



Referral Fees, Pricing & Maintenance Works

This document outlines any financial interests, pricing structures, and referral arrangements relating to services we provide or arrange.

We are a full-service property management company and manage all aspects of property-related services.

Maintenance & Contractor Works

Maintenance and repair works may be carried out either by our in-house team or through our network of trusted contractors.

All works are arranged, managed, and invoiced by us. We may apply a management fee or margin to maintenance and repair works for arranging, coordinating, and overseeing the works. We may also benefit from preferential rates or financial arrangements with contractors.

Safety & Compliance Services

Including:

- Gas Safety Certificates
- Electrical Safety Certificates (EICR)
- Energy Performance Certificates (EPC)
- Legionella Risk Assessments
- Portable Appliance Testing (PAT)

These services are arranged and managed by us and invoiced accordingly. Charges may include a margin for coordinating and overseeing the service.

Our standard pricing for these services is available on our website.

Inventories & Check-In Services

Inventory, check-in, and check-out services may be carried out either in-house or through external providers. Charges may include a margin for managing and coordinating the service.

Our standard pricing for these services is available on our website.

Referral Fees & Third-Party Services

Where we introduce third-party services (including insurance, deposit replacement schemes, conveyancing, mortgages, or surveying services), we may receive a referral fee or commission.

We will disclose the amount or range of any referral fee or commission to you before you are committed to using the service.

In some cases, we may have a financial interest in the services we recommend.

Utilities & Other Services

We may recommend utility or ancillary service providers. We do not receive a referral fee for these services unless explicitly disclosed to you in advance.

Maintenance & Works Approval

All non-emergency works will be quoted and approved prior to commencement.

In emergency situations, we may proceed without prior approval where immediate action is required to protect the property, tenants, or to comply with legal obligations.

For non-emergency works, landlords may choose to appoint their own contractors if preferred.

Regulatory Information

We are members of a Client Money Protection (CMP) scheme and a redress scheme (The Property Ombudsman – TPO).

Important Information

We may receive a financial benefit, preferential rates, or apply a margin on services arranged or provided.

All services are selected based on suitability, reliability, and professional standards. These arrangements do not affect the quality or outcome of the service delivered.