

**Referral Fees**

A referral fee is any commission, payment, fee or other reward we receive from other companies in return for recommending their services to you. We believe you should know how much we stand to receive each time we make a referral and whether these companies are connected to us. This way, you can make an informed decision whether to use them or use a company of your own choice.

**Lettings**

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| **Service** | **Company** | **Declaration** | **Connection to MA** | **Referral Fee** |
| **Utility Switching** | GoodlordMuuvo | We use these companies to administer changes in utility accounts when a new tenant moves into a property. | None | We do not receive a referral fee from Goodlord or Muuvo when they administer utility accounts, but we do receive the following referral fees if you choose to purchase additional services directly from Goodlord or Muuvo once you become a tenant:£25.00 (inc VAT) per media sale (e.g. sky TV) per tenancy£10.00 (inc VAT) per energy utility sale per tenancy |
| **Trade Contractors** | Various Trade Contractorse.g. electricians, plumbers, gas engineers, etc | We recommend landlords who require a contractor to repair, maintain and/or certify their properties to use these companies. | None | The amounts we receive from trade contractors vary according to the value of the work done as shown in their invoice. In percentage terms we receive between 10% and 25% (inc VAT) of the amount of the invoice. As an average figure taken over the last 12 months we received £64.93 (inc VAT) per works undertaken. |
| **Inventory Clerks** | Various Companies | We recommend landlords who require an inventory report at the start of a tenancy and/or a check- out report at the end of a tenancy to use these companies. | None | The amounts we receive from inventory clerks vary according to the size of the property. In percentage terms, we receive up tp 25% (inc VAT) of the amount of their invoice.  |
| **Deposit-free renting** | Zero Deposit Scheme | Landlords and tenants may opt to use an insurance-backed Guarantee from this Provider as security for the tenancy instead of a normal cash deposit (this does not apply to all tenancies). | None | We would expect to receive 10% of the net Guarantee. |

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**Sales & Lettings**

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| **Service** | **Company** | **Declaration** | **Connection to MA** | **Referral Fee** |
| **Conveyancing Services** | FranklinsAV Rillo | We recommend sellers and/or potential purchasers use solicitors.  | None | We receive a referral ffe from Franklins & AV Rillo of up to £240 (inc VAT) for each sale or purchase.  |
| **Energy Performance Certificates** | PCD Home Inspectors | potential buyers use solicitors on | None | We receive £35 (inc VAT) for each completed Certificate. |
| **Mortgages & Financial Services** | Vizion Mortgages | this Provider’s approved panel. | None | We do not receive any referral fee for recommending you to Vizion Mortgages but their income from referrals and expenses are shared within our Group structure and our staff may individually receive £50. |

**Shared Commission**

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| **Service** | **Company** | **Declaration** | **Connection to MA** | **Referral Fee** |
| **Other Estate/ Letting Agents** | Various | We may enter into a sub-agency relationship with other estate or letting agents where we consider it is in your best interests. | None | We do not receive a referral fee but we may enter into split commission arrangements of up to half our fees where we do this. |
| **Introductions from Third Parties** | Various | We may enter into agreements with independent solicitors (or other companies) who introduce customers to us. | None. | We may enter into split commission arrangements of up to 20% of our net commission fees where you use our services following an introduction. |
| **Auctions** | Network Auction | We refer vendors who instruct us to sell their property by way of auction to use this company. | None | We do not receive a referral fee but we may enter into split commission arrangements on a 70%/30% basis (inc VAT) in our favour where the referral results in a sale of the property at auction. |

All our recommended service providers are carefully selected to improve the services we offer to you. The referral fees shown are per referral and do not affect the final amount you pay to the service provider. All referral fees are separate from your obligation to pay our own fees or commission, which are subject to VAT.