

19th September 2013

Jane Ellison MP
House of Commons
London
SW1A 0AA

Dear Jane,

Re: Being 'Up Front about Fees'

Thank you for your letter Dated 18th September 2013.

I am sorry to hear that you seem to have a significant proportion of your Constituents saying that letting fees are a surprise to them, that they are not explained and are unreasonable.

I recognise moving home is costly, stressful and can be confusing. However I stress that Reputable Regulated Agents do explain their fees and more. If the Agent is a member of ARLA or the NAEA they have a duty to be transparent and indeed there is a route of recourse if they are not.

With regard to your 6 points I would like to reply as follows:

Are you signed up to a professional code of practice?

Tate Residential is a member of both the Association of Residential Letting Agents (ARLA) and the National Association of Estate Agents (NAEA), who both have Codes of Practice to ensure the quality, training, service and redress schemes for their members and the general public.

Is it readily available in all your Branches?

Yes - on request

Are your charges clearly explained?

Yes our charges are clearly explained. Also, when an offer is received, the costs are outlined again and before the offer is accepted they are outlined a final time in a written 'Deal Sheet' document.

Are they easily available on your website or on request in each office?

Yes

Are all members of staff required to explain all charges when people register with them or first come into the Office?

No – In the real world people want to know if you have something of interest first. Once you have something of interest then they need to know if there are charges applicable. As charges vary from Tenancy to Tenancy, accurate information can only be supplied once the Tenant has truthfully and clearly verified their circumstances, the make up of the Tenant/s etc. To confirm the actual fee before the Tenant has established their correct position causes more confusion and is more misleading (Real World). Once this has been established correctly the exact charges is presented for the Tenants consideration before any Offer can be considered,

If fees are changed are all Tenants notified?

Yes.

Paul H Tate MARLA, MNAEA
Director