

# RESIDENTIAL PROPERTY MANAGEMENT

## TENANTS' FEES

Pre-tenancy Costs		All Fees Include VAT	
Application Fee	£180.00	Payable on application. Non-refundable unless Landlord withdraws	Covers two applicants for referencing costs
Additional Tenants	£25.00	Payable on application. Non-refundable unless Landlord withdraws	Each adult must be referenced
Inventory check-in fee	£Nil	Payable by the Landlord	
Accompanied Check-in Fee	£Nil	Included within the application fee	
Inventory check out fee	£132.00	Payable at the start of the tenancy, at the same time as the first month's rent and damage deposit	Covers the cost of a professional inventory clerk to oversee the o
Guarantor Fee	£100.00	Payable on application. Non-refundable unless Landlord withdraws	
Company Fee	£360.00	Payable on application. Non-refundable unless Landlord withdraws	
Immigration Act Check	£25.00	Payable by any applicant who does not possess a British passport	Fee is per person to cover additional referencing costs
Deposit		The equivalent of one month's rent, increasing to one and a half month's rent where pets are allowed	Held in the Deposit Protection Scheme (DPS) as legally required
Rent		Agreed on a property by property basis	Rent is usually payable monthly in advance unless there is agreement to the contrary.

Costs during the Tenancy		All Fees Include VAT	
Renewal of Tenancy Documentation – Tenants request	£100.00	Only done at the request of the parties	
Missed Appointment Fee	£30.00	Where there is an appointment to meet the Agent, Landlord or appointed contractors	
Access Fee	£50.00	Where a tenant has lost a key and requires access	It is not guaranteed that keys are held or a member of staff is quickly available. In particular there may be no weekend cover

Costs at the End of the Tenancy		All fees include VAT	
Referencing Fee	£30.00	Payable where a tenant requests a reference for a new Landlord or agent	Fee is per reference provided
Arrangement of Work Post Check-Out	£100.00	Maximum fee to cover arrangement of any repairs required	Charged in addition to the cost of works made by external contractors

All fees correct as at 15<sup>th</sup> August 2018

## WHITTAKER & BIGGS PRIVACY STATEMENT

Please let us know if you would like to receive news and information from us by emailing [privacy@whittakerandbiggs.co.uk](mailto:privacy@whittakerandbiggs.co.uk). You can withdraw your consent to receive information from us at any time. Our Privacy Notice is below:-

### WHITTAKER & BIGGS PRIVACY NOTICE MAY 2018

How Whittaker & Biggs (“we”) use your information

Your privacy is important to us. We are committed to safeguarding the privacy of your information.

### WHY ARE WE COLLECTING YOUR DATA?

We collect personal data so we have accurate contact details and relevant information about the individuals and organisations that we have dealings with, to fulfil our purposes as a business and to comply with the law regarding data sharing. In legal terms this is called “legitimate interests”. When it is required, we may also ask you for your consent to process your data. We do not share your information with others except as described in this notice. The categories of information that we may collect hold and share include:-

1. Personal information (such as name, job title, telephone number, address and email address)
2. Characteristics (such as gender, so that communications to you are correctly addressed)
3. Property search requirements (in order to tailor a property search effectively)
4. Details of your other professional advisers (e.g. solicitors or accountants) and information on parties connected to property transactions (e.g. joint owners, tenants).

If you consent then we may contact you from time to time with details of our services or technical updates that we think you may find interesting or beneficial. We may contact you by email, telephone or mail in accordance with any consent you provide to us.

### STORING YOUR DATA

We hold your data for varying lengths of time depending on the type of information in question but in doing so we always comply with Data Protection legislation. We also need to comply with the requirements of our insurers who may specify the holding of files for certain purposes. Please contact us if you wish to make any changes to the information we hold, if for example it is or has become inaccurate.

Data may be held on a combination of paper files and IT systems.

### WHO DO WE SHARE YOUR INFORMATION WITH?

We will not share your information with third parties unless the law requires us to do so or unless we have a business reason for doing so. We may provide tenants’ contact details to our approved contractors and maintenance personnel in order to make arrangements to attend at occupied properties to deal with repairs and associated issues.

We may also pass on contact details to other approved contractors, such as external EPC or inventory providers and similar personnel who may require access in order to facilitate the sale or letting of a property.

Where prospective tenants make an application for a property, the referencing is outsourced to an external agency to whom we pass on the tenant’s details. We are legally obliged to collect proof of identity under “Right to Rent” legislation and hold this as required by law.

We are also required by law to formally identify both vendors and purchasers of property transactions under Anti-Money Laundering legislation.

## **REQUESTING ACCESS TO YOUR PERSONAL DATA**

Under Data Protection legislation, you have the right to request access to information about you that we hold. To make a request for your personal information contact the Data Protection Officer at [privacy@whittakerandbiggs.co.uk](mailto:privacy@whittakerandbiggs.co.uk) or write to Whittaker & Biggs, 16 High Street, Congleton, Cheshire, CW12 1BD.

## **YOU ALSO HAVE THE RIGHT TO:**

1. Object to processing of personal data that is likely to cause, or is causing, damage or distress
2. Prevent processing for the purpose of direct marketing
3. Object to decisions being taken by automated means
4. In certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and claim compensation for damages caused by a breach of the Data Protection regulations

For further information on how your information is used, how we maintain the security of your information and your rights to access information we hold on you please contact the Data Protection Officer at [privacy@whittakerandbiggs.co.uk](mailto:privacy@whittakerandbiggs.co.uk) or write to Whittaker & Biggs, 16 High Street, Congleton, Cheshire, CW12 1BD.

If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to the Information Commissioner's Office at <https://ico.org.uk/concerns>

## **CONTACT:**

If you would like to discuss anything in this privacy notice, please contact the Data Protection Officer at [privacy@whittakerandbiggs.co.uk](mailto:privacy@whittakerandbiggs.co.uk) or write to Whittaker & Biggs, 16 High Street, Congleton, Cheshire