

Landlord Fees and Charges

Sophia Elena charges landlords the following fees and commissions for services:

Let Only Service

10% + VAT (12% including VAT) of the gross Rent

- Provide a market appraisal and agree a marketing price
- Engage professional photographers and floor planners
- Market the property and advertise on relevant portals
- Introduce prospective tenants to the property
- Conduct viewings
- Negotiate the terms of the tenancy between landlord and tenant
- Take up references and forward to landlord
- Obtain proof of identity and right-to-rent supporting documentation from prospective tenant
- Arrange a tenancy agreement to be signed
- Arrange for the cleaning of the property
- Arrange for a Gas Safe engineer to check the gas appliances and installations and provide a Gas Safety Record
- Arrange for a an electrical engineer to check the electrical installation or obtain a valid EICR certificate from the landlord
- Arrange for an Inventory and Schedule of Condition on the landlord's behalf
- Collect the Deposit payable by the tenant against rent arrears and dilapidations (lodged with The Deposit Protection Service if an Assured Periodic Tenancy)
- Collect the initial rent and deduct relevant invoices and commission
- Make every effort to notify the electricity, gas and water companies, and the local authority at the commencement of the Tenancy
- Contact landlord and tenant toward the end of the initial fixed term to discuss renewal for Non-Housing Act Tenancies, e.g. Common Law and Company Tenancies
- Review comparables and advise on rent increase process for Assured Periodic Tenancies

The Let Only Service Commission Fee is due for the entire duration of the tenancy.

Rent Collection Service

12% + VAT (14.4% including VAT) of the gross Rent

In addition to the Let Only Service

- Receipt rent on the landlord's behalf
- Prepare and submit regular rent statements to landlord
- Chase late payments

The Let Only Service Commission Fee portion is due for the entire duration of the tenancy.

Full Management

15% + VAT (18% including VAT) of the gross Rent

In addition to the Let Only Service and Rent Collection Service

- Pay outgoing, including ground rent and service charges, provided we hold sufficient funds
- Deal with day-to-day management matters, arrange required maintenance works and repairs, obtain quotes for landlord's approval, if needed, and organise access for contractors
- Visit the property at least two times per year or more frequently, if requested
- Negotiate Deposit deductions

Subject to a minimum management fee of £1,000 including VAT

The Let Only Service Commission Fee portion is due for the entire duration of the tenancy.

sophiaelena.co.uk

Holland Park | Kensington | Notting Hill | Bayswater

Sophia Elena Ltd. Registered in England. Company No: 05641831.

Registered Office: Suite 111, Atlas Business Centre, Oxgate Lane, London, NW2 7HJ



Inventory and Schedule of Condition Check-In and Check-Out

The cost of an Inventory and Schedule of Condition Check-In and Check-Out will depend on the size of the property, if furnished or unfurnished, and is paid to an independent third-party inventory company; estimates can be provided upon request.

Additional Services

- Consultancy, **when we are not managing** the property, will be charged at the rate of £80 + VAT (£96 including VAT) per hour, plus travel and other reasonable expenses and costs. Consultancy rate of £80 + VAT (£76 including VAT) per hour is chargeable to managed property in the event that this is agreed with landlord in writing, where the service required exceeds routine maintenance and repairs of the property.
- Preparation of our standard Tenancy Agreement is £225 + VAT (£270 including VAT) for a new Tenancy. Preparation of a Memorandum of Agreement, an Extension Agreement, a Deed of Variation or a Deed of Surrender is £150 + VAT (£180 including VAT).
- Service of a Section 13 Notice is £150 + VAT (£180 including VAT).
- Checking and making any alterations requested by the landlord's solicitor to our standard Tenancy Agreement is £80 + VAT (£96 including VAT) per hour or part of an hour.
- Service of Notices to terminate a Tenancy **when we are not managing** the property will be subject to an administration fee of £150 + VAT (£180 including VAT).
- Visits during a void period using our caretaking service will be £80 + VAT (£96 including VAT) per visit during office hours.
- Instructing contractors **during a void period** or **when we are not managing** the property will incur and administration fee of £80 + VAT (£96 including VAT) payable in advance together with the cost of the contractor.
- An administration fee of 10% + VAT (12% including VAT) of the total VAT exclusive cost of any work in excess of £1,000 including VAT but subject to a minimum fee of £150 + VAT (£180 including VAT) is charged for organising the work.
- Organise the partial or total refurbishment of the property for a fee of 10% + VAT (12% including VAT) of the total VAT exclusive cost of the work but subject to a minimum fee of £150 + VAT (£180 including VAT).
- If the landlord is not resident in the UK we will charge an administration fee of £250 + VAT (£300 including VAT) per annum for tax retention and completion of the documentation required by Her Majesty's Revenue and Customs ("HMRC").
- **If we are not managing** the property we will charge an administration fee of £80 + VAT (£96 including VAT) to cover costs for holding the Deposit and passing it to the DPS (if an Assured Periodic Tenancy). Our fees to negotiate Deposit deductions will be £300 + VAT (£360 including VAT).
- Preparation of documentation for County Court proceedings or DPS adjudication will be £300 + VAT (£360 including VAT) plus our reasonable costs and expenses and attendance at court or any tribunal on the landlord's behalf will be charged at £100 + VAT (£120 including VAT) per hour plus our reasonable costs and expenses.
- An administration fee of 10% + VAT (12% including VAT) of the total VAT exclusive insurance claim negotiated by us on a best efforts basis on behalf of the landlord is charged to deal with insurance claims, subject to a minimum fee of £150 + VAT (£180 including VAT).
- Selective Licence Application Handling Fee is £375 + VAT (£450 including VAT).
- The cost of advertisements in specialist publications, preparation of brochures detailing the particulars of the Property including photographs (where applicable) will be subject to an additional charge, only if agreed so in writing. Full details will be provided on request.

Sales Commission

We charge a sales commission of 2% + VAT (2.4% including VAT) of the price for which the property is sold, if the tenant purchases the property from the landlord, or we sell the property to a third party.

Please refer to the Sophia Elena Residential Lettings & Management Terms of Business.

Aug 2026

sophiaelena.co.uk

Holland Park | Kensington | Notting Hill | Bayswater

Sophia Elena Ltd. Registered in England. Company No: 05641831.

Registered Office: Suite 111, Atlas Business Centre, Oxgate Lane, London, NW2 7HJ

