RELIO

Landlord fees

Version 1.1, effective 23 November 2026

No VAT is charged on any fee in this list

Published under section 83 of the Consumer Rights Act 2015, displayed at our office and on our website.

Choose your level of service

Two levels of management for a single-household let, and one dedicated package for houses in multiple occupation. We do not offer let-only, rent collection only, short lets or holiday lets — every property we take on is fully managed. The two levels differ in what the fee covers, not in what we do: on Managed, inspections and maintenance time are charged as you use them; on Premium Managed, inspections and the first 2 hours of maintenance each year are included.

Managed

The essentials, unbundled

MONTHLY MANAGEMENT FEE

12% of rent collected

Fee cap **Not capped**

Premium Managed

The extras included

MONTHLY MANAGEMENT FEE

15% of rent collected

Fee cap **£400 per month**

HMO

Shared houses

MONTHLY MANAGEMENT FEE

17% of rent collected

Fee cap **Not capped**

Charged on rent we collect.

The management fee is taken from rent we actually receive. If the rent does not arrive, we are not paid — so we have the same interest you do in finding a tenant who pays.

The cap.

On Premium Managed our management fee is never more than £400 a month on a single-household let. The cap is reviewed once a year and any change takes effect from the following anniversary of your agreement. It does not apply to Managed or to HMO.

	MANAGED	PREMIUM MANAGED	HMO
Tenancy set-up fee when we find the tenant	£495	£495	£495 per room
Tenancy set-up where you introduce the tenant	£250	£250	£250 per room
Fee to transfer a tenanted property to us	None	None	None
Inventory and check-in	£210	✓ Included	✓ Included
Check-out report	£90	✓ Included	✓ Included
Mid-term inspections with photographs	£48 each, on request	✓ Included Every 6 months	✓ Included Every 4 months
Annual rent review and Form 4A notice	£100	✓ Included	✓ Included
Possession notices	£120	✓ Included	✓ Included
Arrears escalation	£120 per hour	✓ Included	✓ Included
Possession claim preparation	£120	✓ Included	✓ Included
In-house maintenance call-outs	£48 per hour	✓ Included First 2 hours each year	✓ Included First 2 hours each year
Commission on an external contractor's works invoice	10% min £20	7.5% min £15	7.5% min £15
Change of sharer — referencing and approval of the incoming tenant	£120	✓ Included	✓ Included
Weekly fire alarm test and communal checks	–	–	✓ Included
Communal cleaning and waste coordination	–	–	Coordination included cleaning charged at cost
Licence condition monitoring	–	–	✓ Included

OPTIONAL

Rent Protection and Legal Expenses

Covers unpaid rent and the legal costs of recovering possession. Available on any level of management, and entirely optional. The policy is arranged through Goodlord and held in Relio's name, with your property and tenancy covered under it.

£330
per year

Included on every level

Most agents charge separately for several of these. We do not charge for any of the items below.

1 Marketing and viewings

Rental valuation, advice on presentation and photography
Advertising on Rightmove
Accompanied viewings

2 Tenant checks and paperwork

Tenant referencing, affordability and employment checks
Right to Rent checks, including follow-up checks
Sanctions and politically-exposed-person screening
Preparation of the tenancy agreement and written statement of terms
Deposit registration, protection and prescribed information

3 Running the tenancy

Rent collection, arrears chasing and monthly statements
24-hour online maintenance reporting for your tenant
Repairs coordination. External contractors' invoices carry the commission shown under Maintenance.
Pet request handling and decisions
Booking and tracking your gas, electrical and EPC certificates – the certificates themselves are charged at cost
Meter readings and utility and council tax notification at every check-in and check-out
Copies of statements and documents, whenever you need them
Year-end statement and quarterly Making Tax Digital summaries, available in your Relio account at any time, or sent to your accountant on request

4 When a tenancy ends

End of tenancy negotiation and deposit release
Deposit dispute negotiation, one evidence submission to adjudication and release of any undisputed balance
Deposit transfer and document handover if you leave us

No fee to transfer a tenanted property to us, no renewal fee, no exit fee

Third-party costs

Every rented home needs safety certificates by law. We arrange every safety certificate your property needs at no additional charge to you – you pay the supplier at cost and we pass you the invoice, shown separately on your statement. Prices vary with the size, age and location of the property, so we quote per property rather than publish a rate.

✓ **We take no commission or mark-up on any safety certificate, on any level of service.**

CERTIFICATES AND SAFETY

- Energy Performance Certificate (EPC)
- Gas Safety Record (CP12), annual
- Electrical Installation Condition Report (EICR), five-yearly
- Portable appliance testing
- Legionella risk assessment
- Fire risk assessment, fire alarm and emergency lighting servicing
- Smoke and carbon monoxide alarms

OTHER COSTS AT COST

- Premium or featured portal listings, if you ask for one
- The local authority's own licence fee and the government's database fee
- Ground rent, service charge and other landlord outgoings
- Court, tribunal, bailiff and enforcement fees
- Solicitors and tracing agents

Where we project-manage or carry out work connected with any of these, our own charge is as set out under Maintenance or at our standard hourly rate.

Arrears, possession and legal

Included in the management fee on Premium Managed and HMO. Charged on Managed. Court or tribunal attendance, statutory declarations and abandoned property are charged on every level of service. Rent reminders, statements and guarantor notification are included on every level.

SERVICE	WHAT IT COVERS	MANAGED	PREMIUM MANAGED AND HMO
Arrears escalation	Beyond 28 days – guarantor demand, arrears schedule and witness statement.	£120 per hour	✓ Included
Possession notices	Preparing and serving a possession notice, and a notice withdrawn and re-served at your request, or a second notice on different grounds.	£120	✓ Included
Evidence pack	Rent schedule, statements, comparables and supporting evidence for a possession ground.	£120	✓ Included
Possession claim preparation	Assembling the claim bundle, rent schedule and witness statement after a notice expires. Court, bailiff and enforcement fees and any solicitor or advocate are at cost.	£120	✓ Included
Money claim after the tenancy ends	Preparing the letter before claim and the claim papers for you to issue, and supporting enforcement. Court fees at cost.	£120	✓ Included
Court or tribunal attendance	Attending with you, or on your behalf where the court permits, or dealing with a deposit dispute taken to the county court rather than adjudication. Adjudication itself is included. Charged as a half day up to four hours, or a full day beyond that. A court day is largely spent waiting, so this is charged as time set aside rather than by the hour.	£110 half day £220 full day	£110 half day £220 full day
Statutory declaration or witness statement	Sworn or signed in support of a claim, where one is required.	£50	£50
Abandoned property	Investigation visits, notices to the tenant and to any owner of goods, an inventory of goods left, and arranging storage or disposal. We agree an estimate with you before we start.	£48 per hour storage, removal and disposal at cost	£48 per hour storage, removal and disposal at cost

Maintenance

We employ our own maintenance team. Most agents do not – they sub-contract. Premium Managed and HMO include the first 2 hours of our team's time each year and carry a lower commission on an external contractor's works invoice.

SERVICE	HOW IT WORKS	CHARGE
Our own maintenance team	Charged in whole hours, from leaving our office to returning, including any trip to a trade counter. Where your level of service includes maintenance hours – Premium Managed and HMO – those are used first. Any work requiring a qualified trade is carried out by a contractor. A single trade counter trip covering more than one job is charged once.	£48 per hour 1 hour minimum
Materials and parts	Supplied at the price we pay, with the receipt passed to you. We add nothing.	At cost
External contractors	Where the work is outside what our own team can do, we obtain the quote, instruct a Relio approved contractor and supervise the work. The invoice is passed to you as we receive it, with our commission for arranging and overseeing it shown separately. No commission is charged on a safety certificate, on any level of service.	**Managed** at cost plus 10% min £20 **Premium Managed and HMO** at cost plus 7.5% min £15
Works over £2,500	Project management of a refurbishment or major works – specification, quotes, supervision and sign-off. Quoted before we start and agreed in writing, based on the value and complexity of the works. Charged on every level of service. Where works are quoted under this line, no contractor commission is charged on the invoice – the project management fee replaces it. The £2,500 threshold is the value of the works, not of any single invoice.	Quoted
Contractors you appoint yourself	We do not vet, supervise or accept responsibility for contractors you instruct directly. Time we spend arranging access, chasing, inspecting or dealing with the consequences of their work is charged in 15-minute units.	£48 per hour charged in 15-minute units

Services charged only if you need them

These apply to particular properties or particular circumstances rather than to every landlord, so they sit outside the management fee.

Tenancy and lettings

SERVICE	WHEN IT APPLIES	FEE
Withdrawal, or an applicant you decline	Where an applicant meets our referencing criteria and you decide not to proceed, or you withdraw after we have referenced an applicant and agreed a move-in date.	At cost – referencing, marketing and anything else already incurred **plus £120** where a move-in date had been agreed
Additional or abortive visit	A visit you ask us to make – access for your own surveyor, a neighbour complaint, an insurer's inspection – or a visit you have arranged where access is not given. Our own inspections and visits are never charged for under this line.	£48 per visit
Vacant property visits	Where a property stands empty beyond the normal period between tenancies, or during works. Each visit includes photographs, heating and water checks, mail collection and meter readings, and you receive a dated inspection log – the record your insurer will ask for.	£48 per visit

Most landlord insurance restricts or withdraws cover once a property has been empty for 30 to 60 days. Tell your insurer as soon as a property becomes vacant and ask what cover remains.

Charged differently

SERVICE	WHEN IT APPLIES	FEE
Non-Resident Landlord scheme	Quarterly and annual returns to HMRC where you live outside the UK. Required by law and we cannot waive it.	£60 per year
Payments to an overseas account	Where you ask us to send rent to a bank account outside the UK.	At cost the bank's transfer charge

Charged at our standard hourly rate of £120

In whole hours, with an estimate agreed with you before we start. Any fee charged by a third party – the council, the government, a court or a solicitor – is separate and is passed to you at cost.

£120
per hour

- **Licence application** – preparing and submitting a selective, additional or HMO application with the evidence the council requires
- **Licence renewal**, or a variation for a change of manager, occupancy or conditions
- **Ongoing licence management** – monitoring and evidencing conditions through the year. Included on HMO
- **Selling to your tenant** – releasing the deposit, apportioning rent, completing the check-out and closing the account. We charge no sales commission
- **Change of landlord during a tenancy** – tenant notices, deposit re-registration, rent apportionment and account transfer. No charge to an incoming landlord who instructs us
- **Preparing and presenting a challenge to a rent increase at tribunal**
- **Disputing a utility or council tax bill**, where a supplier or the council bills you for a tenant's period or back-bills the property
- **Insurance claims and warranties** – your insurer or loss adjuster, evidence, quotes, access, supervision and sign-off of reinstatement work
- **Registering you and each property** on the government's Private Rented Sector Database when it opens for your area. Keeping your entry up to date during management is included
- **Leasehold administration** – your freeholder or managing agent, service charge demands, ground rent, consents, notices and building notifications
- **Paying ground rent, service charge, utilities or council tax** from your rent account

Your Terms of Business.

The fees in this list are our maximum – we will never charge you more than the rates published here. Your own Terms of Business will confirm the fees agreed for your property and anything specific to it, such as licensing, a leasehold flat, an HMO or an overseas landlord.

Important information

VAT	Relio Limited is not currently registered for VAT, so no VAT is charged on any fee in this list. If Relio becomes VAT registered, the prices in this list will not increase – any VAT due will be accounted for within them.	
Client Money Protection	Relio Limited is a member of the Propertymark Client Money Protection scheme. Our certificate is available on request and on our website.	Propertymark **C0142559**
Client accounting	Our client account is operated on our behalf by our named client accounting service provider, The Letting Partnership.	
Client account interest	Interest earned on money held in the client account is retained towards the cost of operating that account. Deposits held in the TDS Custodial scheme earn no interest for you or for us.	
Redress scheme	We are members of The Property Ombudsman and follow its Code of Practice for Residential Letting Agents.	TPO **T14730**
Professional indemnity	We carry professional indemnity insurance. Details are available on request.	
Referral arrangements	We receive no payment from any certificate provider or supplier we instruct on your behalf. We add a commission to an external contractor's works invoice, as set out under Maintenance. Rent Protection and Legal Expenses is arranged by us through Goodlord and the price shown is what you pay. Any commission we receive from a third party is published on our website, and we will tell you what it is before you decide.	
Licensing	Licensing your property is your legal duty. We will tell you if we believe a licence is required and we will not market or let a property that needs one and does not have one.	
Complaints	We operate a written complaints procedure, available on request and on our website. If we cannot resolve a complaint you may refer it to The Property Ombudsman.	
Ending our agreement	Two months' written notice from either side. There is no exit fee and no minimum term.	**2 months**

Relio Limited, registered in England and Wales, company number 17194692. Registered office: 161 Gloucester Crescent, Wigston, Leicester LE18 4YH. This list of fees is published in accordance with section 83 of the Consumer Rights Act 2015, is displayed at our office and on our website, and is reviewed annually. Version 1.1, effective 23 November 2026.

RELIO