RELIO

Referral fees and commissions

Published policy · Version 2.1 · 22 November 2026 · Next review August 2027

> **In short**
>
> Relio receives a commission from two providers: Reposit, when a tenant chooses Reposit instead of a cash deposit, and Goodlord, when a tenant uses Goodlord Guarantor. Both are optional, and both are set out in this policy and on our website, so you can see them before you decide.

1 Our principle

No client or tenant should ever be surprised to learn that we were paid for a referral. Referral arrangements are permitted, but only where they are disclosed clearly, in writing, and in advance.

2 Our current arrangements

Relio Limited receives a commission from these providers when a tenant chooses to use their service:

Reposit Deposit replacement for tenants	Reposit pays us a commission when a tenant chooses Reposit instead of a cash deposit.
Goodlord Guarantor Guarantor service for tenants	Goodlord pays us a commission when a tenant uses Goodlord Guarantor.

The amount depends on the product and the rent. Ask us and we will tell you what we receive for your tenancy. Both are optional. A tenant can always pay a cash deposit instead of using Reposit. Instead of Goodlord Guarantor, a tenant can provide their own guarantor or, with our agreement, use another guarantor service.

Rent Protection and Legal Expenses is arranged by us through Goodlord and held in Relio's name. Landlords pay the price in our fee list, which includes our charge for arranging and managing the policy. Goodlord pays us no commission for it.

Apart from these two arrangements, we receive nothing for suggesting a supplier, such as a contractor, an insurer or a utility provider. We suggest them because we consider them right for the work in hand, and you are always free to make your own arrangements. Where we add a charge to an external contractor's invoice, it is set out in our fee list.

Some products, such as insurance, are regulated by the Financial Conduct Authority. We only receive commission on a regulated product where the necessary permissions are in place.

Relio Limited, trading as Relio. Registered in England and Wales, company number 17194692. Registered office 161 Gloucester Crescent, Wigston, Leicestershire LE18 4YH.

3 How we disclose an arrangement

For each arrangement we set out:

- that it exists, and who the provider is
- that the amount depends on the product and the rent, and what we receive for your tenancy if you ask
- that the product is optional, and what you can do instead

We set out each arrangement in writing before you make any decision: in this policy, in our Terms of Business and on the Legal page of our website. We update them before any new arrangement takes effect, and whenever one changes or ends.

4 Connected parties and in-house services

Some services are provided by us or by a company connected to our directors rather than by an independent third party. Those arrangements are not referral fees, but they are a conflict of interest and are disclosed separately. Full details are in our Conflicts of Interest Policy.

5 Records

Where a disclosure is made, we record it on the relevant client or tenancy file, so that we can evidence that it was made in writing and in advance.

6 Review and questions

This policy is reviewed whenever a referral arrangement begins, changes or ends, and in any event at least annually. It is published on our website and a copy is available free of charge on request.

Questions about this policy should be sent to office@relioproperty.co.uk.

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