20 September 2013

Dear Jane

Thank you for your letter dated 18th September 2013. In answer to your questions, please see below

1) I am indeed signed up to a professional code of practice, I am an ARLA member & a member of the Property Ombudsman
2) When asking 'is it readily available in all branches' you mean fees & charges information? If so, then I only have the one branch & yes, the information is available
3) All charges are explained up front. Landlord charges in our Ts&Cs & all tenants that view properties are given a full break down of costs, even if they don't offer (they form part of our property details.)
4) Fees aren't listed on our website, but are available upon request, through various mediums.
5) I am a small company (I am the only member of full time staff!) but all charges form part of our property details information, so any tenant picking these up, will have full information on charges, even if they don't get to talk to me personally.
6) All tenants are notified of fees, 1st at the point of viewing (perhaps before if they've come into the office to arrange a viewing), then confirmed at point of offer, then clearly listed as part of a move in invoice & then receipted once paid.

If I can help you any further, or clarify anything for you, please do not hesitate in coming back to me.

Kind Regards

Emma-Louise Fulton

Managing Director

Tel: 020 7036 6010

emma@langfordproperty.co.uk

www.langfordproperty.co.uk

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