HOMES OR HOUSES

Fee Schedule – From 1st November 2026 – All Fees are inclusive of VAT @ 20%

Exchange Fee - (Property Sourcing) **As a percentage of agreed price**	% **purchase price** **3.6% (subject to a minimum charge of £3600.00)**
Reservation Fee for Supported Contracts	**£1200.00**

In the event of an acquisition of property for supported living, and with the occupation agreed with the provider, The reservation fee, allows the property to be added to operational pipeline of the respective provider for the period of conveyance and compliance works if any.

Property Management Fees

Private or supported tenant find service - Homes or Houses clients only £840.00 inc VAT	For **Private tenancies**, Homes or Houses appoints a professional agent as close to the location of your property possible. The property is advertised on multiple portals (subject to agent) online. The agent will conduct all viewings and collate ID, Right to Rent, Credit References, Landlord References and Employer References subject to the criteria set by Homes or Houses. These references will be sent to HOH as your property agent, for assessment, and our findings and recommendations will be issued for your acceptance or refusal. An inventory and schedule of condition will be carried out as part of this service. **For Supported Living**, we will allocate the contract pre-purchase and complete all Due Diligence and Lease preparation including the schedule of condition.
Supported Tenant Find Service – Available to non-Homes or Houses clients (*applicable only where Homes or Houses have not sourced and prepared the property for lease; in which case the private tenant find service fee will apply***)** **£1500.00 inc VAT**	Our Supported Tenant Find Service provides a fully managed, compliant letting solution designed for landlords and support providers. The service includes arranging initial viewings with supported housing providers, manage negotiations and lease terms on your behalf, coordination of all required compliance documentation (Gas Safety, EPC, EICR, and asbestos reports where applicable) and preparation of a Schedule of Condition and ensure full compliance throughout.
Monthly Management Fees **14% inc VAT**	Once tenant sourcing has been completed, our move-in service includes coordinating the move-in appointment, notifying utility providers of the change in occupancy, registering the tenancy deposit (where applicable), collecting the initial rent payment in advance, and preparing and executing a fully compliant tenancy agreement. Our Property Management Service provides comprehensive day-to-day management of your property, including rent collection and distribution, monthly income and expenditure statements, maintenance reporting and contractor coordination, management of all statutory compliance requirements on your behalf, and ongoing tenant liaison. Any rent arrears are proactively managed and pursued without the need for your instruction, with landlord approval sought only where legal action is considered necessary.

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Property Management Continued ***(Fees are inc VAT)***

Buildings Insurance	Annual - arranged and administered – optional. *Please request Claim Handling Factsheet*	**Cost + £90 PP inc.**
Courier & Post	When required - optional	**Cost + £36.**
Copy Mthly Statement	charge is per statement	**£48.00**
Safekeeping of Deeds	Annual - optional	**£48.00**
Utility Payments	Paid when required	**Cost + £24.**
Ground Rent and Service Fees	Paid when required	**Cost + £24.**
Annual rent review	Per Annum	**£90.00**
Annual consolidated statement	Per Annum	**£240.00**
AML Sanctions Checks	At outset and if actively purchasing property	**£48.00 per owner**
ICO registration	Per Annum	**£100.00 per owner**
Professional Property Clean	**Quotes by Property Style/Size**	**Cost + £36**
Property Inspection –Tenancy end	Move Out Inspection	**£150.00**
Property Inspection – Mid Term	Property visit and inspection report	**£120.00**
Capping of Gas and Drain down	Required for empty properties	**£180.00**

NOTE: *The initial inventory and the move out inspection are particularly important in the event of disputes regards Security Deposit. Both the initial inventory and move out inspection is conducted by an independent company, providing a comprehensive, compliant, and objective report with photographs. Both the move in and move out report will be always available to you.*

Property Maintenance *(Fees are inc VAT)*

Maintenance Management Fee	per works order – as % of Contractors Invoice	**24% ****
Gas Safety Certificate	Annual – Mandatory *CP12 and Warranty management & Inclusive of annual servicing for all appliances*	**£195.00**
Elec Installation Condition Report	As required – Mandatory	**£195.00**
EPC	Required every ten years	**£150.00**
Asbestos survey	As required on properties built before 1999	**£375.00**
Full Lock Change	All doors and windows per house *Recommended at purchase or optional on tenant. change.*	**£295.00**
Legal Fees	File Preparation for Court	**£180.00**
Handling of Legal Cases	Attendance in Court where applicable	**£360.00**

****Maintenance Management**

This fee is inclusive of communication with tenant, property visits where required, requesting, and receiving quotes and communication with you and your tenant and the Contractor for works approval and access arrangements. All contractors will be instructed and deployed accordingly as per instructions, with receipt of and payment of invoices made on your behalf, where you will be offered to settle the invoice immediately or from rental income (only ***if*** *you hold sufficient funds on account). This Fee is capped at £300 inclusive of VAT.*

HOMES OR HOUSES

Additional support and Services

ADDITIONAL SERVICE GUIDE

Since 2012, Homes or Houses has helped UK and overseas clients buy, improve and manage North East residential property. Our service is tailored to your circumstances, whether you are buying with cash or finance, building a portfolio or managing properties you already own.

A clear scope for every instruction

We agree the services, fees and responsibilities for each instruction in writing. You can appoint us for acquisition, refurbishment, letting, ongoing management or a separate review. Appointing us for one service does not automatically include every other service.

Buying and preparing a property

Acquisition instructions include sourcing, property assessment, purchase progression and coordination with your appointed professionals, as required, such as mortgage brokers and solicitors. Refurbishment and letting services are separately scoped. Letting options include private tenancies, supported leases with landlord repairing obligations and full repairing and insuring leases, subject to suitability and agreed terms. Provider requirements and proposed lease terms are assessed before purchase where applicable

What your ongoing management fee covers

Subject to your management agreement and tenancy type, this covers routine rent collection and statements through our appointed partner - The Lettings Partner, day-to-day tenant or provider liaison, routine repair coordination, and compliance tracking. Routine questions and updates about these activities form part of that service. Contractor charges, certificates, licences and other third-party costs are separate unless expressly included in the tenancy agreement.

Compliance Monitoring

We can provide you with assurance of compliance whilst regulations build and penalties for non-compliance can follow. For those Landlords, who want to collect their own rent and deal with their own repairs, we can provide a Compliance Management Service, helping you keep your property compliant, well documented and ready for scrutiny. We charge an annual fee per property for single houses or flats, or HMO's or blocks of apartments. **Please ask.**

When we agree to a separate fee:

- Property and portfolio reviews, bespoke cash-flow models, additional research and repeated assessments beyond the agreed instruction. Fees may be time or project-based calculations, **please ask.**
- Remortgage or sale coordination, auction administration and substantial lender or solicitor information requests outside the agreed service may be charged separately, **please ask**.
- Insurance claims handling, major refurbishment oversight, exceptional visits and resolving inherited property or tenancy problems are additional services we provide, **please ask.**
- Lease negotiations or renewals, licensing applications and substantial dispute or enforcement support which are not already included within the fee schedule, **please ask.**

How additional work is authorised

We explain what is required and confirm a fixed fee or an agreed time allowance and hourly rate, including VAT where applicable, before starting. If the scope changes, we agree to any revised fee with you in advance of commencing.

With us, you retain a local team and a clear point of contact. We agree communication arrangements, with emergency reporting handled through the designated route. This guide does not alter existing agreements or introduce retrospective charges; any revised terms will be agreed with you in writing and always in advance.