



Award Winning Rental Management Services



Introduction

Ten Property Agents Limited have been awarded **Best Letting Agent for St Neots 2021/2022, 2023/24 2024/25 and most recently 2025/26**, all through offering, honest, fully qualified advice and exceptional service to both Landlords and Tenants throughout the rental process.

Our Rental Management services are covered by ARLA qualified business owners, who provide 5 Star Google Customer rated service and an exceptionally high level of knowledge and support.

Key aspects of our success and ongoing recommendations from many of our landlords are:

1, We always use professional images and floorplans on every property as we believe all Rental properties we market must look their best with full Floorplans and descriptions.

2, We provide Rightmove & Zoopla premium marketing packages to attract the widest audience.

3, As company owners, we will personally complete the viewings ourselves, as we feel it is vital to ensure the applicant, we put forward to you for acceptance is firstly fully employed, has a clean credit history and someone we would rent to on one of our own properties.

4, Our approach to securing the right applicant has meant that we have zero arrears and 100% satisfaction from Landlords.

5, An optional premium rent guarantee insurance scheme to provide absolute confidence in receiving your rent for the full tenancy.

6, We do NOT add any mark up on maintenance / repair work like many other agents will, so our fees are honest and reflect the hard work our team undergo to provide excellent service.

Our Service Options & Fees

Please see below our current Landlord Service Options, all of which are design to offer an inclusive service to meet your requirements.

Fully Managed Service

Our Fully Managed Service is charged at 12% including Vat (10% + Vat) of the monthly rental income. This will be deducted by the agent from the rent received on a monthly basis. Please see the table below to fully understand the full range of regulatory support and services offered.

Tenant Find Only Service

Our Tenant Find Only Service is charged at 75% (including VAT) of the first month's rental income. The agent will deduct this prior to paying the remainder to the Landlord following the Tenant(s) moving into the property. Please note that this is subject to a minimum fee of £700 (including VAT).

Please see below schedule confirming what is included for each package.

Service Offered	Tenant Find	Fully Managed
Tenant finder marketing (see details for full breakdown)	√	√
Professional Property Marketing (Photo's / Floorplan)	√	√
Accompanied Viewings For All Applicants (By Business Owner)	√	√
Administration of Deposit	√	√
Right To Rent Checks & Immigration Check	√	√
Collect Monthly Rent		√
Interim 3 Monthly Property Condition Visits (By Business Owner)		√
Rent Arrears Management		√
Maintenance Management		√
Termination of Tenancy		√
Tenant Check In		√
Production of monthly Statement		√
Smoke Alarm & CO Testing		√

How we will find your perfect Tenant.

Enhanced Professional Marketing

Ten believe every property should be professionally marketed to maximise the rental return. Too often poor images are considered acceptable by many letting agents, which simply is not right.

We pride ourselves on being the only agent to provide professional images on ALL properties, as well as Floorplans and full room descriptions.

Ten Property Agent will market the property for let utilising the following marketing facilities:

- 1, Erecting a to let board
- 2, Advertising on all leading UK property portals including Rightmove, Zoopla and On The Market
- 3, Social Media marketing campaigns
- 4, Our registered Tenant database
- 5, Professional photographs and floor plan
- 6, Consider any current Tenant's we know are on notice and need housing.

All viewings will be accompanied by a business owner to ensure feedback is provided on every applicant as well as suitability for the landlord and property.

Once an applicant is accepted, we will proceed with a rigorous Referencing process, which includes:

- 1, Employment status check including Salary, Position, Length of Employment.
- 2, Full UK Credit Check
- 3, Right To Reside and Right To Rent Checks
- 4, Previous Landlord References

Additional Services

Ten Property Agents offer full assistance to ensure all properties are fully compliant to current regulations at all times.

Please see below the additional services available.

Additional Services	All Fees Include VAT
<p>Assured Periodic Tenancy (Formerly AST)</p> <p>Since May 1st 2026, The Renters Rights Act came into effect meaning there are no longer what were classed as AST's or Fixed Term Tenancy Agreements.</p> <p>All Tenancies must now have an Assured Periodic Tenancy, which are effectively a month-to-month agreement where the Tenant can give 2 months' notice at any stage and the Landlord 4 months' notice, but only after the Tenant has lived at the property for more than 12 months.</p> <p>Under the new legislation we are no longer allowed to discriminate against applicants that may have or want Pets.</p> <p>For all new tenancies an initial set up fee will be required, which will include:</p> <ol style="list-style-type: none"> 1, A New Assured Periodic Tenancy Agreement 2, Referencing Fees For 2 Tenants, which includes ID Checks, Right to Rent, Full Credit Check, Employer Check & Previous Landlord Check. 3, Lodging of Tenants Deposit within our Government Approved Scheme. 4, Ensuring Tenants are provided with all required documentation under current legislation. 	<p style="text-align: center;">£175.00</p>

<p>Production of Inventory / Schedule of Condition</p> <p>A very important detailed schedule of condition with supporting photographs of all aspects of the property. Vital for any future deposit negotiations and overall control of property condition.</p>	<p>1 Bedroom £120.00</p> <p>2 Bedroom £138.00</p> <p>3 Bedroom £150.00</p> <p>4 Bedroom £168.00</p>
<p>Future Legislative Changes</p> <p>Should future legislation changes come into effect, we reserve the right to charge an administration fee based on the level of work required.</p>	
<p>Gas Safety Certificate</p>	<p>£95.00</p>
<p>Electrical Safety Certificate (From 1st July 2020)</p> <p>From 1st July 2020 every property must have a valid NICEIC Electrical Safety Certificate. A certificate will be valid for 5 years.</p> <p>Our qualified Electricians can provide these to ensure compliance.</p> <p>Our Fixed Fee only covers one consumer unit and a quote can be obtained for properties with more than one unit present.</p> <p>PAT Testing – Whilst it is not a legal requirement, it is considered best practice for landlords to have any portable appliances tested annually to ensure their safety.</p>	<p>£250.00</p>
<p>Legionnaires Risk Assessment</p> <p>A regulatory requirement to have a Legionnaires Risk Assessment on any property with hot and cold water supplies. Recommend at the start of any tenancy.</p> <p>Often miss understood by many as not being a legal requirement.</p>	<p>£84.00</p>

<p>Energy Performance Certificate (EPC)</p> <p>A legal requirement for every property to hold a valid EPC certificate. We will check the national register to confirm if you require a new certificate.</p>	<p>£84.00</p>
<p>Rent Guarantee Scheme</p> <p>Whilst our referencing and application process is robust, we can offer independent Rent Guarantee insurance via our approved specialist provider.</p> <p>Cover of FULL rent for a period of 12 months up to £8000 Per Month up to £100,000 in total rent.</p> <p>Up to £100,000 Legal Fee cover to provide funds for any legal eviction or rent collection via courts.</p> <p>If the property is damaged following vacant possession being granted, the policy will pay 75% of lost rent for 3 months.</p>	<p>£300.00 Annual Fee</p>
<p>Buildings / Property / Contents Insurance</p> <p>Your mortgage provider will insist on minimum buildings insurance for any buy to let property. We are happy to refer you to specialist providers for free quotations.</p>	<p>On Request</p>
<p>Empty Property Inspection</p> <p>Should a property be void (not including marketing) for any reason, we can assist in inspecting the property on a fortnightly basis to ensure security and condition for insurance and peace of mind.</p>	<p>£25.00 Per Visit</p>
<p>Anti Money Laundering (Landlords Check)</p> <p>More stringent requirements from HMRC are now in place to complete full Anti Money Laundering Act checks for Landlords.</p> <p>These include verifying client identities, persons of political interest, UK sanctions check and proof of ownership.</p>	<p>£52.00</p>

Further Details On Our Services

1, Tenant Find & Marketing

Ten Property Agent will market the property for let utilising the following marketing facilities:

- 1, Erecting a to let board
- 2, Advertising on all leading UK property portals including Rightmove, Zoopla and On The Market
- 3, Social Media marketing campaigns
- 4, Our registered Tenant database
- 5, Professional photographs and floor plan

All viewings will be accompanied by a business owner to ensure feedback is provided on every applicant.

On securing an interested applicant, we will carefully vet them to include the necessary right to rent checks under The Immigration Act 2014.

Subject to the Landlords approval, we will negotiate terms between Applicant(s) and Landlord and obtain references via an independent referencing agency. This will include obtaining a previous Landlords reference (where applicable), employers reference and full credit check.

2, Holding Fee

Prior to the commencement of the referencing process, a holding fee equivalent to one week's rent is payable. This will be put towards your first month's rent following receipt of suitable references.

Please note that the holding fee will be retained if the tenant fails the right to rent checks, changes their mind, delay the referencing process in excess of 15 days or fail referencing due to inaccurate / misleading information being given as part of the application.

Upon commencement of the Tenancy, the holding fee and rent will be paid to the Landlord minus any deductions of fees by the agent.

3, Draw up New Assured Periodic Tenancy

Ten will produce a new Assured Periodic Tenancy Agreement, which from May 1st 2026 will be on a rolling monthly basis only.

We will make the necessary arrangements for the Tenant(s) to sign the Agreement, and the agent will sign on the Landlords behalf.

4, Administration of Deposit

Prior to signing the Assured Periodic Tenancy agreement, we will request that the Tenant(s) pay a dilapidations deposit equivalent to 5 weeks rent. Ten will make arrangements for this to be paid to the Deposit Protection Service. Legislation changes with effect from June 2019 now restrict deposits to 5 weeks (previously 2 months) and do not allow for additional deposits to be taken for pets.

Please be advised that if you elect for the Tenant find only service, it will be the Landlords responsibility to lodge the deposit and issue the prescribed information within 30 days of receiving it.

Please note that if you choose not to have an inventory conducted prior to the start of the Tenancy, it is unlikely that you would be successful in any claim for damages.

5, Collect Monthly Rent

Ten will request that the Tenant(s) complete a standing order mandate upon signing the Tenancy agreement. Upon the rent due date, the rent minus any maintenance costs & management fee, will be transferred to the Landlords bank account.

In the event that the rent is not received on time, Ten will take immediate action contacting the Tenant(s) in regards to this. Should their efforts be unsuccessful, Ten will communicate with the Landlord to agree upon further action.

Please note that no interest is earned on rent held by ten property agents.

6, Rent Guarantee

Depending upon the Tenant(s) circumstances, as determined during the referencing process, we can also offer rent guarantee schemes, which cover missing rents and all legal expenses in the recovery of the property. This policy is offered by a third party company.

7, Interim Property Visits

Interim 3 monthly property visits will be carried out by a Ten representative to ensure the property is being well maintained. If the property is being maintained to a suitable standard, it may be agreed by all parties, for these visits to revert to 6 monthly intervals.

If during the visits concerns are raised, Ten will address these with the Tenant(s) and may also make arrangements for a further visit to be conducted. The outcome of all visits are fed back to the Landlord.

8, Maintenance Management

Ten have a panel of competent tradesmen for which copies of their insurance and qualifications where applicable, have been obtained.

Should any maintenance issues be reported, Ten will liaise with the Landlord and organise any necessary works / quotations. If a Landlord has their own preferred tradesmen, Ten are equally happy to organise works using them.

Upon receipt of contractors invoices, Ten will settle these and retain monies due from the monthly rent or request payment from the Landlord.

Please be advised that Ten are not qualified to judge or monitor quality of workmanship and the Landlord has a right to pursue a claim against any tradesmen concerned.

In the event of an emergency, Ten will make best efforts to contact the Landlord at the earliest opportunity. Should time be of the essence or the Landlord be un-contactable, Ten will instruct the works urgently required to minimise any risk to the property.

Ten provide Tenant(s) with an out of hours emergency call out service.

9, Termination of Tenancy

When terminating a Tenancy on behalf of a landlord, Ten will issue the relevant notice in line with the new Renters Rights Act from 1st May 2026 and subsequently arrange for a check out to be conducted with the Tenant(s).

Please note that a check out is only available where an inventory was completed prior to the commencement of the Tenancy.

Ten will liaise with the Tenant(s) in respect of any claim for dilapidations from their deposit. Should an agreement not be reached, the DPS will be asked to act in arbitration and their decision is final.

10, Production of Inventory / Schedule of Condition

Ten will instruct an independent inventory clerk to complete an inventory / schedule of condition prior to the commencement of the Tenancy. They will then be instructed to carry out a check in appointment as detailed below.

11, Tenant Check In

A Director of Ten Property Agents will conduct a check in appointment with the Tenant(s) at the property. This will include obtaining the Tenant(s) agreement to the content of the inventory, taking meter readings and handing over keys.

12, Gas Safety Certificate

Ten will organise on an annual basis, for a qualified gas engineer to carry out a Landlords Gas Safety Certificate. The Landlord will be consulted for approval as and when this is due.

13, Electrical Certificate

From 1st July 2020 every property must have a valid NICEIC Electrical Safety Certificate. A certificate will be valid for 5 years.

Ten can arrange for an NICEIC registered engineer to test the wiring, electrical equipment and any appliances. Should any works be recommended, a quote will be provided and carried out under the Landlords instructions.

14, EPC

In line with current legislation, an EPC is required to be ordered prior to commencement of marketing. An EPC is valid for a period of 10 years and can be obtained from the EPC register. If there is not a current EPC, Ten can arrange for one to be commissioned by a qualified assessor.

15, Legionnaires Risk Assessment

Legislation states that a Legionnaires Risk Assessment should be conducted by a 'competent person' prior to the commencement of the Tenancy and at regular intervals thereafter. Ten can organise for this to be carried out following instructions by the Landlord.

16, Buildings / Public Liability / Contents Insurance

Whilst Ten are not qualified to provide advice on insurance, they can put Landlords in contact with a third party company who can assist with this.

17, Empty Property Supervision

Should a property be vacant for any reason, Ten can carry out routine visits to check the property and provide feedback to the Landlord. This service is a requirement of a Landlords insurance policy in the event a property will be vacant for a period of time.

18, Production of monthly Statement

Ten will provide a monthly statement to the Landlord which details rent received, any expenditure and the balance that has been paid to the Landlord for that rental period.

Landlord Obligations

Keys – The Landlord will supply Ten with a full set of keys for management purposes. In addition, they will also provide a set for each Tenant.

Mail – Landlords are advised to arrange for their own mail to be forwarded to the appropriate correspondence address.

ID – The Landlord will be required to provide Ten Property Agents with TWO forms of ID including Passport & Driving Licence. Ten will retain a copy of this.

Proof of Address – Landlord to provide proof of their correspondence address. This evidence needs to be dated within the last three months.

Proof of ownership – Landlord to provide proof of ownership such as title deeds, mortgage statement etc. This is to comply with Money Laundering regulations.

Permission to let – The Landlord will also be asked to provide evidence that they have permission to let from their lender and / or Freeholder or Head Lessee (where applicable).

Utility Providers – Please note that, should a Tenant request to change utility providers, this would be seen to be a reasonable request and cannot therefore be reasonably refused. We do however, request that the Tenants obtain the Landlords prior permission and this is included within the clauses outlined within the Tenancy agreement.

The Tenant(s) remain responsible for the cost of utilities for the duration of the Tenancy and under the fully managed package, Ten will write to the providers at the start and end of Tenancy confirming meter readings.

Council Tax Responsibilities – Where a Landlord retains part of their property i.e. loft or garage for storage of their personal belongings, they may still be charged a proportion of the council tax and Ten therefore advise Landlords to check this with the appropriate local authority prior to the start of the Tenancy.

Communication – The Landlord agrees to act promptly to correspondence received by Ten.

Terminating a Tenancy – Should the Landlord wish to terminate a Tenancy, they are required to advise Ten in sufficient time to allow them to serve the appropriate notice to the Tenant(s) as outlined within their Assured Periodic Tenancy agreement.

Payment of Fees – The Landlord agrees for Ten to retain payment of any fees / maintenance costs from the monthly rental income. Should these be in excess of the monthly rental income or contractors require any payments up front for works being conducted, the Landlord agrees to pay these upon receipt of an invoice.

Signing of the Tenancy Agreement – The Landlord gives Ten the authority to sign the Tenancy Agreement on their behalf and accepts that this then becomes legally binding.

Condition of the property / Legislation – Landlords are responsible for ensuring that the property is maintained to a suitable standard. Ten recommend that a property is professionally cleaned at the start of the Tenancy thereby setting the standard as to how the Tenants should leave the property upon vacating.

The condition will also be reflected in any inventory and used as evidence at the end of the Tenancy for any claim made from the Tenant(s) dilapidations deposit. The Landlord also agrees to adhere to the follow Legislation, failure to do so will result in Ten dis-instructing themselves as managing agents :-

- Gas Safety Certificate – The Gas safety (installation and use) Regulations 1998 place a responsibility on Landlords to maintain every gas appliance and all gas pipework in their property in a safe condition to prevent risk or injury to any person. An annual check is to be carried out by a qualified Gas Engineer who will subsequently issue a certificate. Failure to comply with these regulations is a criminal offence and can result in a fine and / or imprisonment.
- Electrical Safety – With effect from 1st July 2020 every property must have a valid NICEIC certificate. A certificate will be valid for 5 years.
- 2014 Blind Cord Safety Regulations – Landlords are required to comply with this legislation and thereby ensure that blinds are kept short, at least 1.5 metres above the ground and kept out of reach of children. Cords and chains should be secured by a cleat or clip.
- Fire Regulations – The Furniture and Furnishings (Fire) Safety Regulations 1988 (as amended in 1993) make it an offence to let a property with any furniture or furnishings that do not comply with safety regulations. All furniture and furnishings should therefore be checked prior to the start of the Tenancy by the landlord.
- Energy Performance Certificate (EPC) – Legislation states that an EPC is required to be ordered prior to marketing a property to let. An EPC has a lifespan of 10 years and, if there is not one already in place, Ten will arrange for this to be carried out by a qualified assessor.
- Legionnaires Risk Assessment – Landlords are required to have a risk assessment carried out prior to the start of the Tenancy by a competent person and subsequently carried out at regular intervals thereafter.
- Smoke Alarms and Carbon Monoxide Detectors – Legislation states that a working smoke alarm is to be erected to each floor of a property and also a carbon monoxide detector is to be placed in each room containing a solid fuel burning appliance. The inventory will include confirmation that these are working at the start of the Tenancy and the Tenancy agreement confirms that Tenant(s) is responsible for checking these regularly and change batteries where appropriate. In the event that these become faulty, the Landlord would be required to replace these.
- Buildings, Public Liability and Contents Insurance – Landlord are required to check any existing policies to ensure that they have the required cover prior to the start of the Tenancy.

- **Income Tax Liability** – Landlords are required to pay income tax on the net profit from rental income. Ten are not qualified to provide advice on this and the Landlord should therefore consult with a specialist tax advisor. Ten will provide monthly statements to the Landlord to assist with this.
- **Overseas Landlords** - Under current legislation, Ten are obliged to retain 20% of the net rental income for the purposes of tax. Ten recommend that the Landlords apply to the Inland Revenue for a Non Resident Landlord Approval Notice (NRL) form which, if granted, means Ten do not have to make the deduction. A copy of this form will need to be supplied to Ten. Please be advised that, where a property is jointly owned, both parties will need to apply for an NRL form.

Sale of property – In the event that you decide to sell your property, Ten Property Agents can offer competitive sales fees to our Landlords and will ensure each sale achieves the best possible value.

Agents Obligations

Breach of agreement by Tenant(s) – Should Tenant(s) breach the terms of their agreement, Ten will make best endeavours to rectify this with the Tenant(s). However, should their efforts be unsuccessful, the Landlord would be consulted and be responsible for instructing any necessary legal proceedings.

Complaints procedure – In the event of a complaint, this should be raised in writing to one of the Directors of Ten. This will be acknowledged within 5 working days and a formal written outcome will be sent to you within 20 working days. If you remain dissatisfied, the other Director will review the case and provide a final review. If the matter is still not resolved, you will be supplied with the details of The Property Ombudsman to whom you can refer the matter within 6 months of the final review.

Funds – Ten have a dedicated client account with client money protection, to ensure any funds due to Landlord / Tenant(s) are secure.

Data Protection – Ten ensure compliance with the terms of the Data Protection Act 1998 to ensure that your data is both secure and used fairly and lawfully. For further information, please refer to our privacy policy on our website.

Supply Service – Ten undertake to conduct their service as per the terms as outlined within this document.

Termination of Agency Services

Giving Notice – Notice is to be given to the other party in writing providing the relevant notice period as detailed below. It is noted that Ten will be entitled to any monies due to them for services already carried out and also any completed during the relevant notice period.

Termination by Landlord of Tenant Find Only Service – Should a landlord give notice prior to the start of the Tenancy, a minimum of 3 days notice is required. In the event that the Tenant(s) proceed with the Tenancy, Ten will remain entitled to their full fee as detailed within the terms and conditions of this document. If the Landlord withdraws from the Tenancy, the Landlord will be obliged to refund any costs outlaid by the Tenant(s).

Termination by Landlord of Managed Service – Termination of Tens services can only be given after 12 months of the start of the initial Tenancy. The notice period required is one month.

In the event that Ten do not fulfil their obligations to a substantial degree, the Landlord may terminate the agreement by giving Ten no less than 14 days notice.

Termination by Ten – Ten can terminate the agreement in the event that the relationship has broken down or the Landlord is not fulfilling their obligations, by giving the Landlord one months notice. In the event that a Landlord becomes bankrupt or goes into liquidation, immediate termination will apply.