



RG PROPERTY

LANDLORD ONBOARDING FORM
RESIDENTIAL LETTINGS 2025



Our Perks

We were sick of other agents overcharging for a sub-par service. We created 6 unique offerings that you won't find anywhere else.



Loyalty Discount

Prestige landlords enjoy a discount for every year you're with us!



Same Day Payments

Rent is paid out and in your bank, the same day we receive it!



Open 7 days a week

We're open for maintenance, everyday!



No hidden fees

No hidden or mid-term fees with R&G.



Free tax statements

Your annual I&E is included in your management fee!



Free Renewals

All managed landlords receive free renewals and rent reviews, every year!

Our Charges

Simple fees that won't catch you out, what you see is what you pay. We ensure there are no financial surprises whilst we manage your property.



OUR SERVICES	SIMPLY LET	SIMPLY LET PRO	COLLECT & PROTECT	MANAGEMENT	PREMIUM MARKETING
					PRESTIGE MANAGEMENT
SET UP COST & MANAGEMENT FEE	£475 +VAT	£595 + VAT	£400 + VAT 6.50% + VAT	£425 + VAT 10% + VAT	£450 + VAT 12.5% + VAT
REFERENCING LEVEL	ADVANCED	PRO	PRO	PRO	PRO
INVENTORY & CHECK OUT REPORTS		✓	✓	✓	✓
DEPOSIT REGISTRATION		✓	✓	✓	✓
AGREEMENTS & RIGHT TO RENT CHECKS	✓	✓	✓	✓	✓
RENT COLLECTION & SERVICE OF NOTICES	£60 PER NOTICE	£60 PER NOTICE	✓	✓	✓
PROPERTY MANAGEMENT & COMPLIANCE MONITORING				✓	✓
ANNUAL RENEWALS & RENT REVIEW	£50.00	✓	✓	✓	✓
PROPERTY VISITS PER YEAR	£50+ VAT PER VISIT	£25 + VAT PER VISIT	0	3	4
RENT AND LEGAL PROTECTION	£295.00	£295.00	✓	£28PCM OR £275.00	✓
AML, PEP & SANCTION CHECKS	£25 + VAT	£25 + VAT	£25 + VAT	£25 + VAT	£25 + VAT

Additional fees.

Council License Application - £200 + VAT
Post forwarding - £5 per letter
Key Cutting - £10 per key

File N5 Court Papers - £100 + VAT
Court Attendance - £175 + VAT per day
Marketing Only - £99 + VAT per unit

Your agreed deal

We like to ensure your agreed fees are crystal clear, with no hidden surprises.



Your agreed service

Service name	<input type="text"/>	Monthly fee	<input type="text"/> %	+ VAT
Set up Fee	<input type="text"/> £	+ VAT	Loyalty Discount	<input type="text"/> %
Optional Extras	<input type="text"/>			
Total Set Up fee	<input type="text"/> £	+ VAT	Expected Monthly fee	<input type="text"/> £ + VAT

I would like to use deposit replacement guarantee for 26% more enquiries* ☐

Safety Certificates & optional extras (Please tick those required)

These charges will be in additional to those confirmed above.

Landlord Gas Safety Certificate (GSR)	Legal Requirement* £75 + VAT	<input type="checkbox"/>
Landlord Electrical Safety Certificate (EICR)	Legal Requirement* £180 + VAT	<input type="checkbox"/>
Energy Certificate (EPC)	Legal Requirement* £85 + VAT	<input type="checkbox"/>
PAT Testing	£45 + VAT	<input type="checkbox"/>
Legionella Water testing	£50 + VAT	<input type="checkbox"/>
Rent and Legal Protection (Included in C&P/Prestige)	£295.00 inc IPT	<input type="checkbox"/>
Floorplan	£40 + VAT	<input type="checkbox"/>

I confirm I agree with the fees on this document and would like R&G Property Group UK LTD to continue with the chosen service.

Landlord 1	Signature	Dated
Landlord 2	Signature	Dated
Agent	Signature	Dated

Your details

To ensure the contracts are accurate, please fill out this form as accurately as possible.



Rental Property Address _____

Landlord 1

Name: _____
Address: _____
Phone: _____
Email: _____

Landlord 2

Name: _____
Address: _____
Phone: _____
Email: _____

If there are more than 2 landlords, please email further details to hello@rgproperty.uk

Banking Details for rental payments

Bank: _____
Name: _____
Account number: _____
Sort code: _____

Banking Details for rental payments

Bank: _____
Name: _____
Account number: _____
Sort code: _____

Insurance & Mortgage

Building insurance supplier _____

☐ I would like a quote

Mortgage Supplier _____

☐ I would like to talk to a free advisor

Block Management company _____

DOB: _____

Floats & Contrators

Float Amount

- ☐ £0
- ☐ £100
- ☐ £200
- ☐ £300
- ☐ £400

Special Clauses

- ☐ No Repair, No replace on white goods
- ☐ No Loft Access
- ☐ No pets allowed
- ☐ No Sharers
- ☐ Others _____

Contractors

If you wish to use your own contractors please add their details here:

Property details

To ensure the contracts are accurate, please fill out this form as accurately as possible.



Property particulars

Number of Bedrooms:

Parking Spaces:

Number of Bathrooms:

Use of loft:

Which white goods are included?

Oven: Washing Machine:

Dryer: Fridge:

Dishwasher: Freezer:

Utilities

Current Gas & Electric supplier: _____

☐ I would like £15 free void credit

Heating Type:
e.g Gas Central

Homecare/Boilercare cover provider: _____

Safety Certificates, as required by law

Gas Safety expiration date:

EPC expiration date:

Electrical expiration date:

PAT expiration date:

HMO ONLY

Additional information for managed landlords only

Water stop location

Are CO Alarms Fitted?

Fuse Board Location

Are smoke Alarms Fitted?

Boiler Location

Is your property licensed?

Additional Comments (Please add details of preferred deposit scheme if let only).

Our Terms and Conditions



The boring but necessary bit!

This guide outlines key legal obligations landlords must meet, but it is not exhaustive. Landlords should regularly consult the UK government's website at www.gov.uk/renting-out-a-property to stay updated on changes.

1. Energy Performance Certificate (EPC)

- From April 1, 2018, rental properties must have a minimum EPC rating of E.
- If a property doesn't meet this requirement, it must be registered in the PRS Exemptions Register.
- Provide the EPC to tenants before the tenancy begins and include the EPC rating in marketing materials.

2. Right to Rent

- Verify tenants and other occupants have the right to reside in the UK.
- Conduct periodic checks for occupants with limited stay.
- Do not discriminate based on the results of these checks.

3. Deposit Protection

- Deposits must be protected using one of the three approved schemes within 30 days of receipt.
- You can either pass the deposit to the scheme directly or use an insurance policy.

4. Local Authority Licensing

- Some properties require local authority licensing depending on the property type and location.
- Ensure compliance with local licensing regulations.
- License holders must provide tenants with emergency contact details.

5. Planning Permission

- Properties must adhere to relevant planning permissions, especially in areas with "Article 4 Direction."
- Seek advice from planning experts if needed.

6. Gas Safety Regulations

- All gas appliances must be inspected annually by a Gas Safe Registered engineer.
- Provide tenants with a copy of the gas safety certificate before the tenancy starts.

7. Smoke & Carbon Monoxide Alarms

- Install smoke detectors on every floor and carbon monoxide alarms in rooms with combustion appliances.
- Test alarms to ensure functionality at the beginning of the tenancy.

8. Electrical Safety

- Electrical installations must be inspected at least every five years.
- Provide tenants with the inspection report at the start of the tenancy.

9. Furnishing

- Upholstered furniture must comply with fire resistance standards.
- Keep up to date with European safety standards, especially for blinds and shutters.

Our Terms and Conditions



Continued

10. Water & Bacterial Control

- Minimize risks of legionella in water systems, particularly in properties that remain vacant for long periods.

11. Heating & Hot Water

- Comply with The Heat Network (Metering and Billing) (Amendment) Regulations 2020 in shared accommodation settings.

12. Building & Fire Safety

- Maintain safety risk records for your property and take immediate action on concerns raised.

13. General Guidelines

- Ensure you have permission from joint owners or mortgage lenders before entering a tenancy agreement.
- Make sure your property insurance is up to date and covers rental activity.

14. Maintenance Information

- Keep us informed of significant changes to the property.
- Ensure the information you provide is accurate.

Agreement Terms

By signing below, the landlord agrees to the following terms (More information found overleaf)

1. The property will be kept to a suitable standard, complying with The Landlord and Tenant Act 1985.
2. If a safety certificate is not obtained within seven days of expiry, we will conduct the work to ensure compliance.
3. The property must have an EPC rating of 'E' or higher, or an exemption certificate must be provided.
4. You have received permission from your mortgage provider (if applicable) to rent the property.
5. All owners listed on the Land Registry have consented to the rental.
6. All property details provided to us comply with The Consumer Protection from Unfair Trading Regulations 2008 (CPRs).
7. You agree to the terms outlined in this document and the conditions of business.
8. You may cancel your agreement within 14 days, provided no tenant has been sourced. If a tenant has been found, a £375 + VAT fee will apply. Two Months in line with the rent due date notice applies to all management services and rent collection services.
9. You may cancel the management or Collect & Protect agreement by providing two months' written notice.
10. Provide a set of management keys for Fully Managed services.
11. Confirm that you are a UK tax resident or, if not, supply relevant NRL forms from the gov.uk website.
12. If we have completed premium marketing and you decide to pull out, you will owe a £100 + VAT Marketing fee to cover our costs.
13. Renewals are free of charge on our Management & Prestige Services. Renewals for all other services cost £50 + VAT.
14. You agree to a PEP & Sanction Landlord check as per the SAMLA Act 2018, now in force from May 2025.
15. You agree to the Equality Act 2010 when selecting suitable tenants.

Signed by Landlord _____ Dated _____

This summary covers the key points of your legal obligations as a landlord. Always stay informed and conduct thorough research to ensure compliance with current regulations.

Our Terms and Conditions



Residential Lettings Terms of Business (England & Wales)

1. Services Provided

We offer the following services to landlords:

- Simply Let (Tenant Find Only)
- Simply Let Pro (Tenant Find with Extras)
- Collect and Protect (Rent Collection with Legal Cover)
- Full Management
- Prestige Management (Includes Rent Protection and Premium Perks)

Full definitions of each service are available on request and included in your onboarding pack.

2. Fees and Payment

- Simply Let: £475.00 + VAT
- Simply Let Pro: £595.00 + VAT
- Collect and Protect: £400.00 setup + 6.5% + VAT monthly
- Full Management: £425.00 setup + 10% + VAT monthly
- Prestige Management: £450.00 setup + 12% + VAT monthly

All fees are either paid upfront from rent or collected monthly. No hidden or mid-term fees apply. Fees are subject to our cancellation terms.

3. Cancellation Policy

- You may cancel within 14 days of signing.
- If a tenant has been sourced, a cancellation fee of £450 + VAT will apply.
- Management, Prestige, or Collect & Protect services require a minimum 3-month term and 2 months' written notice to cancel thereafter. We do not charge exit fees if the correct notice has been served, if notice is not served the above fee of £450 + VAT will apply.

4. Deposit Protection

We register deposits with the MyDeposit Scheme unless otherwise agreed. The deposit will be protected within 30 days. If you prefer to handle deposit protection directly, you must provide proof of compliance.

5. Right to Rent

We conduct Right to Rent checks on your behalf in accordance with the Immigration Act 2014. You agree that we may carry out checks on all prospective tenants and occupiers.

6. Utility and Void Period Management

We work with One Utility Bill to manage utility accounts. You may opt out of this service by notifying us in writing at onboarding. Your data will be shared solely for utility registration and management during voids.

7. Client Money Protection (CMP)

We are registered with Client Money Protect (ARLA PROPERTY MARK) and comply with their requirements to protect client funds.

8. Professional Memberships

We are members of The Property Redress Scheme (PRS) and comply with the Property Ombudsman Code of Practice.

9. Property Standards and Compliance

You agree to:

- Maintain the property to standards under the Landlord and Tenant Act 1985.
- Provide valid EPC (minimum rating E), Gas Safety, and EICR certificates.
- Install working smoke and CO alarms as per regulations.
- Ensure all furnishings comply with fire safety regulations.
- Inform us of changes to property, licensing, or ownership.

Our Terms and Conditions



If safety certificates expire and are not renewed within 7 days, we will arrange compliance and charge at cost.

10. HMO Properties

If the property is or will become a House in Multiple Occupation (HMO), you must:

Inform us at the start of the contract.

Ensure the property is licensed where required.

Allow us to apply for a licence on your behalf if agreed (£200 + VAT fee).

11. Maintenance Authority

We have authority to instruct urgent works up to £200 per item unless instructed otherwise in writing. Emergency works will be actioned without delay.

12. Access and Keys

For management services, landlords must provide a full working set of keys prior to the tenancy start date.

13. Insurance and NRL Requirements

You confirm that building insurance is in place.

If you reside outside the UK, we will deduct tax unless a valid NRL1 exemption is supplied.

14. Marketing Withdrawal

If you instruct us to proceed with marketing on any prestige of elite marketing services and later withdraw, a £50 + VAT fee will be payable to cover marketing costs.

If a tenant pulls out after paying a holding deposit to us, we will retain 75% of the holding deposit to cover our referencing, marketing and administration costs incurred from an unsuccessful tenancy, rather than passing any costs onto you. We will also add the 25% remainder deposit to the rent income amount, to be paid to the Landlord.

15. Rent Reviews & Renewals

Rent reviews and annual renewals are free for managed landlords.

For Let-Only services, renewals are charged at £50 + VAT.

16. Data Protection

We are registered with the ICO and process all data in compliance with GDPR. Full details are in our Privacy Notice.

17. Complaints Procedure

Send complaints to: complaints@rgproperty.co.uk

We will respond within 3 working days.

If unresolved after final proposal is made, the proposal will be void and you can escalate to the PRS, 1st Floor, Goldings House, 2 Hay's Lane, London SE1 2HB.

18. Legal Agreement

By signing our onboarding form, you:

Confirm all owners have consented to let.

Agree we may sign tenancy agreements on your behalf where appropriate.

Agree to a PEP & Sanctions check in accordance with SAMLA 2018 (effective May 2025).

Acknowledge your responsibilities under the Equality Act 2010, to not discriminate.

19. Loyalty Scheme

Landlords with an agreed loyalty discount as detailed within this agreement, once per year on your August renewal date, and are subject to a minimum fee of

Full Management: minimum fee reduced to 6% + VAT

Prestige: minimum fee reduced to 7.5% + VAT

Discounts are applied once annually, no later than 26 August each year, as detailed in your

This document is intended to support, not replace, your legal obligations as a landlord. Visit www.gov.uk/renting-out-a-property for full guidance.

Our Terms and Conditions



Anti-Money Laundering (AML) Compliance

In accordance with the Money Laundering Regulations 2017, all landlords must provide valid photo ID and proof of ownership before services commence. We reserve the right to delay onboarding or withhold services until compliance is confirmed.

Proof of Ownership and Authority

By instructing us, the landlord confirms they are the legal owner of the property or have full authority to let the property on behalf of all legal owners. We may request title documentation from the Land Registry to verify ownership.

Indemnity Clause

The landlord agrees to indemnify and hold harmless R&G Property Group UK LTD against all liabilities, damages, costs, or losses incurred as a result of the landlord's failure to comply with statutory obligations, provide accurate information, or obtain required permissions or licences. If the Landlord chooses to proceed with a let when a tenant has failed references, the Landlord agrees to indemnify R&G Property Group UK LTD against any future issues within the tenancy. If a negative action is sought upon us as a direct cause of your actions or in, this may result in legal action.

Licensing and Local Authority Compliance

The landlord is responsible for informing the agency whether the property is subject to HMO or Selective Licensing. If the landlord fails to disclose this and enforcement action is taken, the agency shall not be held liable. Licensing application support is available for an additional fee.

Termination and Transfer of Management

In the event of sale or transfer of ownership, the landlord must notify us in writing at least 30 days in advance. A two-month notice period applies to end all management services. If a property is sold with tenants in situ, all fees due remain payable until the end of the tenancy or handover date.

Rent Arrears and Legal Action

We will pursue rent arrears in line with our arrears policy. If arrears exceed 7 days, we will notify the landlord and take steps as agreed. Notices such as Section 8 or Section 21 can be served at a fee of £60 + VAT, unless you are on our Managed and Prestige services. Legal support beyond this point may be referred to external solicitors and charged accordingly.

Repairs and Maintenance Authority

We are authorised to instruct repairs and maintenance up to a limit of £150 (inclusive of VAT) without prior approval. Emergency works required for health and safety or to prevent further damage will be carried out immediately and charged at cost.

Inventory, Check-In and Check-Out

For managed services, we recommend using independent inventory clerks. Inventory, check-in and check-out services are charged separately unless stated in your chosen package. These reports form the basis for any deposit deductions.

Fee Schedule and Amendments

All fees are clearly stated and available in your onboarding pack. We reserve the right to amend our fees or service terms by giving 30 days' written notice. Continued use of our services constitutes acceptance of any such changes.

Data Protection

We are registered with the ICO and fully comply with GDPR. Your data will be used only for the provision of property services, tenancy administration, and legal compliance. A full privacy policy is available at www.rgproperty.uk/privacy.

When the Landlord's property is let, gas and electricity will be provided by the incumbent Energy Supplier.

The Landlord agrees that R&G Property may pass personal details and details of the property to One Utility Bill for the purposes of:

Registering the property under the name of "the occupier" with the incumbent water supplier; registering the new Tenancy details for gas, electricity, water and council tax; Informing the incumbent suppliers of the liable party for any void periods; One Utility Bill will use the Landlord's details only for the purposes set out above and not in any other way; One Utility Bill and R&G Property, will comply with their obligations as a data controller and/or data processor (as appropriate) under the General Data Protection Regulation effective, as of the 25th May 2018 and will handle Landlord's data in the manner set out in our Privacy Notice

OUR REGISTERED ADDRESS: 1 LAWRENCE HILL, BRISTOL, BS5 0BY

Signed by Landlord: _____