

2026

Landlord Terms of Business

str@ts
Homes



STRATS ESTATES & LETTING AGENTS LTD

Landlord Terms of Business 2026

Branches:

- 11 Harpsfield Broadway, Hatfield, AL10 9TF
- University of Hertfordshire, Ele House Branch, First Floor, Room 1B537, College Lane, Hatfield, Hertfordshire, AL10 9AB

Client Money Protection: Safeagent CMP (Accreditation Nos. A2485 & A6120)

Redress Scheme: Member of The Property Ombudsman (TPO)

VAT: All fees are shown inclusive of VAT, with the net fee shown in brackets. VAT is charged at the prevailing rate (currently 20%). If VAT changes, VAT-inclusive amounts will change accordingly.]

Formal Notices Email: notices@strats-estates.co.uk

SECTION 1 — INSTRUCTION & SUMMARY (ONE PAGE)

(Forms part of the Agreement and must be completed by the Landlord.)

Property address: _____

Landlord full name(s): _____

Correspondence address: _____

Email: _____ Mobile: _____

Property type (tick one):

Standard residential (non-HMO)

HMO (non-licensed)

Licensed HMO (licence required/held)

If Licensed HMO:

Council/authority: _____ Licence no.: _____

Max permitted occupants: _____

1) Service selected (tick one)

Let Only (Tenant Introduction)

Fee: 6% of the first 12 months' rent (5% + VAT)

Rent Collection

Fee: 6% of the first 12 months' rent (5% + VAT) PLUS 2.4% monthly of rent collected (2% + VAT)

Full Management — Standard residential properties & non-licensed HMOs

Onboarding: £390 (£325 + VAT)

Management commission: 12% monthly of rent collected (10% + VAT)

Full Management — Licensed HMOs

Onboarding: £540 (£450 + VAT)

Management commission: 14.4% monthly of rent collected (12% + VAT)

Service start date: _____

2) Inventory choice (tick one)

Third-party inventory & schedule of condition (fees on request, dependent on property)

In-house inventory: £90 (£75 + VAT)

Declined (not recommended)

3) Optional: Rent Protection / Rent Guarantee

(Separate product; eligibility and terms apply. We may receive commission.)

Yes – send options / quote

No

4) Express start during cooling-off period (if applicable)

Start immediately. If I cancel within any statutory cooling-off period, I agree to pay reasonable costs incurred up to cancellation.

5) Landlord confirmations (initial)

____ I am legally entitled to let the Property and have all required consents (mortgage lender/freeholder/superior landlord).

____ The Property is safe, compliant and legally lettable and I will provide required compliance documents promptly.

____ I authorise Strats to verify ownership and relevant details (including Land Registry checks where reasonably required).

____ I am not subject to UK financial sanctions/asset freezes and will disclose Politically Exposed Person (PEP) status where applicable.

____ I authorise Strats to sign tenancy documents on my behalf where reasonably required to implement this instruction.

Landlord signature: _____ Date: _____

Landlord name (print): _____

Agent signature: _____ Date: _____

For and on behalf of Strats Estates & Letting Agents Ltd

SECTION 2 — TERMS OF BUSINESS

1. Definitions

In these Terms:

- “Agent / we / us / our” means Strats Estates & Letting Agents Ltd.
- “Landlord / you / your” means the legal owner(s) of the Property and includes joint owners jointly and severally.
- “Property” means the property in the Instruction & Summary page.
- “Tenant” means any person(s) occupying under a tenancy.
- “Tenancy” means any tenancy or occupation agreement granted for the Property (including periodic tenancies).
- “Tenancy Commencement” means the start date of the Tenancy (the date the Tenant is entitled to occupy).
- “Rent” means the rent payable under the Tenancy (excluding deposits and other sums).
- “Services” means the service level selected.
- “Working Day” means Monday to Friday excluding bank holidays.

The Instruction & Summary page and Schedules form part of this Agreement. If there is any inconsistency, these Terms prevail unless we expressly agree otherwise in writing.

2. Appointment, authority and ownership

You appoint us to provide the Services selected.

You confirm you are legally entitled to let the Property and have obtained all required consents.

Where there is more than one Landlord/owner, all owners are jointly and severally liable.

You authorise us to verify ownership and relevant details (including Land Registry checks where reasonably required).

You authorise us to act on your behalf in matters reasonably necessary to provide the Services, including communicating with tenants, arranging contractors/works, signing tenancy documents where authorised, and serving statutory notices where appropriate.

3. Standard of service

We will exercise reasonable care and skill in providing the Services.

4. Service levels

Services are described in:

- Schedule A: Let Only (Tenant Introduction)
 - Schedule B: Rent Collection
 - Schedule C: Full Management (Standard residential properties & non-licensed HMOs)
 - Schedule D: Licensed HMO additional provisions
-

5. Compliance and legal responsibilities

5.1 Property compliance (Landlord responsibility)

You confirm the Property complies (and will continue to comply) with all legal requirements applicable to residential lettings, including (without limitation):

- Gas safety regulations
- Electrical safety requirements, including a valid Electrical Installation Condition Report (EICR) where required
- Energy Performance Certificate (EPC) requirements
- Smoke alarm and carbon monoxide alarm regulations
- Legionella risk assessment requirements
- Fire safety obligations (including alarms, emergency lighting, portable appliance testing (PAT) and fire risk assessments where required)

- Minimum energy efficiency standards (MEES) as required by law
- Any licensing requirements and conditions applicable to the Property

In the coming months you will also be required to:

- Ensure your compliance with mandatory registration to the Private Rented Sector (PRS) database (currently expected late 2026); and
- Ensure your compliance with mandatory registration to the Private Rented Sector (PRS) Ombudsman Scheme (currently expected 2028)

Strats will require proof of registration for each of the above, once in effect.

You remain legally responsible for compliance at all times.

We may refuse to market, suspend services, or withdraw if the Property is not legally lettable or documents are not provided.

5.2 Regulatory updates and statutory information

Where legislation requires tenants (and/or landlords) to receive prescribed information, government information sheets or transition leaflets, this will be handled as follows:

- Full Management / Rent Collection (where tenancy is administered on our system/platform): we will issue such information where it falls within the scope of our service and platform functionality, and retain audit records where available.
- Let Only: once the tenancy has commenced, ongoing statutory compliance actions and service of any further statutory information/transition documents sit with the Landlord unless additional services are instructed.

5.3 Anti-money laundering, sanctions and disclosures

We may request identity documents and information to meet legal obligations. You confirm you are not subject to UK financial sanctions or asset freezing measures and will disclose Politically Exposed Person (PEP) status where applicable. We may suspend services if required information is not provided.

5.4 Right to Rent

We will carry out initial Right to Rent checks before Tenancy Commencement. Follow-up checks (if required) are the Landlord's responsibility under Let Only/Rent Collection and the Agent's responsibility under Full Management where required.

5.5 Referencing and tenant suitability

Referencing varies by tenancy type and may include affordability and guarantor checks. We do not guarantee tenant performance. Final decision remains with the Landlord.

6. Tenancy documentation, rent rules and move-in monies (Goodlord-aligned)

6.1 Rent structure (monthly rental periods)

Rent is collected in monthly rental periods as required by law. We will not request several rental periods in a single payment where prohibited.

6.2 Execution sequence and move-in monies

A holding deposit may be taken where permitted. Except where lawful and agreed, rent and tenancy deposit will only be requested/collected once the tenancy agreement has been properly executed, in line with legal requirements and/or platform process.

Once a tenancy is executed it becomes legally binding; non-payment is treated as arrears under the tenancy.

6.3 Rent reviews and rent increases (Section 13)

We may recommend rent reviews. Any rent increase must follow the applicable statutory mechanism and notice requirements, including service of a Section 13 notice where required.

If you instruct rent increase steps and then withdraw, you agree to pay reasonable admin costs for work completed.

7. Deposits and inventories

7.1 Deposits

Where instructed, we will protect deposits in the Tenancy Deposit Scheme (TDS) Insured scheme (or another approved scheme).

Let Only – deposit held/protected by the Agent: where you instruct us to hold and protect the deposit (including where we continue to hold/protect after move-in), we will protect the deposit and serve prescribed information as required. The annual deposit administration fee shown in the Fees section applies for each year the deposit remains under our administration.

Let Only – deposit held/protected by the Landlord: where you elect to hold/protect the deposit yourself, you accept full responsibility for deposit protection, prescribed information and statutory compliance.

Release of deposit funds will be dealt with in accordance with the rules of the deposit scheme and/or written agreement of the parties.

7.2 Inventories and schedule of condition

Third-party inventory & schedule of condition is available (fees on request, dependent on property). In-house inventory is available at £90 (£75 + VAT).

Inventory quality affects deposit disputes. If you decline an inventory, you accept an increased risk that deposit deductions may not be recoverable due to lack of evidence.

8. Repairs, maintenance and HMOs

8.1 Repairs & Maintenance (Full Management only)

We may arrange repairs/maintenance to protect safety, comply with law or prevent damage. Emergency or compliance-critical works may be arranged without prior approval.

Costs are payable by the Landlord, may be deducted from rent where available, and any shortfall is payable within 14 days of invoice.

8.2 Licensing & HMOs

The Landlord is responsible for licensing and compliance with licence conditions; council fees are payable by the Landlord.

For licensed HMOs, we will take reasonable steps to maintain compliance and may arrange works using Landlord funds. Occupancy limits must not be exceeded; you authorise reasonable steps to address excess occupancy.

If you refuse compliance works required for legal/licence compliance, we may withdraw from management and you bear enforcement risk arising from that refusal.

9. Rent Protection / Rent Guarantee (recommended) and commission disclosure

9.1 Rent protection/rent guarantee is optional and governed by separate provider terms/eligibility. Where available, we can arrange it through the Goodlord platform (or equivalent provider). Landlords may alternatively arrange their own suitable cover.

9.2 Unless rent protection is in place, the Landlord bears the financial risk of arrears and legal costs arising from non-payment.

9.3 Commission disclosure: If you take out rent protection/rent guarantee or related products through our referral or platform, we may receive a commission or other benefit.

9.4 We do not provide insurance advice. You should review policy terms carefully.

10. Fees and payment (moved later for readability)

10.1 Core Service Fees (VAT inclusive; net in brackets)

Core Service Fee

Let Only (Tenant Introduction)	6% of first 12 months' rent (5% + VAT)
Rent Collection	6% of first 12 months' rent (5% + VAT) + 2.4% monthly (2% + VAT)
Full Management — Standard residential & non-licensed HMOs	12% monthly of rent collected (10% + VAT)
Full Management — Licensed HMOs	14.4% monthly of rent collected (12% + VAT)

10.2 Setup / Onboarding Fees (VAT inclusive; net in brackets)

Setup Fee

Onboarding Fee — Standard residential & non-licensed HMO	£390 (£325 + VAT)
Onboarding Fee — Licensed HMO	£540 (£450 + VAT)

10.3 Optional / Additional Fees (VAT inclusive; net in brackets)

Optional / Additional Fee

Tenancy Variation (material amendment)	£180 (£150 + VAT)
Major Works / Project Management	10% of project cost (minimum £900 (£750 + VAT))
In-house inventory	£90 (£75 + VAT)
Deposit holding/protection	(Let Only only — annual where we continue to hold/protect) £90 per tenancy per annum (£75 + VAT)
Third-party inventory & schedule of condition	Fees on request (dependent on property)

10.4 When fees become payable

By instructing us and allowing us to commence marketing/letting services, you acknowledge that applicable fees become payable in accordance with these Terms.

Let Only fee becomes due on Tenancy Commencement. No additional Let Only fee is payable solely because the tenancy continues beyond 12 months.

Monthly commission is calculated on rent actually received.

10.5 Deductions, invoices and payment shortfalls

Where we collect rent, you authorise us to deduct fees/commission/costs from rent received. Where rental income is insufficient or we do not collect rent, you agree to pay sums due within 14 days of invoice.

10.6 Late payment (softened)

If any sum is not paid within 14 days, we may charge interest at 4% above the Bank of England base rate until paid.

11. Cancellations and tenancy not proceeding

If you withdraw your instruction after we have commenced work (marketing/viewings/referencing/paperwork), you are liable for reasonable costs incurred up to cancellation. Third-party costs already incurred remain payable.

12. Tenancy variations and major works

Tenancy variation fee applies to material amendments (change of sharer, deed of variation, early surrender docs, key term changes). It does not apply to minor admin or legislative updates.

Major works/project management fee applies only for substantial works beyond routine maintenance, and only where we coordinate contractors/quotes and oversee works.

13. Administration services & disbursements

We may charge agreed admin fees for non-routine requests. Third-party costs payable by the Landlord; we may require advance payment.

14. Insurance and tax

The Landlord is responsible for maintaining appropriate insurance. The Non-Resident Landlord scheme may apply; Landlord remains responsible for tax affairs.

15. Fee protection

If a tenancy is granted to a tenant introduced by us, the introduction fee remains payable even if you contract directly. Applies during our appointment or within 12 months of introduction.

16. Electronic signing

Electronic signatures/Goodlord acceptance are valid and satisfy any requirement for writing.

17. Termination

Let Only ends on Tenancy Commencement/payment. Rent Collection and Full Management may be terminated by either party by giving 90 days' written notice.

18. Fee variation

We may vary fees with 90 days' written notice to reflect regulatory or operating cost change. If you do not accept revised fees you may terminate under Section 17.

19. Complaints and redress

We have a complaints procedure (available on request). Unresolved complaints may be referred to The Property Ombudsman.

20. Client money protection

We are members of Safeagent CMP (A2485 & A6120) and hold client money in a designated client account.

21. Contractors

Contractors are independent businesses. We use reasonable care in selection but are not liable for workmanship/performance. The contract for works is between the Landlord and the contractor.

22. Data protection

We process personal data in accordance with UK GDPR and may share data where necessary with referencing agencies, deposit schemes, contractors, insurers, regulators and Goodlord (where used).

23. Events beyond our control

We are not liable for delay/failure caused by events beyond our reasonable control.

24. Notices

Notices must be in writing and may be served by email or post. Email: notices@strats-estates.co.uk (deemed served next Working Day). Post: 11 Harpsfield Broadway, Hatfield, Hertfordshire AL10 9TF (deemed served 2 Working Days after posting).

25. Entire agreement / no waiver / severability

These Terms are the entire agreement. No waiver by non-enforcement. If any provision is unenforceable, the remainder continues.

26. Limitation of liability

We exercise reasonable care and skill. Our total liability shall not exceed £250,000, reflecting our professional indemnity insurance. Nothing excludes liability that cannot legally be excluded.

27. Cooling-off and right to cancel

Where applicable you have a statutory 14-day right to cancel. If you requested immediate commencement and then cancel, you agree to pay reasonable costs incurred up to cancellation. A model cancellation form is provided.

28. Governing law

England & Wales.

SECTION 3 — SCHEDULES

Schedule A — Let Only (Tenant Introduction)

Included: marketing, viewings, negotiation, referencing, initial Right to Rent checks, tenancy documentation preparation and tenancy start coordination.

Excluded: rent collection, repairs/maintenance management, inspections, ongoing statutory compliance actions after move-in (including later statutory information/transition leaflets), serving notices during the tenancy, court/tribunal.

Schedule B — Rent Collection

Included: Schedule A + monthly rent collection, statements, forwarding rent, chasing arrears.

Excluded: repairs/maintenance management, inspections, ongoing statutory compliance actions after move-in, serving notices unless separately agreed.

Schedule C — Full Management (Standard residential properties & non-licensed HMOs)

Included: rent collection, tenant communications, repairs/maintenance coordination, periodic inspections, deposit administration, arrears management, general tenancy management, issuing statutory information within scope/platform where applicable.

Excluded: court/tribunal/enforcement and major works project management unless agreed.

Schedule D — Licensed HMO additional provisions

Includes Schedule C plus enhanced compliance administration aligned with licensing conditions (coordination of checks and compliance works as reasonably required). Council fees payable by Landlord.

SECTION 4 — MODEL CANCELLATION FORM

(Complete and return only if you wish to cancel within the cancellation period)

To: Strats Estates & Letting Agents Ltd

Email: notices@strats-estates.co.uk _____

Address: 11 Harpsfield Broadway, Hatfield, Hertfordshire AL10 9TF _____

I/We hereby give notice that I/We cancel our contract for the supply of letting/management services.

Property address: _____

Landlord name(s): _____

Signature(s): _____

Date: _____