



SMARTLET ESTATES LTD

Registered Company No. 13332490

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SCHEDULE OF FEES AND CHARGES

This schedule sets out the fees charged by Smartlet Estates Ltd in connection with our letting agency and property management services. All fees are inclusive of VAT at the prevailing rate unless otherwise stated. This schedule is published in compliance with Chapter 3 of Part 3 of the Consumer Rights Act 2015.

PART 1 — FEES PAYABLE BY LANDLORDS

1.1 Tenant Find Service

Service	Fee (Exc. VAT)
Tenancy finder's fee (including marketing, viewings, referencing, tenancy agreement and move in)	5-10%
Fees are subject to size and location of the property.	

1.2 Rent management

Service	Fee (Exc. VAT)
Managing tenants rent and ensuring payment is made on time to the landlord. (Rent payments are paid directly to landlords).	1-3%
Fees are subject to rent amount and complexity of the payment structure, (i.e. benefit claim or private paying tenancies).	

1.3 Property Management Service

Service	Fee (Exc. VAT)
We have ceased offering property management	NA

Where a fee cannot be determined in advance (for example, fees based on a percentage of rent or of works costs), the applicable percentage or calculation methodology is stated above. Any such fee will be confirmed in writing before work is carried out.



PART 2 — FEES PAYABLE BY TENANTS

Smartlet
Estates

Under the Tenant Fees Act 2019, the fees that can be charged to tenants are strictly limited. Smartlet Estates Ltd does not charge any fees to tenants other than those permitted by law.

REDRESS SCHEME MEMBERSHIP

Smartlet Estates Ltd is a member of a government-approved redress scheme.

Scheme name: The Property Redress Scheme

Membership number: PRS027378

Website: www.propertyredress.co.uk

If you have a complaint that we have been unable to resolve, you may refer to the above scheme.

CLIENT MONEY PROTECTION SCHEME MEMBERSHIP

Smartlet Estates Ltd does not hold clients' funds and is therefore not required to be registered with CMP.

COMPLAINTS PROCEDURE

If you wish to make a complaint, please contact us in the first instance in writing addressed to the Director at the address above or by email to enquiries@smartletestates.co.uk. We will acknowledge your complaint within 3 working days and aim to provide a full response within 15 working days.

If you remain dissatisfied following our internal process, you may refer your complaint to our redress scheme as detailed above.

This schedule was last updated: 01/07/2026