

## Castle Estates

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Ms Jane Ellison  
House of Commons  
London  
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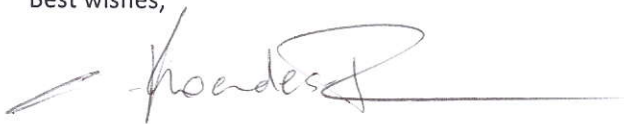
30<sup>th</sup> September 2013

Dear Ms Ellison,

In response to your letter, Being 'Up Front' about fees, I can confirm the following:

- We are members of the Association of Residential Letting Agents (ALRA) and therefore adhere to their codes of practice. We are also members of Safe Agent and TPO.
- The code of practice is available in our branch, as we are a single branch office.
- Our charges are clearly explained, having been a supporter of clarity for all parties concerned in the rental process, we have already chosen to display our fees to tenants on our website. This can be seen at the link: <http://www.letbycastle.co.uk/pages/our-fees>.
- Tenants are always advised about fees before committing to renting a property and alongside publication on our website, they will always receive clear email confirmation about fees before they make any commitment to rent a property.
- All staff are aware of our fee structure and tenants are advised of this throughout the whole process.
- If our fees change, then tenants will be made aware of this however we always honour the fees we had agreed with existing tenants.

Best wishes,



Claire Rhoades-Brown MARLA  
Lettings Director



**Castle Estates**  
RESIDENTIAL LETTING AGENTS  
AND PROPERTY MANAGERS