



Horace John, Forse & Co
Chartered Surveyors | Estate Agents | Property Management

PRINCIPAL:
Graham J. C. Morris, FRICS

PROPERTY MANAGER
Steven G. C. Morris

Our Ref:

Your Ref:

208 Whitchurch Road
Cardiff CF14 3NB

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OUR LANDLORDS' MANAGEMENT FEES & STANDARD TERMS OF BUSINESS

1. Our normal management commission is charged on a quarterly basis and calculated on the following bases:-
Commercial properties – 9% of monies collected (inclusive of Value Added Tax)
and
Residential properties – 12% of monies collected (inclusive of Value Added Tax)
2. In addition to the collection of rents, our management duties will entail liaising with the Tenants regarding repairs, inclusive of arranging for the annual gas safety checks/certificates, the costs of which would be set off against the rents collected. Landlords are normally requested to agree that we may automatically instruct general contractors, electricians and Gas Safe registered engineers to undertake routine maintenance works up to a cost of circa. £360.00 (inclusive of Value Added Tax)
3. We assume that clients will continue to handle the renewal of the building insurance policies through their appointed broker. We are unable to give any advice regarding placement of insurance and they must be guided by the brokers in that respect. In the event of renewal papers being sent to us, we shall upon receipt send the client a letter referring to their Demands and Needs and subject to their authority will arrange to issue cheques in settlement of the premiums. We will not be in receipt of any commission for providing this service and there is no additional charge
4. If it proves necessary to organise major repairs at some stage in the future, under such circumstances an additional charge would be levied to cover the cost of preparing a Schedule of Works, obtaining competitive contractors' estimates, instructing contractors and overseeing the payment of the final invoices. **The additional charge would be 12% of the cost of the works (inclusive of Value Added Tax)**
5. Monies collected are placed in our General Clients Account which is an interest bearing "Call Account" and any interest payable thereon would be retained by this Practice. The Account is with Lloyds Bank Plc, 31 Queen Street and is entitled "Horace John Forse & Co. – Client Prop A/C". The Sort Code and Account number is made available to Landlord clients at the time of our appointment as managing agents, i.e. included in the management contract
6. Quarterly rent statements are submitted to clients by the end of the month following the usual quarter days i.e. by 30th April, 31st July, 31st October and 31st January. The statements to be accompanied by sundry receipts and a cheque for the balance of rents collected (if applicable)
7. If any property needs to be let/re-let, then our letting fee for a commercial property will be 12% of the first years' rental (inclusive of Value Added Tax and for residential properties there is a fixed fee of £360.00 (inclusive of Value Added Tax)



Regulated by RICS
Established 1951



8. Horace John, Forse & Co. maintain a procedure for addressing complaints according to established principles set by The Royal Institution of Chartered Surveyors. A copy of our Complaints Handling Procedure will be made available upon request; however, the Procedure provides for complaints to be referred as follows:-
 - a.) Commercial Properties:- RICS Dispute Resolution Service, 55 Colmore Row, Birmingham, B3 2AA (Tel. 020 7334 3806 and email: drs@rics.org & web site: www.rics.org/drs
 - b.) Residential Properties:- Property Redress Scheme, Premiere House, Elstree Way, Borehamwood, WD6 1JH (Tel. 0333 321 9418 and web site: www.theprs.co.uk) – Our Registration Number is PRS013074 and runs to 1st. September 2025 (renewable annually)
9. Any monies held on behalf of clients is protected by way of our registration/membership of the RICS Client Money Protection Scheme. Our Registration Number being SCH00073323 and runs to 12th. December 2025 (renewable annually) – Contact details: - RICS Regulation, 55 Colmore Row, Birmingham, B3 2AA (Tel. 024 7686 8555 and email: regulation@rics.org).
10. Graham Morris, the principal of Horace John, Forse & Co. is a member of RICS (Membership Number 0039938 renewed to 31st. December 2025) and the practice, Horace John, Forse & Co. is Registered as a Firm Regulated by RICS (Firm Number 002626 and valid until 12th. December 2025 – renewable annually)

NOTE – A COPY OF THIS DOCUMENT WILL BE MADE AVAILABLE FOR YOU TO TAKE AWAY UPON REQUEST

3rd. February 2025