

Service feature	Tenant introduction and sign up	Fully managed	Rent guarantee
Fees	Free	8% + vat	12.5% + vat
Property survey and condition report	✓	✓	✓
Tenant finding, checking and matching	✓	✓	✓
Dedicated Housing Officer	✓	✓	✓
Focus and support to sustain the tenancy		✓	✓
Interest-free loans for home improvements	✓	✓	✓
Access to forums and events	✓	✓	✓
Affordability checks on all prospective tenants	✓	✓	✓
Fast-tracked Housing Benefit (where applicable)	✓	✓	✓
One month's deposit	✓		
Two months' deposit held in a bond		✓	✓
50% of rent guaranteed during void periods for up to two months		✓	✓
Accompanied viewings		✓	✓
Council tax refund for re-tenanted property	✓	✓	✓
Repairs arranged on behalf of landlord		✓	✓
Annual safety checks (gas/PAT)		✓	✓
Regular property inspections		✓	✓
Payment of minor repairs (conditions apply)		✓	✓
Rent account management and rent collection		✓	✓
Utility companies informed of tenancy start and end dates		✓	✓
Guaranteed full rental income* for the fixed term of the tenancy			✓
Full void turnaround		✓	✓

*minus management fee