

FULL TARIFF OF FEES AND SERVICES

Fees for Landlords

Office	Century 21 Liverpool South
Effective from	01.09.26 Version 09.26

This document sets out, in full, the fees we charge landlords and the services those fees buy. All figures include VAT at 20% where applicable. It is published in accordance with section 83 of the Consumer Rights Act 2015 and reflects the tenancy regime created by the Renters' Rights Act 2025. It should be read alongside our terms of business and our separate Tenant Fees and Referral Fees documents.

SECTION 1

Our packages and headline fees

Enter the fee for each package you offer. Write 'Not offered' against any package this office does not provide.

SERVICE	Fully Managed	Rent Collection	Let Only (Tenant Find)
Management fee — percentage of the monthly rent, including VAT	From 9.6% Inc VAT	From 7.2% Inc VAT	N/A
Tenancy set-up fee — one-off, including VAT	£714 Inc VAT	£714 Inc VAT	£714 Inc VAT
Minimum fee payable, including VAT	£354 Inc VAT	£354 Inc VAT	Not offered

What is a 'package'? Fully Managed, Rent Collection and Let Only are the three service levels most Century 21 offices offer. If your office uses different names or offers a fourth level, rename the columns — but keep one column per package so a landlord can compare like with like.

SECTION 2

Standard services

These services are covered by the package fee shown in Section 1. Tick the box under each package in which the service is included.

How to read this table: ☒ included in the package at no additional charge · ☐ not included in the package. A service that is not ticked is either not provided by this office or is chargeable — chargeable services and their prices are listed in Section 3.

SERVICE	Fully Managed	Rent Collection	Let Only (Tenant Find)
MARKETING AND LETTING THE PROPERTY			
Pre-letting appraisal, rental valuation and advice on achievable rent	☒	☒	☒
Advice on the landlord's legal and safety obligations before letting	☒	☒	☒
Professional photography, floorplan and property particulars	☒	☒	☒
Advertising on Rightmove, Zoopla and the Century 21 UK and Global websites	☒	☒	☒
Window display in branch (where applicable)	☒	☒	☒
'To Let' board (where permitted by the local authority and the freeholder)	☒	☒	☒
Property matching to registered applicants	☒	☒	☒
Accompanied viewings	☒	☒	☒
Written feedback to the landlord following viewings	☒	☒	☒
Advertising at a stated rent and refusing offers above it (rental bidding ban)	☒	☒	☒
REFERENCING AND TENANCY SET-UP			
Full tenant referencing: credit check, affordability, employment and previous landlord	☒	☒	☒
Right to Rent checks and secure retention of the required documents	☒	☒	☒
Guarantor assessment and preparation of a guarantor deed where required	☒	☒	☒
Negotiation of the tenancy terms with the tenant(s)	☒	☒	☒
Preparation and execution of the assured tenancy agreement	☒	☒	☒
Service of the required documents: EPC, gas safety record and EICR	☒	☒	☒
Collection of the holding deposit and of rent in advance (capped at one month)	☒	☒	☒
Tenancy deposit collection, protection in an approved scheme and prescribed information	☒	☒	☐

SERVICE	Fully Managed	Rent Collection	Let Only (Tenant Find)
Inventory and schedule of condition, and tenant check-in	☒	☒	☐
Notification of the utility suppliers and the local authority for council tax	☒	☐	☐
Set-up of the standing order or other rent payment method	☒	☐	☐
Written statement of terms provided to the tenant before the tenancy begins	☒	☐	☐
DURING THE TENANCY			
Monthly rent collection, allocation and reconciliation of the client account	☒	☐	☐
Rent arrears monitoring, chasing and written arrears reporting to the landlord	☒	☐	☐
Monthly landlord statement	☒	☐	☐
Payment of contractor and supplier invoices from rent received, where authorised	☒	☐	☐
Routine property inspections at the frequency set out in the terms of business	☒	☐	☐
Day-to-day repairs and maintenance management	☒	☐	☐
Out-of-hours emergency maintenance line	☐	☐	☐
24/7 tenant assistance	☐	☐	☐
Secure key holding and key issue	☒	☐	☐
Renewal reminders for the gas safety record, EICR and EPC	☒	☐	☐
Handling tenant repair requests within the statutory timescales	☒	☐	☐
Handling a tenant's written request to keep a pet and advising on reasonableness	☒	☐	☐
Service of a section 13 notice to increase the rent (once in any twelve months)	☒	☐	☐
Service of a change of landlord or change of agent notice on the tenant	☒	☐	☐
Retention of tenancy records in line with UK GDPR and our retention policy	☒	☐	☐
ENDING THE TENANCY			
Advice on the statutory grounds for possession under Schedule 2, Housing Act 1988	☒	☐	☐
Preparation and service of a section 8 notice seeking possession	☒	☐	☐
Check-out inspection and dilapidations report against the inventory	☒	☐	☐
Negotiation of deposit deductions with the tenant	☒	☐	☐
Return of the deposit and release of the scheme's funds	☒	☐	☐

SERVICE	Fully Managed	Rent Collection	Let Only (Tenant Find)
Final statement and closure of the tenancy file	☒	☐	☐

NOTES ON THE STANDARD SERVICES

Rent increases. Rent may be increased only once in any twelve-month period, by a section 13 notice giving at least two months' notice. Rent review clauses that raise the rent automatically are not effective in an assured tenancy.

No fixed terms, no renewals. Assured tenancies are periodic from the day they start and continue until the tenant ends them or the landlord obtains possession on a statutory ground. There is no expiry date and therefore no renewal. Do not charge a landlord or a tenant a 'renewal' fee for a tenancy that simply continues.

Possession. Section 21 'no fault' possession has been abolished. Possession can be obtained only on a ground in Schedule 2 to the Housing Act 1988, with the notice period the ground requires.

Pets. A tenant may request to keep a pet and the landlord may not unreasonably refuse. The landlord may not require pet insurance, a pet deposit or a higher rent as a condition of consent, and we do not charge the tenant for making or handling the request.

Rent in advance and bidding. We may not ask for more than one month's rent in advance before the tenancy begins, and we may not invite or accept offers above the advertised rent.

Discrimination. We will not refuse to let, or treat an application less favourably, because the applicant receives benefits or has children.

SECTION 3

Additional services and charges

These services are not covered by the package fee. Enter the charge you make for each one, including VAT. Write 'Not offered' where this office does not provide the service, and 'Included' where it is already covered by the package.

Every figure entered here must include VAT. Where a charge cannot be fixed in advance — a contractor's quotation, for example — state how it is calculated ("cost of works plus 10%", "£75 per hour") rather than leaving the box blank. A blank box tells a landlord nothing and does not satisfy the duty to publish a full tariff of fees.

SERVICE	CHARGE INC VAT
Inventory and schedule of condition Prepared by an independent clerk. Required if you intend to make any deposit deduction at the end of the tenancy.	£120
Check-out report Independent inspection against the inventory at the end of the tenancy.	£60
Additional property inspection (per visit) Any inspection requested over and above those included in your package.	£0
Energy Performance Certificate (EPC) Valid for ten years. A property may not be let without a valid EPC.	£90
Gas Safety Record (CP12) Annual. Required where there is any gas appliance, fitting or flue in the property.	£72
Electrical Installation Condition Report (EICR) Required at least every five years and at the start of a new tenancy.	£150
Portable appliance testing (PAT) For electrical appliances supplied by the landlord.	£25
Legionella risk assessment Assessment of the water system for legionella risk.	£150
Smoke alarm — supplied and fitted (each)	£60
Carbon monoxide alarm — supplied and fitted (each)	£60
Arranging and supervising works over £[350] Project management of larger works, quoted as a percentage of the total cost of the works.	£75
Rent guarantee and legal expenses cover (per year) Set out the level of cover, the excess, the claim limit and the insurer. Optional — the landlord is free to arrange equivalent cover elsewhere.	£25

SERVICE	CHARGE INC VAT
Possession and eviction service Preparation and conduct of a possession claim following service of a section 8 notice.	POA
Court or tribunal attendance (per day) Attendance at the county court or the First-tier Tribunal (Property Chamber) on the landlord's behalf.	POA
Deposit dispute — preparation and submission of evidence Compilation and submission of the landlord's case to the deposit scheme's adjudicator.	£75
Deposit transfer fee Charged where the landlord fails to provide deposit scheme details within ten days of receipt.	£75
New tenancy agreement with the same tenant Only where the landlord and tenant agree a new tenancy. Assured tenancies are periodic and do not require renewal — see the note below.	£72
Variation of the tenancy agreement or deed of variation	£50
Change of sharer, assignment or novation of the tenancy	£50
Duplicate statement or copy document (per document)	£0
Annual income and expenditure statement for tax purposes	£0
Non-resident landlord scheme — quarterly and annual HMRC returns	£250
Upgrading your service level or taking over management of a tenancy already in place	£354
Sale of the property to the tenant in situ Payable where we introduced the tenant and the property is subsequently sold to them.	£900
Landlord withdrawal after a tenancy has been agreed Reimbursement of the tenant's holding deposit and our reasonable costs incurred to that point.	£250
Early termination of our management agreement As set out in the notice provisions of your terms of business.	£195
Additional or replacement key sets	£25
Vacant property management (per month) Inspection and management of the property while it is empty.	£0
[Add any other service this office charges for]	£

SERVICE	CHARGE INC VAT
[Add any other service this office charges for]	£
[Add any other service this office charges for]	£

WHAT WE MAY NOT CHARGE FOR

Nothing in this section may be charged to a tenant. The Tenant Fees Act 2019 makes it unlawful for an agent or a landlord in England to require a tenant to make any payment that is not a permitted payment. Our full list of permitted payments is set out in our separate Tenant Fees document.

In particular, a tenant may not be charged for: referencing, credit checks, Right to Rent checks, administration, inventories, check-in or check-out, professional cleaning as a condition of the tenancy, guarantor arrangements, tenancy renewal, or keeping a pet.

Referral income. Where we receive a commission, fee or other benefit for referring you to a third party, that is disclosed in our separate Referral Fees document and is disclosed to you in writing before you decide whether to use the service.

SECTION 4

Important information

Complete every field below. Letting agents in England must publish their fees, their client money protection scheme and their redress scheme membership. Failure to do so is a breach of section 83 of the Consumer Rights Act 2015 and can attract a penalty of up to £5,000.

Trading name	Century 21 Liverpool South
Registered company name	Penrose Estates Ltd
Company registration number	08328660
Registered office address	33 Allerton Road, Woolton, Liverpool, L25 7RE
Trading address	33 Allerton Road, Woolton, Liverpool, L25 7RE
Telephone / email	0151 428 3647 / liverpoolsouth@century21uk.com
VAT registration number	VAT no. — 201734450

Client money protection	Money Shield · Membership no. 57837534
Redress scheme	The Property Ombudsman · Membership no. D8703-0
Tenancy deposit scheme	DPS - Scheme type: Custodial
Professional body membership	None
ICO data protection registration	ZA048946
Professional indemnity insurance	Hiscox - Policy no. PL-PSC04001936690/19

TERMS ON WHICH THIS DOCUMENT IS GIVEN

All prices include VAT at the prevailing rate of 20% unless the document states otherwise. Where a fee is expressed as a percentage, it is a percentage of the rent due or collected, as set out in our terms of business.

This is a tariff, not a quotation. The fees that apply to you are those set out in the terms of business you sign with us. Where this tariff and our signed terms of business differ, the signed terms of business prevail.

Third-party costs. Charges made by third parties — for example contractors, utility providers, surveyors, inventory clerks, deposit scheme adjudicators or the courts — are payable in addition and are shown separately on your statement.

Changes to this tariff. We may amend this tariff from time to time. Any change will be notified to you in writing and will not apply to work already instructed.

Complaints. If you are unhappy with our service, please ask for a copy of our written complaints procedure. If we cannot resolve your complaint within eight weeks you may refer it to our redress scheme, named above, free of charge.

LEGISLATION THIS DOCUMENT IS WRITTEN TO

Tenant Fees Act 2019 — prohibits letting agents and landlords in England from charging tenants any payment that is not a permitted payment, and caps holding deposits, tenancy deposits, variation fees and default fees.

Renters' Rights Act 2025 — abolishes assured shorthold tenancies and section 21 'no fault' possession, converts tenancies to periodic assured tenancies, restricts rent increases to one section 13 notice in any twelve-month period, bans rental bidding above the advertised rent, limits rent in advance, and restricts the refusal of pets and the refusal of tenants with children or on benefits.

Consumer Rights Act 2015, ss.83–88 — requires letting agents to publicise a full tariff of fees, their client money protection scheme and their redress scheme membership at each of their premises and on their website.

Digital Markets, Competition and Consumers Act 2024 — requires that the total price a consumer will pay, including all mandatory charges, is stated up front and that material information is not omitted or hidden.

Also relevant: Housing Act 1988 (as amended), Landlord and Tenant Act 1985, Immigration Act 2014 (Right to Rent), Money Laundering Regulations 2017 (as amended), Data Protection Act 2018 and UK GDPR.

DISCLAIMER

Century 21 Liverpool South is an independently owned and operated franchise and is the trading name of Penrose Estates Ltd, registered in England and Wales under company number 08328660, registered office 33 Allerton Road, Woolton, Liverpool, L25 7RE.

Each Century 21 office is independently owned and operated. Century 21 UK is not a party to, and accepts no liability for, the fees, services or contractual arrangements of any individual office. The fees in this document are set independently by this office.

This document is a summary of our charges for information only. It is not legal or tax advice and does not form part of any contract unless it is incorporated into signed terms of business. Landlords and tenants should take independent advice where they are unsure of their obligations.

Fees for Landlords · Version 09.26 · Effective from 01.09.2026 · Review date 01.09.2026

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