



# ABBY HOMES

LETTINGS | SALES | MANAGEMENT

*Abby Homes Group  
Ltd, T/A Abby  
Homes*

*Terms & Condition.*

**The Company:**  
Abby Homes Group Limited T/A Abby Homes  
3, Pepper Street, Dockland, London E14 9RB

T: 0207 538 4411

E: [info@abbyhomes.co.uk](mailto:info@abbyhomes.co.uk)

W: [www.abbyhomes.co.uk](http://www.abbyhomes.co.uk)

Connect with us on Social Media



Abby Homes Group Ltd Company Registration Number, 10747363 | Abby Homes Group  
Ltd Registration in England and Wales

# Terms & Conditions Between

**The Company:** **Abby Homes Group Limited**  
**3, Pepper Street, Dockland, London E14 9RB**

**And The Landlord:** .....

**Regarding The Property:** .....

**The Landlord sign** .....

**For and on behalf of Abby Homes Group** ..... **DATE** .....

## **Legal Documents from Landlord: ID and Proof of Address.**

*Abby Homes Group Ltd is appointed by the Landlord as letting Agent to perform the service selected below according to the terms and conditions contained in this Agreement. If you do not understand any part of this agreement, we suggest that you seek independent advice.*

## **Subscription Services From:**

**No renewal fees, and no large upfront payment.**

**1 Bed £90pcm** { }

**2 Beds £130pcm** { }

**3 Beds £160pcm** { }

**4 Beds £180pcm** { }

**5 Beds £200pcm** { }

(Minimum 36 months recurring payment, includes VAT)

**Full Management Service:** **12%** included VAT (6% payable at the commencement of the tenancy and 6% payable over the remainder of the tenancy)

**Letting Service:** **10%** included VAT (payable in advance)

**Please confirm the following by ticking either YES or NO:**

	<b>YES</b>	<b>NO</b>
Valid gas check safety certificate? <b>£80 incl vat</b>	{ }	{ }
Energy Performance Certificate? <b>£80 incl vat</b>	{ }	{ }
Property license?	{ }	{ }
A valid electrical safety certificate? <b>£199 incl vat</b>	{ }	{ }
Do you require an inventory? Depending on the size of the property - <b>£120 incl vat</b>	{ }	{ }
Do you require a property license? Admin fee <b>£199 + property Licence fee.</b>		

Inspections: As per your property licensing requirements 4 inspections need to be carried out on the property only 1 is included in your management service. Any further inspections carried out will be charged at £30 per visit.

I have given authority to Abby Homes  
Group Ltd to register my Tenant's Deposit.

**£50 incl vat**

**([www.mydeposits.co.uk](http://www.mydeposits.co.uk) or [www.depositprotection.com](http://www.depositprotection.com))**

Who is the provider of the current utilities?

**A VALID LANDLORDS GAS SAFETY CERTIFICATE AND AN ENERGY PERFORMANCE CERTIFICATE (EPC) MUST BE RETURNED WITH THE SIGNED TERMS OF BUSINESS.**

### **TERMS AND CONDITIONS** **PROPERTY SUBSCRIPTION SERVICE**

Introducing London's first letting and management subscription real estate service! Say goodbye to big upfront fees, letting fees, renewal fees, and contract charges. With our fully managed services, you can keep more of your rental income in your pocket. And the best part? If a property needs to be re-let, there are no extra costs to put it back on the market.

1. Pricing: The subscription fee for the property management service starts from £90 per month for 36 months thereafter. However, please note that this fee will vary depending on property size 1,2 or 3-bedroom services chosen by the client.
2. Services: The property management service includes fully managed services, a dedicated property manager, and personal and professional services. It does not include any big upfront fees, letting fees, renewal fees, contract charges, or callout charges for property maintenance works.
3. Re-letting: In the event that the property needs to be re-letted, there will be no extra cost to put the property back on the market, as mentioned in the advertisement. However, any additional costs incurred during the re-letting process, such as advertising or legal fees, may be the responsibility of the client.
4. Transparency: The service provider is committed to transparent pricing and aims to provide excellent service with no hidden costs. However, it is important to review the detailed terms and conditions on the website or provided by the service provider to understand the full scope of services and any associated costs.
5. Contact: Clients are encouraged to visit the service provider's website for more information about the property management service and to contact the service provider directly to inquire about specific details, packages, and pricing.
6. Disclaimer: This advertisement does not constitute legal advice or a contractual agreement. The terms and conditions of the property management service may be subject to change and it is the responsibility of the client to review and understand the most up-to-date terms and conditions provided by the service provider.

In conclusion, the property management service offered by London's first letting and management subscription real estate service is subject to the terms and conditions outlined above. Clients are advised to review the detailed terms and conditions on the website or provided by the service provider for a comprehensive understanding of the services, pricing, and any associated costs

**Property Repairs:**

We offer a repair service which covers maintenance for the property. We will carry out any repairs up to £200.00 and refer to you for any repairs that amount to more than this figure.

If you are un-contactable and the repair/s required is deemed to be either of an urgent nature or within your statutory obligations as a landlord, we will repair/s as necessary on your behalf.

The Company, Abby Homes Group, agrees to provide all the services under the Letting Only Service as described below.

1. The Company will receive rent due to the Landlord in respect of the Property, and within 10 days of receipt of any instalment due under the Tenancy Agreement, will pay such rent to the Landlord, less any charges payable by the Landlord to the Company.
2. The Company will respond to any reported disrepair by the tenant and arrange for the work to be carried out by independent contractors regularly used by the Company, in accordance with the Property Repairs paragraph stated above.
3. The Company will notify the Landlord if rent is more than 14 days in arrears and if any other significant breach of the Tenancy Agreement of the Company has been noticed.
4. The Company agrees to comply with all reasonable instructions of the Landlord relating to the management of the property and to manage the property on behalf of the Landlord in accordance with the principles of good management. However, it should be noted that the Company does not accept responsibility for the management of the property while it is untenanted unless expressly agreed in writing between the Company and the Landlord.
5. The Landlord agrees to indemnify the Company where the Company has passed payments received from Tenants or any other party paying rent or the equivalent of rent on the Tenant's behalf to the Landlord, and the payments have subsequently been returned by the Tenant's bank or reclaimed by any other third party. The Landlord agrees to return to the Company any monies received in this instance.
6. The Landlord agrees to ratify all legal actions taken by Abby Homes Group under this agreement.
7. Abby Homes Group will not accept responsibility for frost or cold weather damage to water systems or subsequent damage caused thereby at any time, and the Owner should, therefore, ensure that such risks are covered by insurance. Appropriate arrangements are recommended with a third party to protect water systems from cold weather.
8. While the Agent shall use their best commercial judgment in the selection of tenants and the execution of their Service hereunder, the Agent shall not under any circumstances be liable for non-payment of rent or any other outcome of the tenancy or any legal costs resulting therefrom. Insurance policies are recommended to cover such risks. The Landlord expressly authorizes Abby Homes Group to carry out annual Gas Safety

Inspections within twelve monthly intervals by a suitably qualified gas safe Inspector at a charge of £80 (including VAT) as required by the Statute. Such charge is to be debited to the Landlord's account.

9. To fully protect the interests of Landlords and as a matter of best practice, we advise that landlords ensure that their properties are tested and certified for electrical safety and that a suitable electrical safety certificate and a Portable Appliance Test (PAT) certificate are obtained within 28 days of the commencement of the tenancy.
10. The Landlord agrees to pay Abby Homes Group a monthly subscription fee as agreed on page 1.
11. Property licensing must be provided by the Landlord if it is required by the local authority (borough council).
12. Any changes to the fees and terms of business will be emailed to the Landlord. If there is no email address on file, a letter will be sent. However, we will send an email first with any changes to the terms of business and fees.
13. We will give the Landlord/vendor 14 days to reply to the email. If we do not hear back within the 14-day notice, we will accept that the Landlord/vendor has accepted the new terms and conditions and the changes to their fees.

Termination Clause:

When you, as the Landlord, enrol in The Property Subscription Service provided by Abby Homes, you are entering into a binding agreement with a minimum duration of 36 months. Should you decide to terminate the agreement prior to the completion of this 36-month term, you will be responsible for settling the outstanding balance equivalent to the remaining 12 months' fees. Please be aware that no refunds will be issued for any fees that have already been paid. Abby Homes is confident that you will find significant value in our services and will likely choose to continue the agreement for its entire duration.

## **MANAGEMENT SERVICE**

We have summarised below what we will and what we **cannot do** as part of this service. For instance, we will pursue any rent arrears but we cannot undertake any legal proceedings for you. The details for full management are listed below:

### **We provide the following services:**

#### **Rent:**

We will demand and collect rent from Tenants. We account for these monies to Landlords subject to deductions, e.g., management fees and repairs.

Upon collecting monies from Tenants, we will settle all accounts within 10 working days. Clearing involves the transfer of rent from the tenant's bank account to the Abby Homes Group bank account and then to the landlord's bank account.

### **All payments will be made to the bank account details held in this agreement.**

#### **Property Repairs:**

We offer a repair service which covers maintenance for the property. We will carry out any repairs up to £200.00 and refer to you for any repairs that amount to more than this figure.

If you are un-contactable and the repair/s required is deemed to be either of an urgent nature or within your statutory obligations as a landlord, we will repair/s as necessary on your behalf.

#### **Renewal Fees:**

In the event that the tenancy continues for a period greater than the original term, whether or not this is arranged by Abby Homes Group Ltd, a fee of £600 including vat will apply. If a fee deduction was agreed upon prior to the agreed term, the percentage will revert to the original management fee of £799 including VAT (which can be paid monthly), based on the gross rental income for the period of the renewal. The fee is payable if one or more of the tenants found by Abby Homes Group Ltd continues to occupy the property. The fee is payable in advance within 7 days of the renewal date.

### **Under the Full Management Service, the Company agrees to provide the following;**

- 1 The undertaking of all the services provided under the Letting Only Service as set out above.
- 2 To receive properly identified rent due to the Landlord in respect of the Property and within 10 days after receipt of any instalment due under the Tenancy Agreement to pay to the Landlord such rent, less any charges payable by the Landlord to the Company.
- 3 To respond to any disrepair reported by the tenant and to arrange for the work to be carried out by independent contractors regularly used by the company. This in accordance with the Property Repairs paragraph stated above.

- 4 We will notify you as the Landlord if rent is more than 28 days in arrears and if any other significant breach of the Tenancy Agreement of the Company has been noticed.
- 5 The Company agrees to comply with all reasonable instructions of the Landlord relating to the management of the property and to manage the property on behalf of the Landlord in accordance with the principles of good management.

**It should be noted that the company does not accept responsibility for the management of the property whilst it is untenanted unless expressly agreed in writing between the Company and the Landlord.**

6. The Landlord agrees to indemnify the company where the Company has passed payments received from Tenants, or any other party paying rent or the equivalent of rent on the Tenants behalf, to the Landlord and the payments have subsequently been returned by the Tenants bank or reclaimed by any other third party. The Landlord agrees to return to the Company, any monies received in this instance.
7. The Landlord agrees to ratify all legal actions taken by Abby Homes Group under this agreement.
- 8 Abby Homes Group will not accept responsibility for frost or cold weather damage to water systems or subsequent damage caused thereby at any time, and The Owner should, therefore, ensure that such risks are covered by insurance. It is recommended that adequate arrangements are made with a third party to protect water systems from cold weather.
9. Whilst The Agent shall use their best commercial judgment in the selection of tenants and the execution of their Service hereunder, The Agent shall not under any circumstances be liable for non-payment of rent or any other outcome of the tenancy or any legal costs resulting therefrom. Insurance policies are recommended to cover such risks.  
The Landlord expressly authorises Abby Homes Group to carry out annual Gas Safety Inspections within twelve monthly intervals by a suitably qualified gas safe Inspector at a charge of £80 (inc vat) as required by Statute such charge to be debited to the Landlords account
10. To fully protect the interests of Landlords and as a matter of best practice, we advise that landlords ensure that their properties are tested and certified for electrical safety and that a suitable electrical safety certificate and a PAT (portable appliance test) certificate are be obtained within 28 days of the commencement of the tenancy.
11. A pro-rata refund will be paid to the Landlord on the management fees taken in advance only, should the tenant surrender the tenancy before the expiration date of the tenancy. This will be based on the total fee payable, divided by the number of months of the tenancy duration and offset against a subsequent tenancy arranged by Abby Homes Group. No fee refunds on Let only service charged.
12. Property licensing must be provided by the landlord if it's required by the local authority (borough council).

13. If there was a fee deduction agreed upon previous to the agreed term the per cent will revert to its original management fee 12 incl vat (monthly payment), of the gross rental income for the period of the renewal of the new terms. The fee is payable if one or more of the tenants found by ABBY HOMES GROUP continues to occupy the property. The fee is payable in advance within 7 days of the renewal date unless agreed with a manager in writing.
14. If the tenant renewal the agreement (AST) the landlord agrees to adhere to point 13.
15. Any changes to the fees and terms of business will be emailed to the landlord if there is no email address on file will send a letter, however, we will send an email first with any changes to the terms of business and fees.
16. We will give the landlord/vendor 14 days to reply to the email, if we don't hear back with the 14-day notice, we will accept the landlord/vendor has accepted the new terms and conditions and the changes to their fees.

### **LET ONLY SERVICE**

Under the letting, only service, collection of rent and the organisation of repairs etc. are the responsibility of the Landlord who should communicate directly with the Tenant.

1. Under the letting-only service, the Company agrees to provide the following services:-
  - (a) To provide a rental valuation of the property and to advise as required.
  - (b) To advertise for and interview prospective tenants of the property
  - (c) To accompany prospective tenants on visits to the property
  - (d) To take up references and check on prospective tenants as appropriate
  - (e) To advise tenants of their obligations regarding the transfer of gas, electricity, and telephone the Council for Council Tax accounts.
  - (f) Before the tenant entered into the occupation of the property, to collect a security deposit equivalent to 1 calendar month's rent and to account for this to the Landlord.
  - (g) To prepare the form of a tenancy agreement for the period agreed with the Landlord and (unless otherwise instructed) to sign the tenancy agreement on behalf of the Landlord. A charge of £99 incl VAT is payable for the preparation and completion of a tenancy agreement.
- 2 In the event that the landlord has not instructed Abby Homes Group to compile an inventory on their behalf, we recommend that the Landlord should make arrangements to draw up and complete an inventory and schedule the condition within 14 days of the commencement of the tenancy.



**Note: If required Abby Homes Group can prepare an inventory on your behalf. Inventory preparation is a one-off cost and any updates that are required will be subject to an additional charge. A quote for the preparation of an inventory can be provided.**

3 The Landlord agrees to pay the company in consideration of the let-only service in advance from the tenancy move-in monies a fee equivalent to **£899 incl vat** of one year's rent, reserved by the tenancy agreement.

4 No Fee Refund on Let Only service.

**The Landlords obligations apply in all instances:**

5 Throughout the duration of this agreement, to make the property available to the company for the performance of its duties hereunder.

6 Before the grant of a tenancy agreement to ensure that all furniture and furnishings, appliances and apparatus left in the property comply with all statutory regulations and in particular The Gas Safety (Installation and Use) Regulations 1998, The Electrical Equipment (Safety) Regulations 1994 and the Smoke Detectors Act 1991 and to provide to the company a Landlords gas check certificate of safety for the property. If a Gas Safety Certificate cannot be provided to Abby Homes Group Ltd by 24 hours before the commencement of the tenancy Abby Homes Group Ltd is authorised under this agreement to carry out this inspection and certification at a cost of £96 incl vat. Electrical Safety Certificates cost £120 incl VAT must be provided within 7 days of the tenancy commencement, if arranged by us this will cost £199 for an IEE Certificate (Institute of Electrical Engineers) including a PAT (Portable Appliance Test). The Landlords' responsibility regarding these regulations shall apply even if the company signs a tenancy agreement as an agent for the Landlord.

7 To keep the property and all applicable contents, fixtures/fittings therein, fully insured in its full reinstatement value against perils of a normally insurable nature and to inform the insurer that the property is to be let. It should be noted that Abby Homes Group does not administer any claim arising from these insurances nor will Abby Homes Group handle general insurance claims or organise works in respect of such claims on behalf of the Landlord.

8 To advise the company of all relevant information concerning the property, including any covenant or restriction affecting the use of the property.

9 To supply a full set of keys to the property for each tenant. Where this is not done an administration charge of £25 plus the cost of cutting keys, may be levied.

10 In the interest of the Landlord, a letting board will be erected at the premises unless otherwise instructed.

11 Unless otherwise instructed, the company reserves the right to advertise the property on the Internet.

12 The Landlord agrees and acknowledges that information provided by the company is done so on the assumption that it is not used as the sole basis

for a decision by the Landlord in deciding upon the suitability of any particular tenant.

- 13 If the Landlord resides overseas (outside the UK for more than six months continuously) the company will apply the Inland Revenue non-resident Landlords' regulations. There will be an additional charge of £238 to cover the additional administrative expenses (overseas calls etc.).
- 14 In the event that the Landlord sells the property to the tenant or a member of the tenant's family whether during or after the expiry of the term of a tenancy agreement, or the company sells the property as the agent of the Landlord, the Landlord agrees to pay to the company a commission equal to 1.5% of the agreed sale price.
- 15 The Landlord agrees that the company is appointed to act as sole agent for the Landlords in relation to any sale to the tenant or to market the property during the tenancy under the sale terms (available on request). Such sole agency will end 6 weeks after the property becomes vacant.
- 16 Fees and commissions as set out in this agreement can only be changed or altered by the person identified as the local lettings manager.
- 17 While the property is let, the company may terminate this agreement at any time by giving to the Landlord not less than one month's written notice to expire at any time in the event that the Landlord is in breach of his obligations in this agreement.
- 18 While the property is let, the Landlord may terminate this agreement at any time by giving the company not less than 3 months' written notice to expire at any time. Where the Landlord terminates the management service, the Landlord will remain liable for the letting-only charges for the duration of the tenancy and any subsequent renewals.
- 19 On termination of this agreement, both parties shall be released from their obligations hereunder but without prejudice to the rights of either party in respect of any antecedent breach of this agreement and save for any continuing liability of the Landlord for the letting and management fee where a tenancy agreement is continuing after the termination of this agreement.
- 20 On termination of this agreement Abby Homes Group holds keys for the property. The Landlord should arrange for the collection of the keys. Where this does not occur, we will dispose securely of the keys within 2 months of the termination of the agreement.
- 21 Tenants are responsible for paying water rates
- 22 The Landlord is responsible for providing an Energy Performance Certificate for the property. In the event that Abby Homes Group is not provided with a valid EPC at the point of instruction, Abby Homes Group will carry out an Energy Assessment and provide a Certificate to comply with the landlord's obligations under current Legislation. All costs in connection with obtaining an EPC will be for the account of that landlord and deducted from the monies received from the tenant at the commencement of the tenancy.

**Note: If the tenant fails to pay these rates, the water supply could be cut off and this will result in a breach of the landlord's statutory obligations.**

- 22 Amendments to this agreement will only be accepted if agreed and any alterations initiated by the Landlord and the company representative.
- 23 There is an administration charge made payable by the tenants should they cancel before the tenancy agreement is signed. This will be held by the company to cover administration costs.
- 24 Whilst Abby Homes Group shall use its best commercial judgment in the selection of tenants and the execution of the service hereunder, Abby Homes Group shall not under any circumstances be liable for non-payment of rent or any other outcome of a tenancy or any legal costs resulting therefrom. Insurance policies are recommended to cover such risks. Security deposits paid by tenants at the start of a tenancy will be received by Abby Homes Group only in the capacity of agent and passed to the Landlord or the Landlords nominee (subject to the provisions of the preceding paragraphs) and Abby Homes Group shall not be responsible for the repayment of deposit money at the end of a tenancy.
- 25 All Landlord accounts will be settled via cheque within 7 working days from the beginning of the tenancy. This will be accompanied by a statement of account and sent to the address provided on the terms of business.
- 26 Abby Homes Group shall account to landlords for the deposit monies received from tenants on their behalf and the Landlord undertakes to comply with the requirements of the Housing Act 2004 in relation to holding tenants' deposit monies and shall provide a certificate of compliance with the provisions of the Legislation to the tenants within 14 days of the commencement of a tenancy. The Landlord agrees to indemnify Abby Homes Group from any claim arising from the landlord's failure to comply with the requirements to safeguard the tenant's deposits.

## CHECKLIST

The purpose of this checklist is to ensure that our terms of business, procedures, and policies have been explained to you. If you have any further queries, please refer to your lettings negotiator.

- The liaison procedures with the company have been explained.
- The contractual arrangement has been explained and it is understood that the tenancy agreement is between the Landlord and the tenant and that all tenants have joint and several liabilities under the tenancy agreement.
- The Landlord understands that he/she has received the tenants deposit money. The procedure on a return of deposits has been explained. The provisions of the Housing Act 2004 in relation to the holding tenants deposit and the legal requirement to properly protect tenant's deposits monies by the membership of either a custodial scheme or an insurance backed scheme has been explained and the Landlord understands that failure to comply will compromise the possession process should the Landlord wish to serve a notice requiring possession and may result in the imposition of a fine for non-compliance.
- You have been reminded of your responsibilities to advise freeholders/mortgagers/block management companies, that the property will be let to tenants.
- You have been reminded of the importance of drawing up an inventory and schedule of condition and agreeing on this with the tenants in order to minimize the likelihood of a dispute arising in relation to the condition of the property at the end of the tenancy.
- You have been reminded of your responsibility to advise buildings and contents insurers that the property is to be let and to make sure suitable insurance is in place.
- You have been reminded to close any outstanding utility and council tax accounts.
- Our fee structure and method of payment has been explained and it is understood.
- Your obligations in relation to gas and electrical safety have been explained and Abby Homes Group Ltd policy in respect of the provision of certificates is understood.
- You understand that you have to obtain an Energy Performance Certificate before the marketing of a property for rental. In the event you do not provide this to us at the point of instruction we will carry out an Energy Assessment on your behalf and account to you from the monies we receive from the tenant.
- Due to GDPR If your property is not managed by us at Abby Homes Group Ltd, tenants' documents will be emailed to the landlord, and we will dispose of it from our systems within 12 months.

**I/We** wish to appoint you to act on **My/Our** behalf in accordance with this agreement and that **I/We** have been advised of the responsibilities for gas, furniture and fire and electrical safety. **I/We** authorise Abby Homes Group to sign as agent an assured shorthold tenancy agreement in accordance with current legislation on **My/Our** behalf. **I/we\*** further confirm that I am/we are authorised and/or entitled to enter into this agreement. (\* Delete as applicable)

(IF PROPERTY IS JOINTLY OWNED ALL PARTIES SHOULD SIGN)

## LANDLORDS INFORMATION

Full address of the property to be Let / Let and Managed:

Landlord forwarding address:

Landlords Bank details:

Bank Name:.....

Branch Address: .....

Postcode: .....

Account Name:.....

Sort Code:.....

Account Number:.....