

# LETTINGS FEES, COMPLAINTS/ REDRESS SCHEME AND CLIENT MONEY PROTECTION INSURANCE (CMP)

HERTS HOMES ARE MEMBERS OF THE PROPERTY OMBUDSMAN AND HAVE FULL CLIENT MONEY PROTECTION INSURANCE THROUGH OUR MEMBERSHIP OF UKALA TO REFLECT OUR HIGH PROFESSIONAL STANDARDS



**The Property Ombudsman**      **Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP**  
**01722 333306**      [www.tpos.co.uk](http://www.tpos.co.uk)

## COMPLAINTS PROCEEDURE

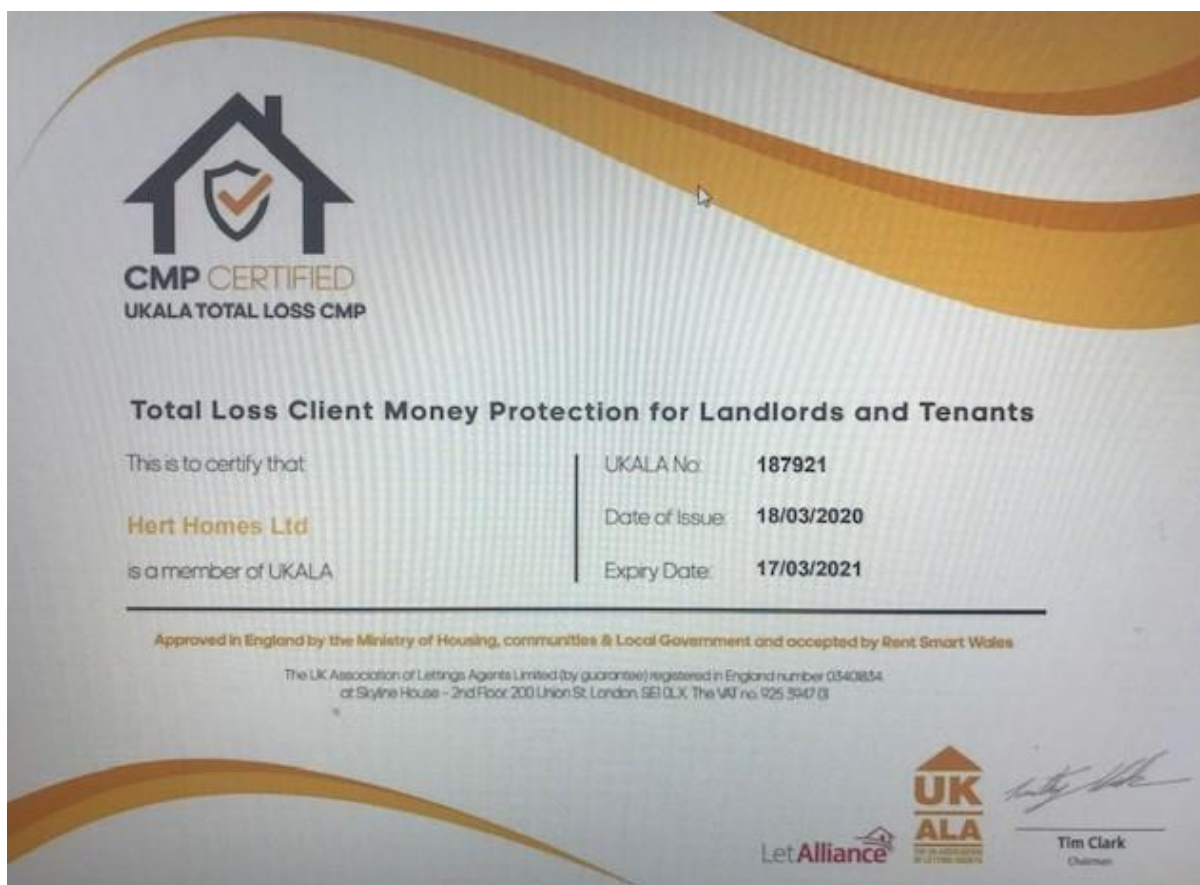
We try to run our business responsibly and honestly but recognise some things may go unintentionally wrong.

IF YOU HAVE A COMPLAINT REGARDING ANY ASPECT OF OUR SERVICE PLEASE CONTACT MANAGING DIRECTOR JOHN RUANE: [j.ruane@herts-homes.co.uk](mailto:j.ruane@herts-homes.co.uk)

ALL COMPLAINTS WILL BE ACKNOWLEDGED WITHIN 3 WORKING DAYS, THOROUGHLY INVESTIGATED AND RESPONDED TO IN WRITING WITHIN 15 WORKING DAYS

COMPLAINTS TO THE PROPERTY OMBUDSMAN SHOULD BE MADE WITHIN 12 MONTHS OF THE DATE OF OUR FINAL RESPONSE.

**REGISTERED OFFICE: ARQUEN HOUSE, 4-6 SPICER STREET, ST ALBANS, HERTS, AL3 4PQ COMPANY NUMBER 7589963**



## FEES TO TENANTS

**RESERVATION FEE** Equivalent to one weeks rent to reserve the property. This is non- refundable if a proposed tenant withdraws from the tenancy or fails right to rent or credit checks or gives false or misleading information in their application. If the landlord has to withdraw it is refundable in full.

**DEPOSIT** THE DEPOSIT IS 5 WEEKS RENT AND THE FIRST MONTHS RENT IS PAYABLE IN ADVANCE AT THE START OF THE TENANCY

## FEES TO LANDLORDS

FIND TENANT ONLY 50% OF THE FIRST MONTHS RENT

FIND TENANT AND RENT COLLECTION £295 SET UP FEE AND 8 % OF RENT COLLECTED MONTHLY

FULL MANAGEMENT £295 SET UP FEE AND 10 % OF RENT COLLECTED MONTHLY

(WE DO NOT CURRENTLY CHARGE VAT ON THESE FEES)

THE ABOVE FEES INCLUDE ALL ADMINISTRATION, CONTRACT AND A PHOTOGRAPHIC PROPERTY CONDITION REPORT. PLEASE NOTE WE ONLY DEAL WITH UNFURNISHED PROPERTIES AND DO NOT ACT FOR MULTIPLE OCCUPANCY LETTINGS (HMO's)

## **PROCEDURE FOR HANDLING CLIENT MONEY**

All client money held by us will be held in a client bank account with NatWest which is authorised by the Financial Conduct Authority. We have written confirmation from the bank that: - (a) all money standing to the credit of that account is client money; and (b) the bank is not entitled to combine the account with any other account or exercise any right to set-off or counterclaim against money in that account for any sum owed to the bank on any of the other accounts it holds for us. We regularly record and monitor all transactions on this account and reconcile these on a daily basis. Any client money paid to us by automated transfer will be paid directly into the client account. All other client money will be paid into the client bank account within 5 working days of receipt by us. Any mixed remittances (payments comprising client and non-client money) will also be paid into the client account. If we receive any unidentifiable transactions, we will treat these as client money until such time as we can identify them. Where we are unable to identify a transaction within 14 days these funds shall be returned to the sending bank. We will keep precise records of all client money received. We will remove from the client account money owed to us for goods or services as soon as possible and at least on a monthly basis. Money held in our client account which is due to a landlord or tenant will be paid to them as soon as is reasonably practicable and without any unnecessary delay or penalty, unless agreed otherwise in writing (for example where it has been agreed that we will retain funds from a landlord to cover a large repair invoice). For further information see our written procedure on rent collection and handling. Where a landlord or tenant requests money to be paid to them which we are holding in our client account, such a request must be made in writing. At the commencement of a letting/property management service agreement, we will ask landlords to provide bank details, which we shall retain on file. Where a landlord requests the transfer of funds electronically to a bank account which differs from the account details given to us in writing at the outset of the service agreement, they must provide us with confirmation of their alternative nominated bank account in writing, and which must be signed by them. Where a tenant requests the transfer of funds electronically they must provide us with confirmation of their nominated bank account in writing, and which must be signed by them. Bank details provided by email will not be accepted due to cyber-security risks. Where a landlord requests information regarding money we are holding on their behalf, such a request must be made in writing. We aim to respond to such a request within 5 working days. Helen Ruane is responsible for overseeing the day to day running of the client account and the handling of client money within the business. We hold a client money protection insurance policy with Let Alliance through membership of UKALA and will provide details of this policy to landlords and tenants on request. We hold a professional indemnity insurance policy with WR Berkley UK Ltd and will provide details of this policy to landlords and tenants on request.