a period covered by the new introduction.

If you terminate our Services as provided in section 13 of 'OUR TERMS AND CONDITIONS', or if we terminate in reliance upon your breach, you will be required to pay our minimum fee which would have been applicable to the tenancy less the total fees paid to us to the date of termination.

Fees	Fees
Full Management	10% of rent payable + intro fee
Rent Collection	8% of rent payable + intro fee
Tenant Introduction	50% First month's rent *subject to minimum fee

FEES RELATING TO TENANCIES RENEWING AND CONTINUING

Upon the tenancy continuing as statutory periodic tenancy or periodic tenancy (this is where a tenant remains in occupation without a new agreement) our fees, calculated as agreed in respect of the original letting, will be due annually in advance within 14 days of invoicing together with the Tenancy Extension or Rent Review Service Fee as set out in 'Additional Charges'.

Where permitted under the regulations in place at the time the tenancy is extended by a new fixed term (whether or not we carry out the negotiations) this will incur a fee, calculated and payable as agreed in respect of the original letting together with the Tenancy Extension and Rent Review Service Fee as set out in 'Additional Charges'.

INTERPRETATION

In this agreement the following words and phrases will have the following meanings unless the context requires otherwise:

'we', 'us' and 'our' means Moorfield Estate Agents Ltd or its subsidiaries or trading names.

'you' means the landlord (or the person for the time being who owns the freehold or long leasehold in the property).

'landlord' means a person letting a residential property.

'the tenant' means anyone entitled to possession of the property under a tenancy agreement.

'the property' means the residential premises identified in this Agreement.



'term' or 'tenancy' means any fixed term or periodic tenancy permitted under the regulations in place at the time and includes any extensions or continuations whether by way of a fixed term (where permitted under the regulations in place at the time) or on a periodic basis.

INSURANCE PROTECTION

We are able to offer the following insurance policies:

RENT AND LEGAL PROTECTION INSURANCE.

BUILDINGS AND/OR CONTENTS INSURANCE.

STATUTORY INFORMATION FOR YOU AS OUR CUSTOMER

Our services will be provided by Moorfield Estate Agents Limited.

Our services will be property services including LETTINGS and MANAGEMENT. The total price of these services, or where that cannot be stated in advance, the method for calculating the total price is set out in this Agreement.

Where any additional charges applies the amount will be notified to you prior to its being incurred.

Our legal obligation is to provide these services according to the terms of the written agreement. Your legal obligation is to observe the terms of this written agreement for the duration of the written agreement and beyond it (where certain of your obligations survive even after the written agreement is terminated or cancelled).

We are members of The Property Ombudsman scheme and comply with their code of practice for residential letting agents details for which can be obtained on request from our office or from their website www.tpos.co.uk. Any formal complaint about our Services should be sent to Moorfield Estate Agents Administration Support at charlie.singh@moorfieldestates.co.uk. We will provide an acknowledgement within 3 working days and an initial response within 15 working days. Full details of our complaints procedure is also available on request.

In the event that our internal complaints handling procedure has been exhausted, you should note that the appropriate Alternative Dispute Resolution entity is the Property Ombudsman.

In the event that your complaint relates to insurance, the appropriate Alternative Dispute Resolution is The Financial Ombudsman.

YOUR RIGHT TO CANCEL

An 'off premises' contract

An 'off premises' contract is one which is signed or otherwise concluded other than at our business premises and when you and our representative are present. A contract which is concluded by means of a distance communication shortly after you and our representative were in each other's presence other than at our business premises, is also treated as an 'off premises' contract.

How to cancel

If this contract is an 'off premises contract' you have the right to cancel within 14 days ('Cancellation Period') without giving any reason. The Cancellation Period will expire after 14 days from the date of this agreement or if more than one date is stated on the contract, the later (or latest) date will apply. To exercise this right to cancel you must inform us in writing of your decision to cancel this contract. You may use our model cancellation form set out below but it is not necessary to do so provided you transmit your decision by writing to a current, valid postal address; email address; or fax number. To be able to cancel within the Cancellation Period, it is necessary for you to write to us (as above) before the end of the Cancellation Period. If you decide to exercise this right to cancel, you should write to our branch, office or representative with whom you usually deal or alternatively to the postal address or email address stated in the model cancellation form attached below.

Effects of cancellation

If you exercise your statutory right to cancel, we will reimburse all payments received from you including the cost of delivery (if any) without undue delay but no later than 14 days after the day on which we receive notice to cancel. We will reimburse you using the same means of payment as you used for the payment to us unless you and we have expressly agreed otherwise. If you have requested that we commence our services within the Cancellation Period no reimbursement will be due to you for any goods and/or services already provided to you by us at the time we receive



notice of cancellation. If you have instructed us to commence our services before the expiry of the Cancellation Period, it is possible that we will already have introduced a tenant or brought about a letting, or performed or delivered other services for you, before the contract has been cancelled. In that case if you have benefitted from our services you will still be liable to pay any fee for a service provided prior to the cancellation and this may mean the full fee is payable.

MODEL CANCELLATION FORM

TO: Moorfield Estate Agents

I am/We are writing to you by means of the following (please tick box):

- Writing to: Moorfield Estate Agents, Lettings Administration Support
- Email to: charlie.singh@moorfieldestates.co.uk

I/We hereby give notice that I/we wish to cancel our agreement for letting services whose details are as follows:

Property address: _____

Name: _____

Address (if different from above): _____

Date contract signed: _____ Date this cancellation form was sent: _____

Reason for cancellation (optional): _____

Please provide as much information above as possible.

ADDITIONAL CHARGES

Initial charges	Fees
Energy Performance Certificate (EPC)	£100.00
Gas Safety Check	£120.00
EICR Charges	£300.00
inventory check at the end of the tenancy - Unfurnished	£135.00
inventory check at the end of the tenancy - Furnished	£150.00

Instructing an inventory provider to attend the property to undertake the creation of an inventory prior to the start of the tenancy:

Property	Unfurnished	Furnished
Studio	£140.00	£160.00
1 bed	£150.00	£170.00
2 bed	£160.00	£180.00
3 bed	£170.00	£190.00
4 bed	£180.00	£200.00
4 bed +	£190.00	£210.00

YOU CHOOSE

Moorfield Estate Agents cannot proceed with the Services until you have completed, signed and dated this Agreement. This Agreement takes effect when we have signed it or when we commence provision of our Services, whichever is the sooner.



Full address of property to be let: _____

Allocated parking space: _____

Landlord 1 (full name): _____

Landlord 2 (full name): _____

Daytime Tel: _____

Evening Tel: _____

Mobile: _____

Email: _____

Any additional legal owners not included above to appear on the tenancy agreement:

Address for correspondence during the tenancy (full address including Postcode and Country):

I/we require the Full Management service

management fee 10% of all rents payable

I/we require the Rent Collection service

letting and rent collection fee 8% of all rents payable

I/we require the Tenant Introduction service

tenant introduction fee half first one months rent for full term of the tenancy as set out in our Fees and Charges

£ _____ including

All services are subject to a minimum fee of £500.

Inventory

Yes No Please instruct on my/our behalf an inventory and provide the necessary administration at the start of the tenancy and check out at the end in accordance with the charges set out under 'Additional Charges'

Request to start contract immediately

Yes No I/We acknowledge that I/we may postpone the start of the contract, but I/we hereby request that you start the contract and your Services immediately and I/we have initialled the box to confirm this request. I/We acknowledge and accept that in the event of our cancelling the contract within the Cancellation Period as described in the Section 'Right to Cancel', the total price, fees or charges for Services you have provided may be payable in full.

SAFETY

Gas Safety Certificate

no gas to property Moorfield Estate Agents to provide landlord to provide

NB we cannot proceed with any let unless we hold a valid gas safety record.

Electrical: Portable Appliance Testing (PAT)

Moorfield Estate Agents to provide PAT landlord to provide neither

The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020

Moorfield Estate Agents to provide EICR landlord to provide EICR

Where our full management service is selected, PAT and EICR will not automatically be renewed unless you indicate here Yes No

DECLARATIONS

1. I/We declare that I/we have read and fully understand this Agreement and the Additional Charges.
2. I/We declare that I/we am/are sole/joint owner(s) of all the property.
3. I/We declare that I/we have obtained all necessary consents to let the property, I/we declare that there is no reason known to me/us why I/we should not let or offer to let the property.
4. I/We confirm that I/we have disclosed to you all material information about the Property which might reasonably affect a prospective tenant's decision to view and/or proceed with a tenancy at the Property.



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5. I/We confirm that all upholstered furniture, soft furnishings, beds, mattresses, pillows and cushions supplied to the property and forming part of the proposed letting (including any later replacements) do and will comply with the Furniture & Furnishings (Fire) (Safety) Regulations 1988 and the Furniture & Furnishings (Fire) (Safety) (Amendment) Regulations 1993.
 6. I/We confirm that all gas appliances and installations at the property comply with the prevailing safety regulations and that this will be confirmed with the provision of Gas Safety Record prior to commencement of tenancy.
 7. I/We confirm that all electrical installations and portable appliances at the property comply with the prevailing safety regulations and that this will be confirmed with the provision of the required safety certification prior to commencement of the tenancy.
 8. I/We confirm that the property complies with the Homes (Fitness for Human Habitation) Act 2018 and I/We have had an opportunity to seek independent advice. I/We confirm that I/We have disclosed to you any relevant hazards affecting the property under the Housing Health and Safety Rating System.
 9. I/We confirm that smoke and carbon monoxide alarms will be fitted at the property in accordance with the provisions of the prevailing regulations.
 10. I/We acknowledge that the letting service you perform now may benefit me/us in the future if the tenancy continues beyond any initial fixed term permitted under the regulations in place at the time, or continues from month to month, year to year on a periodic basis and therefore you may charge us fees and charges on these events (see under Fees and Charges).
 11. I/We declare that for the duration of the tenancy I/We will be resident in the UK for tax purposes and will immediately notify Moorfield Estate Agents if I/we become non-resident in the UK for tax purposes (see section 6 Income Tax under 'Our Terms and Conditions').
 12. I/We confirm that once I/we have approved our tenants' references I/we will authorise you to sign the Tenancy Agreement on my/our behalf as my/our agent.
 13. I/We confirm that where a tenant takes a deposit replacement guarantee product I/We agree to my/our data being passed to the product provider, Zero Deposit for the purposes of administering the product.
 14. I/We confirm that during the term of this agreement, I/We have in place adequate insurances and public liability cover.

Moorfield Estate Agents has referred to some but not all of your legal obligations as a landlord in this Agreement and you may not rely on this Agreement as setting out your full legal obligations.

INSURANCE

I/We confirm that I/we have read the section of this document headed INSURANCE PROTECTION and that I/we have read the Insurance section in the Guide.

Rent and Legal Protection Insurance

If you require our Rent and Legal Protection insurance (subject to the tenancy meeting the required criteria which includes, but is not limited to, your proposed tenants meeting the required referencing criteria), please tick the box below and we will arrange for this to commence at the start of the tenancy. First read the insurance declaration below as if you cannot agree with this it will not be possible to proceed.

Insurance declaration

I/We declare that to the best of my/our knowledge:

15. There are no circumstances known about that could give rise to a claim under the terms of the Rent & Legal Protection policy I/we have requested.
16. No insurer has ever refused to offer me/us a landlord's rent protection or landlord's legal expenses insurance policy, cancelled a policy mid-term, or imposed special terms or declined to renew a policy.
17. I/We accept that the decision to purchase this insurance is mine/ours and is based not on any advice or recommendation, because none has been given, but on my/our interpretation and understanding of the information that has been provided by you.

I/We have received, read and understood the Insurance Product Information Document and Key Information on our Protection Services Document included within 'the Landlords Guide to Successful Letting' and I/we confirm that by ticking the box below, I/we wish to purchase Moorfield Estate Agents Rent & Legal Protection insurance, subject to any tenants and the tenancy meeting the relevant criteria, including requirements for suitable referencing. I/We accept and agree that my/our instruction is a request for insurance, which if accepted by the insurer will be confirmed to me/us in writing along with the policy documentation and will result in a monthly premium being charged.



Rent and Legal Protection insurance will cost 2.85% of the monthly rent plus insurance premium tax @ 12% of the premium (3.19% inclusive) charged to you monthly, for the period of the tenancy. This can be paid by deduction from rent collected if you have contracted for Full Management or Rent Collection.

Insurance Premium Tax will be charged at the prevailing rate. The current premium rate is set out above, this may be reviewed from time to time and you will be notified of any changes before they take effect.

I/We request that Rent and Legal Protection insurance commences at the start of the tenancy Yes []

I/We confirm that I/we have read and agree the Insurance Declaration above Yes []

Buildings and Contents Insurance

Buildings and Contents Insurance cannot be ordered using this document. Please indicate in the box if you would like to be provided with a quote for buildings and contents insurance subject to the section of this document headed INSURANCE PROTECTION and the relevant information in the Guide. Yes [] No []

IN ORDER TO MAKE PAYMENTS TO YOU WE REQUIRE YOUR UK BANK DETAILS

Name of bank and branch: _____	Name of bank and branch: _____
Sort code: _____ Account number: _____	Sort code: _____ Account number: _____
Bank account name: _____	Bank account name: _____

Signed: _____	Print name: _____	D.O.B: _____ Date: _____
Signed: _____	Print name: _____	D.O.B: _____ Date: _____
Signed on behalf of Moorfield Estate Agents: _____	Print name: _____	Date: _____

Moorfield Estate Agents is registered in England and Wales. Company registration number 04182538.

For activities relating to regulated mortgages and non-investment insurance contracts, Moorfield Estate Agents is authorised and regulated by the Financial Conduct Authority.

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