mycitipad

Schedule 1 - Vacant Property Service

This matrix should be read alongside MyCitiPad's Terms of Business and the vacant-property scope of service.

All Agent fees are inclusive of VAT unless stated otherwise. Goods, contractor charges, supplier costs, postage, freeholder or managing-agent charges and other third-party disbursements remain additional unless expressly included.

✓ *Included within the annual vacant-property service.*

× *Additional service or charge, available where instructed and subject to sufficient funds and authority.*

Service	Fee	Annual Service
Vacant Property Service annual fee	£3,000 inc. VAT (£2,500 + VAT) per annum	✓
Property visits	Included / agreed frequency	✓
Maintenance checks	Included subject to funds / authority	✓
Emergency callouts and keyholding	Separate provider / extra where out-of-hours	×
Bills and property expenses	Included if in funds	✓
Meter readings	Quarterly or as agreed	✓
Cleaning, laundry and property preparation	Third-party / goods cost extra	×
Post forwarding	£18 inc. VAT plus postage	×
Installation of services and utilities	Supplier costs extra	×
Repairs and project work	Chargeable under Fee Schedule	×
Additional weekly vacant-property visit	£90 inc. VAT per visit	×
Additional monthly vacant-property visit	£144 inc. VAT per visit	×
Vacant-property inspection report	£144 inc. VAT per report	×
Vacant-property emergency call-out coordination	£180 inc. VAT per event	×
Property preparation before arrival	£216 inc. VAT plus goods / contractor costs	×

Schedule 2 - Fee Schedule

All Agent fees in this Fee Schedule are inclusive of VAT unless stated otherwise. Third-party costs, contractor invoices, certificates, freeholder / managing agent fees, bank charges and disbursements are payable in addition unless expressly included.

For Complete Letting & Management, standard MCP in-house administration charges are included unless the charge relates to third-party costs, contractor works, statutory certificates, referencing, inventory / check-in / check-out providers, licensing / council / freeholder fees, legal / court / tribunal work, formal disputes, major works, insurance claims, out-of-hours attendance or exceptional/complex matters.

✓ *Service available under the package shown; any separate fee in the Fee column remains payable.*

× *Not included as standard; may require separate instruction and an additional fee.*

Service	Fee	Complete Lettings & Management	Lettings & Management	Management Only	Let Only	Rent Collection
Tenancy setup, marketing & move-in						
Marketing, advertising, enquiries and offer progression	Included in Letting service fee	✓	✓	×	✓	×
Professional photography (third-party)	Included in Letting service fee	✓	✓	×	✓	×
Tenant and guarantor referencing administration	Included in Letting service fee	✓	✓	×	✓	×
Credit check / AML administration	Included in Letting service fee	✓	✓	×	✓	×
Permitted occupier check / AML administration	Included in Letting service fee	✓	✓	×	✓	×
Initial Right to Rent check administration	Included in Letting service fee	✓	✓	×	✓	×
Periodic tenancy administration	Included in Letting service fee	✓	✓	✓	×	×
Deposit registration / scheme administration (one-off at tenancy setup)	£72 inc. VAT	✓	×	×	×	×
Change of sharer / tenant replacement	£90 inc. VAT – landlord side administration charge only; no duplicate tenant charge. Mid-tenancy referencing is charged separately where required.	✓	✓	✓	×	×
Mid-tenancy referencing / affordability re-check (incoming or remaining tenants, or for a rent review where required)	£72 inc. VAT per person, plus third-party reference cost where applicable	✓	✓	✓	×	✓

Early surrender / tenancy release administration	£300 inc. VAT – landlord side administration charge only; no duplicate tenant charge.	✓	✓	✓	×	×
Management takeover / onboarding from another agent	£432 inc. VAT per tenancy	✓	✓	✓	×	×
Tenancy agreement preparation administration	£240 inc. VAT	✓	×	×	×	×
Deed of guarantee administration	£108 inc. VAT	✓	×	×	×	×
Check-in / check-out coordination (third-party)	£90 inc. VAT per appointment	×	×	×	×	×
Inventory and schedule of condition (third-party)	From £180 inc. VAT	×	×	×	×	×
Check-out report (third-party)	From £180 inc. VAT	×	×	×	×	×

Service	Fee	Complete Lettings & Management	Lettings & Management	Management Only	Let Only	Rent Collection
Rent collection, accounting & arrears						
Rent demand, receipt and remittance	Included in Letting service fee	✓	✓	✓	×	✓
Routine monthly landlord statements	Included in Letting service fee	✓	✓	✓	×	✓
Arrears chasing	Included in Letting service fee	✓	✓	✓	×	✓
Duplicate statement	Included in Letting service fee	✓	×	×	×	×
Year-end consolidated statement	Included in Letting service fee	✓	×	×	×	×
Deposit transfer / file handover	Included in Letting service fee	×	×	×	×	×
CHAPS payment (only where the landlord requests an urgent / same-day cleared bank payment)	£72 inc. VAT	×	×	×	×	×
International bank payment	£36 inc. VAT plus bank charges	×	×	×	×	×

Service Management, maintenance & property visits	Fee	Complete Lettings & Management	Lettings & Management	Management Only	Let Only	Rent Collection
Tenant liaison during tenancy	Included in managed service	✓	✓	✓	×	×
Routine maintenance coordination	Included in managed service	✓	✓	✓	×	×
Routine repairs authority	Up to £500 inc. VAT per item / incident	✓	✓	✓	×	×
Routine six-monthly inspection and summary report	Included	✓	✓	✓	×	×
Key cutting / fob / access-device administration	£36 inc. VAT plus cost	✓	×	×	×	×
Lock change coordination	£72 inc. VAT plus contractor cost	✓	×	×	×	×
Additional property inspection	£108 inc. VAT per visit	×	×	×	×	×
Emergency works management	18% of contractor invoice inc. VAT	×	×	×	×	×
Mould remediation management	12% of contractor invoice inc. VAT	×	×	×	×	×
Procurement / project administration	12.5% of cost inc. VAT	×	×	×	×	×
Major building works monitoring	£420 inc. VAT	×	×	×	×	×
Quotes obtained where the Landlord instructs directly	£168 inc. VAT per quote process or £234 inc. VAT per hour for complex matters	×	×	×	×	×
Quotes where works do not proceed	£144 inc. VAT per issue	×	×	×	×	×
Contractor / third-party attendance	£180 inc. VAT per visit	×	×	×	×	×
Building management liaison	£144 inc. VAT per matter	×	×	×	×	×
Laundry / professional cleaning coordination	£72 inc. VAT coordination fee plus contractor cost	×	×	×	×	×

Service	Fee	Complete Lettings & Management	Lettings & Management	Management Only	Let Only	Rent Collection
Compliance, licensing & statutory checks						
Compliance certificate coordination	£72 inc. VAT per item plus certificate cost	✓	×	×	×	×
Right to rent follow-up check	£72 inc. VAT per check	✓	×	×	×	×
PRS Database registration support	£114 inc. VAT	✓	×	×	×	×
Non-Resident Landlord Scheme administration support - initial NRL setup on our system and quarterly HMRC Submission / remittance where required. The landlord applies to HMRC for approval; MyCitiPad does not apply on the landlord's behalf.	£144 inc. VAT setup £72 inc. VAT per quarterly return only where tax must be withheld / remitted. No quarterly return fee where valid HMRC approval is held.	✓	×	×	×	×
Gas Safety / EICR / EPC / PAT / Legionella certificate costs	Third-party cost	×	×	×	×	×
Annual PRS Database update support	£60 inc. VAT per annum	×	×	×	×	×
Asbestos survey arrangement	£72 inc. VAT plus survey cost	×	×	×	×	×
Fire risk assessment arrangement administration	£72 inc. VAT plus assessment cost	×	×	×	×	×
Fire door compliance inspection coordination	£114 inc. VAT plus inspection cost	×	×	×	×	×
Selective licence support	£420 inc. VAT plus licence fee	×	×	×	×	×
Additional HMO licence support	£480 inc. VAT plus licence fee	×	×	×	×	×
Mandatory HMO licence support	£600 inc. VAT plus licence fee	×	×	×	×	×
Licence renewal administration	£300 inc. VAT plus licence fee	×	×	×	×	×
Licence-holder service / HMO additional visits	£180 inc. VAT per annum	×	×	×	×	×
HMO compliance review	£420 inc. VAT	×	×	×	×	×

Service	Fee	Complete Lettings & Management	Lettings & Management	Management Only	Let Only	Rent Collection
Rent reviews, tenancy changes & deposits						
Rent review proposal / Section 13 notice service	£216 inc. VAT	×	×	×	×	×
Rent increase negotiation	£144 inc. VAT	✓	×	×	×	×
Pet request assessment	£84 inc. VAT	✓	×	×	×	×
Tenancy amendment / when landlord requests variation	£144 inc. VAT	✓	×	×	×	×
Deed of subletting / licence / freeholder or managing-agent administration	£180 inc. VAT plus any freeholder / managing-agent fee	✓	×	×	×	×
Deposit deduction negotiation (charged only if the tenant disputes deductions after the initial deduction notification)	£180 inc. VAT	✓	×	×	×	×

Service	Fee	Complete Lettings & Management	Lettings & Management	Management Only	Let Only	Rent Collection
Legal, notices, disputes & enforcement						
Neighbour dispute administration	£180 inc. VAT per dispute	✓	×	×	×	×
Debt collection referral administration	£180 inc. VAT per referral	✓	×	×	×	×
Anti-social behaviour case management	£300-£600 inc. VAT per case	✓	×	×	×	×
Illegal subletting investigation	£420 inc. VAT per investigation	✓	×	×	×	×
Solicitor liaison for disputes administration	£180 inc. VAT per matter	×	×	×	×	×
Notice preparation and service administration - statutory landlord / tenancy notices (excludes Section 13)	£348 inc. VAT per notice	×	×	×	×	×
Possession proceedings administration	£600 inc. VAT	×	×	×	×	×
Tribunal preparation administration	£600 inc. VAT	×	×	×	×	×
Court / tribunal attendance by staff	£234 inc. VAT per hour	×	×	×	×	×
Court / tribunal attendance by director	£354 inc. VAT per hour	×	×	×	×	×

Service	Fee	Complete Lettings & Management	Lettings & Management	Management Only	Let Only	Rent Collection
Utilities, leasehold, insurance & wider administration						
Utility transfer administration support	£72 inc. VAT	✓	✓	✓	×	×
Utility dispute resolution administration support	£144 inc. VAT	✓	✓	✓	×	×
Utility debt investigation administration support	£180 inc. VAT	✓	✓	✓	×	×
Service charge / ground rent payment handling	£60 inc. VAT per payment	✓	✓	✓	×	×
Service charge challenge administration	£300 inc. VAT	×	×	×	×	×
Buildings / landlord insurance renewal review	£216 inc. VAT	×	×	×	×	×
Buildings / landlord insurance claim management	12% of claim / work value inc. VAT	×	×	×	×	×
Rent guarantee insurance policy arrangement / renewal administration	£180 inc. VAT plus insurer premium	×	×	×	×	×
Rent guarantee insurance claim administration (including insurer liaison, evidence collation and monthly rent schedule / continuation submissions)	£420 inc. VAT initial claim plus £180 inc. VAT per monthly continuation submission	×	×	×	×	×
Courier administration	£36 inc. VAT plus courier cost	×	×	×	×	×

Service	Fee	Complete Lettings & Management	Lettings & Management	Management Only	Let Only	Rent Collection
Asset, portfolio & advisory services						
Annual asset management review	£600 inc. VAT	×	×	×	×	×
Quarterly portfolio report	£300 inc. VAT	×	×	×	×	×
Rental yield assessment	£300 inc. VAT	×	×	×	×	×