Durrell & Joe
LETTINGS AND PROPERTY MANAGEMENT

FREE LANDLORD GUIDE

LANDLORD GUIDE, 2026

Full Management or Lettings Only: services, fees and your questions answered

Two service levels, one standard. Every tenancy is a compliant assured periodic tenancy, every fee is shown net and including 20% VAT, and the FAQ is drawn from our Landlord Terms of Business.



Built for landlords. Trusted by tenants.
Durrell & Joe, lettings and property management

UPDATED OCTOBER 2026

SERVICE COMPARISON

What each service level includes

Pick the level that matches how involved you want to be. Items 1 to 6 of our standard service are common to both.

SERVICE	FULL MANAGEMENT	LETTINGS ONLY
Best for	Hands-off landlords	Experienced landlords who manage day to day
Advice on likely rental income	**Yes**	**Yes**
Advertising and marketing the property	**Yes**	**Yes**
Referencing, with a guarantor if needed (£50 + VAT per tenant)	**Yes**	**Yes**
Tenancy agreement and Right to Rent checks	**Yes**	**Yes**
Liaison with your mortgage lender where needed	**Yes**	**Yes**
Six weeks' deposit security (Zero Deposit Guarantee or Deposit+)	**Yes**	**Yes**
Deposit held and protected, and end-of-tenancy deposit handling	**Yes**	Your responsibility
Rent collected monthly, statement and payment to you	**Yes**	–
Meter readings and utility notifications	**Yes**	–
Annual photographic inspection arranged (£75 + VAT each)	**Yes**	–
Final inspection when the tenants leave	**Yes**	–
Repairs co-ordinated, contractors supervised, invoices settled	**Yes**	–
Gas and electrical safety checks arranged	**Yes**	Your responsibility
Legal notices served on request (such as Section 13 and Section 8)	**Yes**	–

Inventories, EPC administration and other extras are charged separately under our Additional Charges schedule. Under Lettings Only you stay responsible for repairs, safety checks and, unless arranged otherwise, deposit protection.

YOUR JOURNEY

Six stages from instruction to rent in your account

The same sequence for every property, so nothing is skipped.

1

Instruct and check compliance

We advise on the likely rent, confirm your gas, electrical, EPC and alarm records are in place, and agree your service level.

2

Market and view

Professional photography, online advertising and accompanied viewings. We do not advertise "no pets", so applicants can be open about their animals.

3

Reference and check right to rent

Full referencing, with a guarantor where needed, and a Right to Rent check. You approve the applicant.

4

Inventory and tenancy

An independent inventory is prepared, and the assured periodic tenancy and mandatory written statement are issued. Rent in advance is capped at one month.

5

Protect the deposit

The tenant chooses a cash deposit, capped at 5 weeks' rent, or a Zero Deposit Guarantee. A cash deposit is protected in an approved scheme within 30 days.

6

Collect rent and manage

Rent is collected monthly and paid to you by bank transfer, normally within 15 days of collection, with a detailed statement. Increases follow the Section 13 process only.

TRANSPARENT FEES

What it costs, net and including VAT

Fees are taken from rent as they fall due. Tenants pay only the permitted payments the Tenant Fees Act allows.

FEE	NET	GROSS	ON £1,000 RENT
Standard management fee	10% + VAT of rent due	12% inc. VAT	£120 a month
Minimum monthly fee	£80.00 + VAT	£96.00 inc. VAT	£96 a month
Managed tenancy set-up fee	£450.00 + VAT	£540.00 inc. VAT	£540 once
Lettings Only set-up fee	£650.00 + VAT	£780.00 inc. VAT	£780 once
Withdrawal fee (withdrawn before let)	£200.00 + VAT	£240.00 inc. VAT	£240 once

The minimum fee in practice. 10% of £800 is £80, so the minimum applies to rent below £800 a month. On £700 rent, 10% is £70, so you pay the £80 + VAT minimum (£96 inc. VAT).

WHAT YOU KEEP IN YEAR ONE

On rent of £1,000 a month (£12,000 a year)

Full Management



Fees including VAT: £1,980 (£1,440 management + £540 set-up)

Lettings Only



Fees including VAT: £780 (£780 set-up, once)

Figures are before repair costs, inventories and other charges in our Additional Charges schedule. Check: £120 × 12 = £1,440; £1,440 + £540 = £1,980; £12,000 − £1,980 = £10,020.

Disclaimer: Financial calculations and yield illustrations are provided for guidance only and do not constitute formal tax or financial advice.

ADDITIONAL CHARGES

Additional charges in full

Charges outside the management percentage, including referencing and annual photographic inspections, shown net and with 20% VAT.

ADMINISTRATION

ITEM	NET	GROSS
Deposit registration	£50	£60
Inventory (0-2 bed)	£125	£150
Inventory (3-5 bed)	£150	£180
Check-out (0-2 bed)	£125	£150
Check-out (3-5 bed)	£125	£150
Annual photographic inspection	£75	£90
Additional or vacant checks	£100	£120
Section 8 notice	£145	£174
Section 13 rent review	£170	£204
Additional keys	£29.17+costs	£35+costs
NRL tax admin, per quarter	£75	£90

TENANCY

ITEM	NET	GROSS
Referencing, per tenant	£50	£60
Guarantor check	£50	£60
Digital Right to Rent check	Incl.	Incl.

COMPLIANCE

ITEM	NET	GROSS
EICR (1 bed)	£145	£174
EICR (2-3 bed)	£170	£204
EICR (4 bed +)	POA	POA
Gas safety	£75	£90
EPC	£60	£72
EPC and floor plan	£100	£120
PAT test	£95	£114
Annual AML / sanctions	£35	£42

MISCELLANEOUS

ITEM	NET	GROSS
Management of major works	10%	12%
Energy opt-out	£50	£60
Deposit replacement scheme	Incl.	Incl.
HMO checks	POA	POA
Hourly rate for other work	£125	£150
Maintenance repair limit		£250

OPTIONAL SERVICES

ITEM	NET	GROSS
Photography and virtual tour	£175	£210
Enhanced photography and virtual tour	£300	£360
Legal cover		3.5%

VAT is charged at 20%. POA means price on application. Incl. means included in the fee. Charges are taken from rent as they fall due. Disclaimer: Financial calculations and yield illustrations are provided for guidance only and do not constitute formal tax or financial advice.

LANDLORD FAQ, 1 OF 4

Fees and payments

Answers drawn from our Landlord Terms of Business. Clause references are shown so you can check the wording.

What does Full Management cost?

10% + VAT of the rent due (12% inc. VAT), subject to a minimum monthly fee of £80 + VAT (£96 inc. VAT), plus a one-off managed tenancy set-up fee of £450 + VAT (£540 inc. VAT). On £1,000 rent that is £120 a month.

Scale of Fees; Clause 19.1

What does Lettings Only cost?

A one-off set-up fee of £650 + VAT (£780 inc. VAT), covering advice on rent, marketing, the tenancy agreement, lender liaison and Right to Rent checks. Referencing is charged at £50 + VAT per tenant. The set-up fee is not refundable once the property is let.

Scale of Fees; Clause 1.2

When do I get my rent?

We collect rent monthly and pay it to you by bank transfer, normally within 15 days of collection, less fees and expenses. You receive a detailed rent statement each time.

Standard service, item 8

Are there any other charges?

Some extras sit outside the standard fee, such as inventories (from £125 + VAT), referencing (£50 + VAT per tenant), a Section 8 notice (£145 + VAT), a Section 13 rent review (£170 + VAT), and other work at £125 + VAT (£150 inc. VAT) an hour. The full list is on the next page.

Clauses 3.6, 4.1, 8, 9, 17.4

Can your fees go up?

Only with at least two months' written notice, and no earlier than 12 months after the date of your agreement or the last increase.

Clause 19.2

What if I withdraw the property before it is let?

A withdrawal fee of £200 + VAT (£240 inc. VAT) covers our marketing costs.

Clause 15.7

LANDLORD FAQ, 2 OF 4

Repairs, safety and inspections

What we do, what you do, and where the spending limits sit.

What must I do before the property is let?

Provide the property in a good, fit and lettable condition, with soft furnishings that meet fire safety rules, and a valid EPC, gas safety certificate and EICR. Tell us about any ongoing maintenance problems. We check the property against current letting standards.

Clauses 4.1, 17

How much can you spend on repairs without asking me?

Our Maintenance Repair Limit is £250 per item. We can spend up to that without asking you. Above it we ask first, except in an emergency or where the law requires action and we have tried to reach you. Where a single repair exceeds £500, we ask you to pay 50% of the estimate on account before work starts.

Clauses 4.2, 4.3, 4.5, 18

Can I use my own contractor?

Yes. You instruct and pay them, and send us a written schedule at least five working days before work starts. They must be competent, insured for at least £2,000,000 public liability, and Gas Safe or NICEIC/NAPIT registered where relevant.

Clause 4.6

Who arranges the gas and electrical checks?

Under Full Management we arrange them for you, at your expense: gas safety every year and an EICR at least every five years. Under Lettings Only they remain your responsibility.

Clauses 1.2, 4.3, 17.5, 17.6

How often do you inspect?

We arrange a full photographic inspection each year, starting after the first month, at £75 + VAT (£90 inc. VAT) charged to you, plus a final inspection when the tenants leave. These are not formal surveys; they check the property is being used in a tenant-like way and report anything that needs attention.

Clauses 13.1, 13.2

Does the agreement include insurance?

No. You must make sure the property is adequately insured, including for letting. We recommend rent guarantee insurance, which we can arrange through Let Alliance, because we cannot accept responsibility for unpaid rent or damage where we have acted correctly.

Clauses 2, 20

LANDLORD FAQ, 3 OF 4

Rent, pets and deposits

How arrears, increases, pets and deposits are handled under the Renters' Rights Act.

What happens if the tenant stops paying rent?

If rent is 7 days overdue we tell you promptly and use reasonable endeavours to collect it over the next 28 days. After that we give general advice on next steps. We cannot act as your solicitor or run court proceedings, but we serve notices if you instruct us. Possession is only through a Section 8 notice on a valid ground; there is no Section 21.

Clauses 10, 22

How do rent increases work?

We serve a Section 13 notice on Form 4A when you instruct us: once every 12 months, with at least two months' notice. Rent review clauses have no effect, so none are used.

Clause 10

Can a tenant keep a pet?

The tenant asks in writing and you cannot unreasonably refuse. A refusal needs written reasons within the statutory timeframe. If a pet addendum is needed, you pay the Pet Addendum Fee and our reasonable costs.

Clause 9

How is the deposit handled?

Capped at 5 weeks' rent where annual rent is under £50,000, or 6 weeks' where it is £50,000 or more. We protect it in DPS, MyDeposits or TDS within 30 days and give the tenant the prescribed information. Rent in advance is capped at one month.

Clauses 12.2 to 12.4

What is the Zero Deposit Guarantee?

Tenants can choose a Zero Deposit Guarantee instead of a cash deposit. Our agreement offers six weeks' deposit security on both services (a Zero Deposit Guarantee, or Deposit+ top-up where the tenant pays cash). We earn commission on each guarantee sold. You may require a cash deposit until the tenancy agreement is signed.

Clause 12.7

What if there is a deposit dispute?

We negotiate with the tenant for you. If it is unresolved it goes to the scheme's free adjudication, or the County Court. If you ask us to run the adjudication, we charge for our time.

Clauses 12.6, 14.1

LANDLORD FAQ, 4 OF 4

Ending, responsibilities and protection

Your exit rights, your duties and the protections behind your money.

How do I end the agreement?

Either of us can end it with two months' written notice. If there is a serious breach that is not fixed within 14 days, either of us can end it on 14 days' notice. If we have not found a tenant within six weeks, you can end it on one week's notice. If the total fees due on termination are less than the £80 + VAT Minimum Monthly Fee (£96 inc. VAT), the minimum is charged once.

Clauses 15.1 to 15.4

Can I cancel after signing?

If you sign as an individual away from our office, or without meeting face to face, you have a 14-day cooling-off right. If you ask us to start work straight away, you pay our reasonable costs if you then cancel.

Clauses 15.6, 26

How can the tenancy be ended?

The tenant can end an assured periodic tenancy with two months' written notice. You can only end it through Section 8 of the Housing Act 1988, relying on a valid ground.

Clause 15.5

What am I responsible for?

The structure, funding safety works and repairs, valid insurance, any HMO or selective licence, PRS Database registration and redress scheme membership where required, and your own compliance. You agree to cover penalties arising from your non-compliance, except where we have been negligent.

Clauses 3.5, 17.2, 17.7, 20

How is my money protected?

Client money is held in a client account audited by The Letting Partnership (TLP Assured Agency), and we hold Client Money Protection (CMP015593) and Property Redress Scheme membership (PRS060176).

Clause 24

What if I am unhappy with the service?

Contact us first and we follow our in-house complaints policy. If you are still dissatisfied, you can refer the matter to the Property Redress Scheme.

Clause 24

YOUR MONEY IS PROTECTED

Audited, protected and independently overseen

Three layers sit behind every pound of rent we hold for you.

Independently audited

Client money controls, bank accounts and financial transparency are audited and verified by The Letting Partnership (TLP Assured Agency).

Client Money Protection

Certificate No. CMP015593, with Client Money Protect.

Redress

Property Redress Scheme membership, No. PRS060176.

PREFERRED PARTNERS

Let Alliance

Comprehensive tenant referencing and landlord Rent Guarantee Insurance.

Zero Deposit

Zero Deposit Guarantee and Guarantor Plus, for applicants who prefer not to pay a cash deposit.

FREE, NO OBLIGATION

Which service suits you?

Tell us how involved you want to be and we will prepare your instruction pack.



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Full Management

Hands-off. We run the tenancy from marketing to rent, repairs, inspections and notices.

Lettings Only

You manage day to day. We find, reference and set up the tenant.

Questions?

Call 0161 410 2401 or email hello@durrellandjoe.co.uk.

Not sure?

Book a free 30-minute call and we will compare both against your property.

Durrell & Joe Ltd | Company Registration No.: 17386587 | VAT No.: 526 629473
Property Redress Scheme (PRS) Membership No.: PRS060176
Client Money Protection (CMP) Certificate No.: CMP015593
Financial Audit Assurance: TLP Assured Agency (Client money controls, bank accounts, and financial transparency independently audited and verified by The Letting Partnership)
Preferred Partners: Zero Deposit (Zero Deposit Guarantee & Guarantor Plus) | Let Alliance (Comprehensive Tenant Referencing & Landlord Rent Guarantee Insurance)
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General guidance for landlords in England, correct at 14 October 2026. It is not legal advice. Check current rules before you act.