

25 SEP 2013



24 September 2013

Jane Ellison
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Dear Ms Ellison,

Being 'Up Front' about fees

I write to you further to your letter dated 19 September and in relation to the above mentioned subject matter. Savills (UK) Limited support the six "Up Front" transparency criteria as detailed in your letter and should you require any further assistance please feel free to contact us.

I can also confirm all Savills Residential Lettings offices have at least one ARLA Licensed member of staff in each office and our aim is that all Savills staff are ARLA Licensed within 12 months of joining the company. As such we are bound by their professional code of practice. ARLA is the industry's regulatory body, ensuring the highest level of ethical and professional practice from its membership.

ARLA licensed members are required to work within a robust Code of Practice, which covers the key stages in letting and managing a property. We ensure Savills staff are fully briefed on all the latest legal, financial and compliance issues affecting the lettings markets by being bound by the comprehensive memberships Byelaws which include compliance with such issues as handling and accounting for Clients money, the mandatory ARLA Client Money Protection Bonding Scheme, Professional Indemnity Insurance; Dealing with Complaints and Disciplinary Procedures.

We notify consumers that we are ARLA licensed members in addition to The Ombudsman Services by displaying their official window stickers in all our offices.

Savills applicant/tenant guides and our website, disclose the fees a tenant is required to pay to move into a property including a breakdown of what the costs are for, what costs are involved when you move out of a property, we stipulate what fees are per person per property, all fees are quoted including VAT unless stated otherwise and all fees are in writing, ensuring there are no hidden fees and all associated lettings fees are transparent with all applicants.

Pursuant to the official guidelines from CAP (Committee of Advertising Practice) released this month following the Advertising Standards Agency (ASA) ruling earlier this year regarding agents admin fees/charges and how they should appear in advertising, we are currently taking the necessary to ensure compliance with the guidelines by 1st November as the ASA will be monitoring letting agents closely after this date.

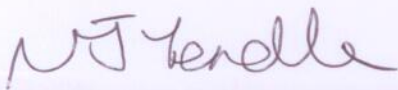
Whilst we strongly believe the issuance of the new guidelines goes some way in ensuring consumers are protected with a greater transparency in letting agents fees and although Savills are members of both ARLA and Ombudsman Services, we believe there needs to be more regulation within the industry. The agents that voluntarily belong to ARLA/RIC's etc are

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the agents who want to be complaint and offer the best service. The so called 'rogue agents' are the one's that need to change their ways and until it is compulsory not voluntary for all to be registered with an official professional body, ensuring their consumers have a method of redress should the Agent not act in accordance with the regulations of their professional body we will continue to see both landlords and tenants being taken advantage of.

Yours faithfully

A handwritten signature in dark ink, appearing to read "Nathan Yendle". The signature is fluid and cursive.

Nathan Yendle