

PALACE GATE LETTINGS

Jane Ellison MP
House of Commons
London
SW1A 0AA

28th October 2013

Dear Jane,

Re: Being "UpFront about fees"

Thank you for your letter of 18th September 2013 in respect to being upfront about fees charged. I am happy to advise that I have always held the belief that no costs and charges should be hidden and that as a company we should always be upfront and informative about costs that tenants are expected to pay. I have four offices in South West London, located in Clapham, Balham, Battersea and Earlsfield and this reply relates to all four branches.

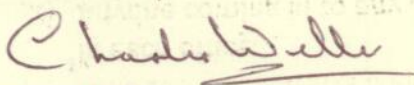
I can confirm as follows:

- 1) We are signed up to the ARLA professional code of conduct, and The Property Ombudsman Lettings code of practice. Copies of the codes of conduct are available in each office.
- 2) Anyone coming in to any one of our offices can easily be provided with a copy of all charges.
- 3) In my opinion I believe that our charges are clear.
- 4) Charges are available on our website and on request from all our offices.
- 5) At present we inform all individuals viewing a property of our fee structure and I am looking to advise all my staff that this now also needs to be done at the earliest opportunity.
- 6) Tenants would be notified if there was a change to the fee structure.

I have always held the belief that everyone should be treated fairly and appropriately and as a company I believe that we are very conscientious and professional. We do our best to look after our Tenants and Landlords in a way that I would expect to be treated myself. I expect all my employees to act accordingly.

I hope this letter clearly sets out our policy in respect to informing prospective tenants about our fees and should your constituents use our services, I sincerely hope that they will feel fairly and appropriately treated.

Yours sincerely



Charles Weller
Managing Director
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