

AGENCY AGREEMENT

Between

Taylor's Residential Lettings Ltd, Company No. 6002742
Registered Office: Suite 1, Invicta Business Centre, Monument Way, Orbital Park, Ashford TN24 0HB
Trading as: Taylor's Lettings, 2 New Rents, Ashford TN23 1JH

And

Landlord's Full Legal Name(s) (*all joint landlords including titles*):

.....
.....

Landlord's Full Address (& new address if applicable):

.....
.....
.....Postcode

Tel: Mobile:

Email(s):

Full Address of the Property to be Let:

.....
.....
.....Postcode

The Agency Agreement and Terms of Business form the agreement between Taylor's Residential Lettings Ltd and the Landlord specified above. They are, in conjunction with the Agent's information, and the level of service required and selected by the Landlord, reliant upon the information given to the Agent by the Landlord.

TERMS OF BUSINESS

Definitions:

The "Landlord", "you", or "your" means the person or persons named above as Landlord of the subject property and will include any others with a legal interest in the property, whether this has been disclosed or not. Where the party consists of more than one entity or person the obligations apply to and are enforceable against them jointly and severally. Joint and several liability means that any one of the members of a party can be held responsible for the full obligations under the agreement if the other members do not fulfil their obligations.

- The "Agent", "we" or "us" means Taylors Residential Lettings Ltd trading as Taylors Lettings
- The "Tenant" means the party named in the tenancy agreement as the Tenant of the Property.
- The "Property" means the property noted above as the address of the property to be let including all outbuildings, grounds fences boundaries etc.

1. Service levels

1.1 Introduction Only Service

- The Agent will arrange to provide a guide on the rental value of the Property, usually by visiting.
- The Agent will promote the Property in appropriate ways to find a suitable tenant for the Property.
- For Introduction Only Service landlords, once contact is made by a prospective tenant, the Agent will put the prospective tenant in contact with the Landlord who will then arrange all viewings, tenant suitability checks and tenancy paperwork.
- The Landlord will need to ensure their compliance with the requirements of the Housing Act 2004 (Deposit Protection), the Immigration Act 2014 (Tenants' Right to Rent) and the Immigration (Hotel Records) Order 1972 as appropriate. This element does not apply to the following higher levels of service.
- Additional services are available for a fee.

1.2 Let Only Service

In addition to the Introduction Only Service items:

- The Agent will arrange for the legally required checking and paperwork for the Property. This may include a gas safety record, an energy performance certificate, mains electrical testing, portable appliance testing and a legionella risk assessment. All costs will be borne by the Landlord, even if the Property is not actually let through the Agent.
- The Agent will arrange viewings with prospective tenants either using keys supplied by the Landlord or in co-ordination with the current occupier. All viewings will be accompanied by the Agent unless agreed otherwise.
- Once a prospective tenant is found who is interested in the Property, they will be asked to complete application forms giving information about themselves.
- The Agent will then take references appropriate to the circumstances of the prospective tenant. This may be done by the Agent or may be outsourced to a referencing company as the Agent thinks fit.
- The Agent agrees under Part 3 Chapter 1 of the Immigration Act 2014 and the Immigration (Hotel Records) Order 1972 to be the person responsible for checking the immigration status of all applicants, as appropriate, before the initial move in. For Let Only landlords the Landlord will be responsible for any further work needed under the Immigration Act 2014 and the Immigration (Hotel Records) Order 1972. On receipt of references the Agent will prepare the necessary paperwork to let the property on an appropriate tenancy or licence.
- The Agent will arrange for the initial production and subsequent agreement of an inventory and schedule of condition of the property at the commencement of the tenancy.
- The Agent will arrange for the Tenant to sign the Tenancy Agreement and collect the first month's rent and, if applicable, the Deposit giving the Tenant copies of the appropriate paperwork.
- The Agent will then send the Landlord a statement of account and a copy of the signed tenancy paperwork.

1.3 Letting + Rent Collection Service

In addition to the Let Only Service items:

- The Agent will provide Rent & Legal Guarantee cover for all tenancies. If the Landlord chooses to opt-out of this benefit the Agent's commission will be reduced by 2%.
- The Agent will use its best endeavours at all times to collect rents or others charges due from the Tenant and provide monthly accounts to the Landlord. However, the Agent will not be liable for the amount of any arrears nor for any legal or other costs incurred by the Agent or the Landlord or any other party in respect of the recovery of such arrears.
- The Agent agrees that for the Letting + Rent Collection Service the Agent will accept responsibility for the ongoing Immigration Act and the Immigration (Hotel Records) Order 1972 checks that may be needed during the Term of the tenancy.
- If the Landlord lives overseas, the Agent must account to HM Revenue and Customs for the rental received and this can include deducting basic rate income tax. To avoid this, the Landlord must apply to HM Revenue and Customs for approval for gross rents to be paid.

1.4 Full Tenancy Management Service

In addition to the Letting + Rent Collection Service items:

- The Agent will use its best endeavours to arrange minor repairs, general maintenance and replacements to the property without necessarily consulting the Landlord beforehand up to the limit agreed in writing upon giving instruction, (or up to the value of one month's rent where no figure has been specifically agreed). The Agent will not be responsible for damage or loss incurred to the Property or the Landlord in the event of repairs, general maintenance or replacements not being carried out.
- The Agent will make periodic visits to the property and send a report to the Landlord but such visits and reports can only be regarded as general oversight of the Property and its care by the Tenant. The Agent does not accept responsibility for actual variance between the report and the items reported upon. The Agent will liaise with the Tenant on all day to day matters arising.
- The Agent will use its best endeavours to recover possession of the Property in accordance with instructions received but cannot be liable for any delays, damages or costs incurred because such vacant possession is not achieved within the time scale requested. It will be the responsibility of the Landlord to instruct solicitors with whom the Agent will liaise. The Agent will not be liable for any legal or other costs incurred in any action against current or previous tenants undertaken on the Landlord's instructions.

1.5 For all levels of Service

- The Landlord will be responsible for the arrangement and valid continuance of adequate buildings and contents insurance on the Property unless specifically agreed otherwise in writing with the Agent. Furthermore, the Landlord will, in particular, inform the Agent in writing of any action that needs to be taken to ensure continuance of such insurance either for renewal or because the Property is vacant.
- The Agent should be informed immediately of any substantial change affecting the Property and/or the Agent's management of it. The Landlord accepts that the Agent can best carry out their management function only if they are aware of possible problems arising.
- The Landlord agrees to indemnify the Agent (refund to the Agent) for all reasonable costs incurred in connection with the management of the Property including the cost of complying with any existing or future legislation affecting the letting of the Property and the cost of repairing and removing and replacing any dangerous and/or defective equipment and/or furnishings with safe and compliant equipment and/or furnishings.

2. The Landlord agrees and confirms

- 2.1 That the Landlord is the legal owner of the Property or that the Landlord is authorised by the owner to enter into this agreement and is entitled to receive rental income.
- 2.2 That the Agent is appointed as sole agent for the Landlord on the Property.
- 2.3 That the Landlord gives the Agent authority to act on the Landlord's behalf and to do anything which the Landlord could do and that the Landlord will approve of everything done by the Agent in good faith except for negligent acts, omissions or breach of contract.
- 2.4 That the Landlord will compensate and reimburse the Agent for all costs and expenses, claims and liabilities incurred or imposed upon the Agent under this agreement, unless the loss or liability arises through negligence or breach of contract.
- 2.5 That the Property is fit to be let, compliant with all statutory requirements, safe to be let and all appliances and goods are in full working order, serviced and have safety instructions for use.
- 2.6 That the Property will be clean prior to letting and any garden will be neat and tidy for the season.
- 2.7 That the Property and contents (if applicable) are adequately insured and that the insurance company is aware of, and consents to, the letting of the Property.
- 2.8 That where the Property is subject to a mortgage, the Landlord has consent to let the Property and that the Landlord will supply a written copy of the consent to the Agent prior to letting.
- 2.9 That if the Property is leasehold, the Landlord will obtain any necessary consent from the freeholder and/or the property management company for letting and supply the Agent with a copy of the lease and the lessor's consent prior to the letting.
- 2.10 That the Agent may sign the tenancy agreement, notices and any relevant documentation for and on behalf of the Landlord.
- 2.11 That the property will be supplied with a minimum of one working smoke alarm per floor and a carbon monoxide alarm in every room with a solid fuel burning appliance, and if this is not present, the Agent can arrange for the fitting of appropriate alarms at the Landlord's expense. Some properties may need more than simple smoke alarms.
- 2.12 That the Landlord(s) confirm that they are not subject to a Banning Order and have not been entered onto the database established by the Housing and Planning Act 2016.

3. The Agent

- 3.1 Will not, as part of the regular management of the Property, be responsible for the supervision or management of any major building work or refurbishment of the Property, unless agreed between the Landlord and the Agent in writing prior to the commencement of the project and upon terms to be agreed.
- 3.2 Is not liable for any loss or damage arising from the defective work, sub standard repair or any other default by a contractor engaged by the Agent, unless there has been any negligent act by the Agent in relation to the selection or management of the contractor or the repair work.
- 3.3 Is not responsible for redirecting the Landlord's post delivered to the Property.
- 3.4 Is not responsible to manage the Property when it is not let.
- 3.5 May delegate any of the services to be provided to the Landlord, such as inventory taking or referencing of prospective tenants, where it does not adversely prejudice the Landlord by doing so.
- 3.6 Is not responsible for any latent (hidden) defect in the Property.
- 3.7 Will not be liable for any loss or damage suffered by the Landlord via the act, negligence, and omission of any third party which may arise, otherwise than through the negligence of the Agent.
- 3.8 Will not attend court or any tribunal in relation to the Property as part of the regular management of the Property unless agreed between the Landlord and the Agent beforehand or unless as a matter of law the Agent is required to attend. Prices for such work are in the Scale of Charges.
- 3.9 Will notify the Landlord of any notices the Agent receives in relation to the Property.
- 3.10 May, at their discretion, prepare and serve legal notices required relating to the letting, subject to the level of service requested.
- 3.11 The Agent will arrange for periodic testing of electrical appliances to ensure compliance with the Consumer Protection Act 1987 and to fulfil a duty of care to the Tenant. The Landlord agrees to refund the cost of such testing.

4. Financial matters

- 4.1 The Agent will at all times hold client funds within Client Account(s) held at Barclays Bank, 66 High Street, Ashford TN24 8TL
- 4.2 The Landlord will indemnify the Agent (not hold the Agent liable) for any claim, damage or liability suffered by the Agent as a result of acting on the Landlord's behalf unless this arises through the Agent's negligence or breach of contract.
- 4.3 The Landlord will pay to the Agent fees, commission and expenses appropriate to the level of service required by the Landlord as set out on the attached Scale of Charges or any revision of the Scale of Charges notified to the Landlord in accordance with this agreement.
- 4.4 The Agent will pay for repairs out of rent money held and where the monies held are insufficient to cover the cost of a repair the Landlord will pay the Agent any shortfall upon demand.
- 4.5 The Agent will negotiate the level of rent to be charged in consultation with the Landlord and may review the rent from time to time as the tenancy agreement, law and rental market permits.
- 4.6 The Agent shall be entitled to retain interest earned on any money held on the Landlord's behalf and any commission or referral fees from but not limited to insurance companies, referencing companies, utility companies or contractors and any fees charged to tenants earned while acting on the Landlord's behalf. Details of such income received by the Agent can be provided to the Landlord on request.
- 4.7 The Landlord and the Agent will comply with all requirements of HM Revenue and Customs.
- 4.8 The Agent will, if required, supply duplicate rental statements and annual statements and the Landlord will pay the additional cost as set out on the Scale of Charges.

- 4.9 Where the Tenant is in receipt of benefits, the Landlord will pay and indemnify the Agent for (refund to the Agent) any requirement to refund benefits.
- 4.10 Where there is a claim on the Landlord's insurance, the Agent will, as far as the law permits, assist with the claim where necessary and the Landlord will pay the Agent's fees for this service in accordance with the Scale of Charges.
- 4.11 The Landlord will pay, reimburse and indemnify the Agent (refund to the Agent) for all costs incurred by the Agent, howsoever arising or incurred by the Agent, in order to keep the Property compliant with the law.
- 4.12 If a holding deposit, as permitted by the Tenant Fees Act 2019, is held by the agent then, in circumstances detailed in Schedule 2 of the Act, the holding deposit may be retained. These funds will firstly be used to reimburse the Agent's costs and expenses and then any surplus will be applied to lost rent.
- 4.13 The tenancy deposit will be processed in accordance with the requirements of the Housing Act 2004 regarding deposit protection.
- 4.13.1 The Agent will choose a suitable Deposit Protection Scheme and comply with the initial requirements of that scheme.
- 4.13.2 If protected via an insurance-backed scheme, the Deposit will be held in the Agent's client account until the Tenant has vacated and the check-out inspection concluded.
- 4.13.3 Deposit monies shall be released only upon agreement between the Landlord and the Tenant, the decision of an adjudicator, or by Court Order
- 4.13.4 The Agent will try and assist in resolving any dispute.
- 4.13.5 During a deposit dispute the liability to pay for cleaning, repairs etc. will remain with the landlord. Any award made to the landlord post-adjudication will be paid over once received.
- 4.13.6 If the Deposit is protected via an insurance-backed scheme then the Agent will have to pay the deposit into the Deposit Protection Scheme once a formal Deposit Dispute is raised.
- 4.13.7 If the deposit is not required to be protected under the Housing Act 2004 then the Agent will retain the deposit during negotiations on the refund pending agreement or a court order.
- 4.13.8 For avoidance of doubt the Agent will hold the deposit as Stakeholder and will be entitled to retain any interest earned on the Deposit.
- 4.14 The Landlord will repay any overpaid rent paid following the expiry of a section 21 notice served by the Landlord which does not expire at the end of a rent period in accordance with Section 40 of the Deregulation Act 2015.

5. Notices

- 5.1 If the Landlord wishes to cancel this agreement before a tenancy has commenced, the Landlord may do so by writing to the Agent at the Agent's address. If the Landlord wishes to cancel within 14 days of the signing of this agreement, then they may cancel by completing the form found to the end of Appendix B below.
- 5.1.1 If the Agent has committed expenditure or undertaken work, the Landlord agrees to reimburse the Agent with those costs and expenses.
- 5.1.2 If a ready willing and able tenant has been found, this could be as much as the Let Only Service fee plus other expenses incurred, such as the gas safety check.
- 5.2 If the Landlord wishes to cancel this agreement during a tenancy (Letting + Rent Collection and Full Tenancy Management Services only), the Landlord may do so by writing to the Agent giving reasonable notice to allow for the orderly handover of the Property.
- 5.2.1 Please note the Agent will not be able to transfer the deposit without the written agreement of the Landlord and the Tenant, together with proof of the ongoing protection of the Deposit.
- 5.2.2 In the event of cancellation during a tenancy the minimum fee that would be payable is the Let Only fee plus other costs incurred, including a reasonable fee for the time management has been provided.
- 5.3 If the Agent wishes to end this agreement at any stage the Agent will write to the Landlord giving reasonable notice to allow the Landlord to appoint another agent.
- 5.4 Notice can be posted first class, recorded delivery, or hand delivered to the Agent's office for notices to the Agent or the last known address of the Landlord for notices to the Landlord.

6. Various

- 6.1 It is agreed that the Agent may from time to time vary the terms of this agreement and the Scale of Charges (usually annually) in writing. At least one month's notice will be provided.
- 6.2 The Contracts (Rights of Third Parties) Act 1999 will not apply to this agreement.
- 6.3 This agreement will form the basis for the Agent managing any other properties for the Landlord at which ever level of service the Landlord chooses for each property.

7. Data Protection

- 7.1 The Agent is a data controller and is required to pay a fee to the Information Commissioner's Office (ICO) and the details will be placed on the register.
- 7.2 The Agent will process the Landlord's personal data in accordance with the Privacy Notice provided by the Agent.
- 7.3 The Landlord will also be a controller in respect of tenant and other personal data and should be registered with the ICO and process all data in accordance with the General Data Protection Regulations.

8. Redress and Client Money Protection

- 8.1 Letting Agents are required to be a member of a redress scheme. We belong to **The Property Ombudsman** redress scheme and you can seek redress by writing to the scheme at:
- The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury SP1 2BP
Telephone no: 01722 333306 Website: www.tpos.co.uk Email: www.tpos.co.uk/contact
- 8.2 Before a complaint can be escalated to the redress scheme, clients are initially required to go through our complaints procedure, a copy of which is enclosed.
- 8.3 From 1 April 2019 letting agents are required to have Client Money Protection. Our provider is **Safeagent** and their website is www.safeagents.co.uk. A copy of our Client Money Protection Certificate is available upon request or on our website.

SCALE OF CHARGES

ITEM	Fee ex VAT	Fee inc VAT @ 20%
Letting Fee Includes marketing and advertising your property to secure a suitably qualified prospective tenant. To carry out referencing checks on the tenant (and any Guarantor) including general credit history, current and/or previous employer, current and/or previous landlord and any other information to assess affordability and suitability of the applicant(s). To carry out Right to Rent checks on all adult occupiers of the property.	£250.00	£300.00
Agreement Fee For the preparation of an appropriate Tenancy Agreement or Licence	£150.00	£180.00
Addendum Fee Drafting of specific tenancy terms required by the Landlord	£50.00	£60.00
Commission: First Term of a New Tenant Introduction Only Service Let Only Service* Letting + Rent Collection Service Full Tenancy Management Service <i>* Rent & Legal Guarantee not available with Introduction Only or Let Only Services</i>	£250.00 7% 11% 14%	£300.00 8.4% 13.2% 16.8%
Overseas Landlord Additional commission for non-resident landlords' HMRC reporting	1%	1.2%
Commission: Tenancy Renewal or Continuance (to the same tenant) Let Only Service* Letting + Rent Collection Service Full Tenancy Management Service <i>* Rent & Legal Guarantee not available with Let Only Service</i>	3% 8% 14%	3.6% 9.6% 16.8%
Land Registry Search Upon instruction we will make enquiries to confirm the legal owner(s) of the rented property	£5.00	£6.00
Energy Performance Certificate (EPC) An EPC is legally required to be made available to any prospective tenant	£75.00	£90.00
Deposit Protection Fee for protecting the deposit and complying with the requirements of The Housing Act 2004	£30.00	£36.00
Inventory & Check-in Preparation, by an Independent Inventory Clerk, of a detailed inventory & schedule of condition of the property; to meet the tenant at start of tenancy and agree the inventory; to record meter readings and handover of keys.	£108 - £195 inc VAT dependent on factors such as the number of receptions & bedrooms and whether furnished / unfurnished etc	
Property Inspection Conduct a maintenance inspection for non-managed property or an additional inspection over and above our bi-annual visits for Full Tenancy Management properties	£60.00	£72.00
Attend Property as Keyholder During Office Hours (<i>other charges may apply for out-of hours service</i>)	£40.00	£48.00
Additional Quotations Where a Landlord requires more than two quotations for works (<i>per additional quotation</i>)	£20.00	£25.00
Works Arrangement Fee Arrange and oversee works for non-managed properties. (<i>Also applicable to Full Tenancy Management properties where works exceed £1000.00</i>)	10%	12%
Duplicate Statements To supply further copies of statements and any supporting invoices (<i>per statement</i>)	£20.00	£24.00

Annual Income & Expenditure Report To prepare an end of Tax Year summary of rents received, fees and other expenses incurred	£30.00	£36.00
Service of Notice Preparation and service of a Section 8 or Section 21 Notice	£100.00	£120.00
Completion & Issue of Possession Claim Documents Preparation of Court forms to progress the Landlord's claim for Possession	£150.00	£180.00
Court Attendance To attend Court or Tribunal to accompany the Landlord or to give evidence (<i>per attendance</i>)	£150.00	£180.00
End of Tenancy (non-managed properties) Instruct an Inventory Clerk to arrange an appointment to attend the property; to review the checkout report; to instruct contractors/secure quotes for any remedial works required or the replacement of missing items; to negotiate deposit distribution between landlord and tenant; to unprotect and distribute deposit according to landlord and tenant's agreement.	£125.00	£150.00
Check Out Report For an Independent Inventory Clerk to meet the tenant at end of the tenancy; to review the inventory & schedule of condition of the property; record outgoing meter readings; receive all keys from the tenant and issue a detailed check-out report.	£75 to £110 inc VAT dependent on factors such as the number of receptions & bedrooms and whether furnished / unfurnished etc	
Deposit Dispute Resolution To collate and upload evidence to the Deposit Protection Scheme's Adjudicator to support the landlord's claim in the event proposed deposit deductions are formally disputed by the tenant. Properties on Full Tenancy Management Service Properties on Let Only or Letting + Rent Collection Services	£75.00 £150.00	£90.00 £180.00
Management During Void Periods Per month or part thereof	£50.00	£60.00
Work on Landlord's behalf outside the scope of the Terms of Business Other duties, per hour	£30.00/hr	£36.00/hr

WORKED COMMISSION EXAMPLES

Based on an agreed tenancy term of 6 months at a rent of £800pcm

Let Only Service

(full term charged at beginning of each fixed term tenancy)

Initial Tenancy: £403.20 inclusive of VAT (£336.00 + VAT)

Tenancy Renewal: £172.80 inclusive of VAT (£144.00 + VAT)

Roll Over (Monthly Periodic): NIL

Letting + Rent Collection Service

(full term charged at beginning of each fixed term tenancy)

Initial Tenancy: £633.60 inclusive of VAT (£528.00 + VAT)

Tenancy Renewal: £460.80 inclusive of VAT (£384.00 + VAT)

Roll Over (Monthly Periodic): £76.80 per month inclusive of VAT (£64.00 + VAT)

Full Tenancy Management Service

£134.40 per month inclusive of VAT (£112.00 + VAT)

NOTE THE TOTAL COMMISSION PAYABLE WILL VARY ACCORDING TO THE RENT AND/OR TENANCY TERM AGREED

APPENDIX A

SCHEDULE 1 and 2 INFORMATION

Information relating to distance, on and off-premises contracts

These terms only apply to consumers. If you are a business, these terms do not apply. The requirements of schedule 2, which are not applicable, have been removed.

- (a) The levels of service available to the landlord can be found in Section 1 of this agreement.
- (b) The trading name of the company is Taylors Residential Lettings Ltd, trading as Taylors Lettings
- (c) The company can be contacted at:

Address: 2 New Rents, Ashford TN23 1JH
Telephone number: 01233 663266
Email address: info@taylorslettings.co.uk

- (d) and (e) We do not act on behalf of another trader
- (f), (g), (h) and (j) See attached "Scale of Charges"
- (k) See attached "Complaints Procedure"
- (l) The information on the right to cancel, and how to cancel, can be found in Appendix B of this agreement.
- (n) The costs involved with invoking a right to cancel can be found in Appendix B.
- (q) We have ongoing after sales service all available via our website or through contact details listed in (c) above.
- (r) We are member of The Property Ombudsman and the relevant code of practice can be found at www.tpos.co.uk
- (s) The conditions for terminating this contract can be found in 5.1, 5.1.1, 5.1.2, 5.2 of the main agreement.

COMPLAINTS HANDLING PROCEDURE

As a firm licensed by the Safeagent Scheme, Taylors Lettings aim, at all times, to provide the highest standards of service to all landlords and tenants but, to ensure that your interests are safeguarded, we offer the following:

- If you believe you have a grievance, please write in the first instance to Lee-Anne Rafferty-Evans, Office Manager at the following address:

Taylors Lettings
2 New Rents
Ashford TN23 1JH

- The grievance will be acknowledged within 3 working days and then investigated thoroughly in accordance with established in-house procedures. A formal written outcome of the complaint will be sent to you within 21 days. If the investigation requires longer than this timescale we will advise you in writing and confirm our revised response date.
- If you remain dissatisfied with the result of the internal investigation please contact Mr R Taylor, Director, who will review the complaint.
- Following the conclusion of our in-house review we will write to you with a final written statement.
- If dissatisfied with the conclusion of our in-house review of your complaint, you can refer the matter to:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury SP1 2BP

APPENDIX B

Right to Cancel

You have the right to cancel this contract within 14 days without giving any reason.

The cancellation period will expire after 14 days from the day of the conclusion of the contract.

To exercise the right to cancel, you must inform us at: Taylors Residential Lettings Ltd, 2 New Rents, Ashford, Kent TN23 1JH, Tel: 01233 663266, email: info@taylorsettings.co.uk of your decision to cancel this contract by a clear statement (e.g. a letter sent by post or email). You may use the attached model cancellation form, but it is not obligatory.

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

Effects of cancellation

We will make the reimbursement without undue delay, and not later than 14 days after the day on which we are informed about your decision to cancel this contract.

We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise, in any event, you will not incur any fees as a result of the reimbursement.

If you requested to begin the performance of services during the cancellation period, you shall pay us an amount which is in proportion to what has been performed until you have communicated your cancellation from this contract, in comparison with the full coverage of the contract.

Cancellation Form

To: Taylors Residential Lettings Ltd, 2 New Rents, Ashford, Kent TN23 1JH Tel: 01233 663266, Email: info@taylorsettings.co.uk:

I/We [*] hereby give notice that I/We [*] cancel my/our [*] contract ~~of sale of the following goods [*]/for the supply of the following service [*],~~

Ordered on[*]/~~received on~~ [*],

Name of consumer(s):

Address of consumer(s):

Signature of consumers(s) (only if this form is notified on paper):

Date:

[*] Delete as appropriate.