

23 September 2013

Dear Jane

You wrote to my Manager – Simon Mitchell recently regarding fees and my comments are as follows:

- We are members of ARLA, NALS and the Property Ombudsman. We have continuous training programme in place and Winkworth have their own training Academy. All of my Negotiator's are required to take their technical exams and we should have most staff qualified and members of ARLA by the end of the year.
- All of the codes of practice can be run off as required. We also send them around to the staff each year.
- We explain all of our charges and display them in the window, when we register a new applicant an automated email goes out explaining the fees. They are not currently on our website but I understand Franchising are looking into this matter. There are however references to state fees are charged.
- If any fees are changed we adhere to any agreement and terms at the time and don't introduce new fees for existing tenants. Any fees incurred during the tenancy are contracted within our AST or Non Housing Act tenancy agreements.

I do feel we are very transparent in regard to all fees and they are fair and reasonable. We work closely with Parliament and OFT in all aspects of our business and indeed have a consultancy with Lord Blencathra who we deferred to on these matters.

I would be delighted to discuss this further if required.

Regards

Nick

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