

Referral Fees

When we refer any service to a client that is provided by a third-party company contracted by the agent we may receive a commission also known as a referral fee. These fees are related to the following services and are separate to your obligation to pay our fees and management commissions.

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| Third party inventories | These may be provided by Charleston Inventories (unless produced in house). If contracted out then we will receive a commission on the inventory of up to 10% depending on the size of the property. |
| Tenant referencing | These may be provided by The Lettings Hub and the costs of these are included in our referencing fee. We do not receive any commission from The Lettings Hub for using their referencing services. |
| Contractors and utility companies | We use several carefully selected contractors. The cost of their services are passed directly on to the client. We do not receive any commission from any of our contractors or mark up any of their quotations. |
| Conveyancing/solicitors/ Mortgage/Sales referrals | We may occasionally refer you to a particular solicitor, conveyancer or mortgage broker. In these instances, we may receive a commission or introduction fee. These tend to be in the range of £100 to £200 per introduction. The amounts vary depending on the value and scope of the work to the introduction company. |
| Insurances | We may arrange such insurances on our clients behalf such as rent guarantee insurance, legal protection, landlord insurance. Doing so may attract a commission from the company and usually this is in the region of 10% to 15% of the value of the insurances sold directly by them to the client. |