CENTURY 21
Liverpool South

DISCLOSURE OF COMMISSIONS AND REFERRAL ARRANGEMENTS

Referral Fees

Office	Century 21 Liverpool South
Effective from	01.09.26 Version 09.26

From time to time we recommend third-party services to our clients. Where we do, we may receive a referral fee, commission or other benefit. This document discloses every such arrangement this office has, and what we receive from it. All figures include VAT at 20% where applicable.

You are never obliged to use a service we recommend. You are free to choose your own provider, and choosing your own will not affect the service we give you or the terms on which we act. We will tell you in writing what we will receive before you decide.

SECTION 1

Our referral arrangements

Tick each service this office refers, name the partner, and state the fee we receive. Where the fee varies, state the range and what it depends on — a single figure is not required, but a blank box is not an adequate disclosure.

WE REFER	SERVICE	OUR PARTNER	REFERRAL FEE WE RECEIVE (INC VAT)
☒	**Conveyancing** Sale and purchase legal work. **Paid by:** Seller / buyer	Various	£200
☒	**Mortgage and protection advice** Mortgage broking, life cover, income protection. **Paid by:** Borrower	Home Financial	20% of procurement fee
☒	**Surveying and valuation** Homebuyer reports, building surveys, valuations. **Paid by:** Buyer	ASG	£180
☐	**Energy Performance Certificate** EPC assessment and lodgement. **Paid by:** Landlord / seller	N/A	£
☐	**Inventory and check-in / check-out** Independent inventory clerk services. **Paid by:** Landlord	N/A	£

WE REFER	SERVICE	OUR PARTNER	REFERRAL FEE WE RECEIVE (INC VAT)
☐	**Zero deposit or deposit replacement** A deposit alternative offered to tenants. **Paid by:** Tenant	N/A	£
☐	**Rent guarantee and legal expenses cover** Insurance against tenant rent default. **Paid by:** Landlord	N/A	£
☐	**Landlord and property insurance** Buildings, contents and landlord liability cover. **Paid by:** Landlord	N/A	£
☐	**Tenant contents insurance** Contents cover offered to tenants. **Paid by:** Tenant	N/A	£
☐	**Utilities and media switching** Utility registration and switching services. **Paid by:** Tenant	N/A	£
☐	**Removals and storage** Removal firms and storage providers. **Paid by:** Client	N/A	£
☐	**Gas, electrical and safety contractors** Certificates and remedial works. **Paid by:** Landlord	N/A	£
☐	**Cleaning and gardening contractors** End-of-tenancy and ongoing services. **Paid by:** Landlord / tenant	N/A	£
☐	**Auction services** Referral to an auction partner. **Paid by:** Seller	N/A	£
☐	**Financial and tax advice** Accountancy, tax and estate planning. **Paid by:** Client	N/A	£
☐	[Any other referred service]	[Partner name]	£
☐	[Any other referred service]	[Partner name]	£
☐	[Any other referred service]	[Partner name]	£

SECTION 2

How we handle referrals

Disclosure before you decide. We will tell you in writing that we will receive a referral fee, and how much it is, before you agree to use the service. If the amount is not known at that point we will tell you how it is calculated and confirm the actual figure once it is.

No obligation, and no disadvantage. You may use any provider you wish. Declining a referral will not change our fees, our advice, the marketing of your property or the progress of your transaction, and it will not affect an offer you have made or received.

How we choose our partners. Our referral partners are selected on the quality of service they give our clients. We review them regularly and act on the feedback we receive. A referral is not financial, legal or tax advice, and it is not a recommendation that the product is the most suitable or the cheapest available to you.

Mortgage and insurance referrals. Where we refer you for mortgage or insurance advice, the adviser is authorised and regulated by the Financial Conduct Authority. We are not authorised to give financial advice and we do not do so. Your home may be repossessed if you do not keep up repayments on your mortgage.

Conveyancing referrals. Where we refer you to a conveyancer, they act for you and not for us. Their duty of confidentiality is to you. We will not ask them for information about your matter beyond what is needed to progress the transaction.

Your data. We will pass your contact details to a referral partner only with your consent, and only for the purpose of the referral. Our privacy notice explains how we handle your personal data and how to withdraw consent.

Records. We keep a written record of every referral made and every fee received, which is available to our redress scheme and to trading standards on request.

WHY WE PUBLISH THIS

Digital Markets, Competition and Consumers Act 2024. It is an unfair commercial practice to omit or hide material information a consumer needs in order to make an informed decision. A commission we receive for recommending a service is material information.

Estate Agents Act 1979, section 18, and the Estate Agents (Provision of Information) Regulations 1991. We must disclose any services we will receive a benefit for recommending, before you are committed.

National Trading Standards Estate and Letting Agency Team guidance. Referral fees must be disclosed clearly, prominently and in a form the consumer can understand, at the point the referral is made — not buried in terms and conditions.

Consumer Rights Act 2015, section 83. Letting agents must publish a full tariff of fees, which includes what we receive from third parties in connection with the letting.

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.

Referral Fees · Version 09.26 · Effective from 01.09.2026 · Review date 01.09.2026