MONKEY VS OWL™
SALES & LETTINGS

Fees and Charges Schedule

2026/2027

Included within the Fully Managed service

- Routine rent collection and monthly landlord statements.
- Standard weekly landlord updates, including void and letting status information.
- Routine landlord and tenant communication.
- Routine current rent arrears chasing.
- Receiving and initially triaging maintenance reports.
- Routine tenancy administration and standard scheduled inspections included in the Property Appointment.
- Routine rent review consideration, check out coordination and deposit administration.

You will not be charged simply for contacting Monkey Vs Owl or asking a routine question. Additional charges apply only where the relevant additional service is requested, required or properly undertaken under the Property Appointment and Landlord Terms.

Additional landlord administration and reporting

Service	Excluding VAT	Including VAT
Room by room or bespoke property financial breakdown	£35	£42
Historic rent or payment investigation and account reconciliation	£60 per hour	£72 per hour
Bespoke spreadsheet or report	£60 per hour	£72 per hour
Accountant or year end bespoke pack	£50 per property	£60 per property
Mortgage or refinance information pack	£75 per property	£90 per property
Additional landlord or portfolio meeting outside routine management	£60 per hour	£72 per hour

Arrears debt recovery and legal administration

Routine rent collection and standard arrears chasing are included within the Fully Managed service. The charges below apply where additional formal, legal, recovery or case management work is required.

Service	Excluding VAT	Including VAT
Formal arrears escalation	£75 per case	£90 per case
Payment plan set up	£50 per case	£60 per case
Ongoing payment plan monitoring	£30 per month	£36 per month
Former tenant debt administration	£75 per case	£90 per case
Debt collection agency or solicitor referral	£75 + third party costs	£90 + third party costs

Service	Excluding VAT	Including VAT
Statutory or legal notice administration	£125 per notice	£150 per notice
Solicitor instruction and file preparation	£100 + solicitor costs	£120 + solicitor costs
Possession case administration	£250 + legal and court costs	£300 + legal and court costs
Court application administration	£150 + court fee	£180 + court fee
Court or tribunal attendance	£350 half day / £650 full day + expenses	£420 half day / £780 full day + expenses
Bailiff or enforcement coordination	£150 + enforcement costs	£180 + enforcement costs
Deposit dispute submission	£150 per case	£180 per case

Universal Credit and third party rent recovery

Service	Excluding VAT	Including VAT
UC47 application preparation and submission	£75 per application	£90 per application
UC47 resubmission or additional evidence submission	£35 per submission	£42 per submission
Universal Credit payment investigation	£60 per case	£72 per case
DWP or Universal Credit follow up and chasing	£30 per follow up	£36 per follow up
Third party rent recovery administration	£75 per case	£90 per case
Historic benefit payment reconciliation	£60 per hour	£72 per hour
Complex benefit or supported tenancy case management	£60 per hour	£72 per hour
Formal arrears report for landlord	£35 per property	£42 per property
Liaison with support worker, housing officer or local authority	£60 per hour	£72 per hour

Third party fees, court costs, enforcement costs and professional fees remain payable separately where incurred.

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Tenancy changes and additional property visits

Service	Excluding VAT	Including VAT
Landlord requested tenancy agreement amendment	£75	£90
Preparation or replacement of a tenancy agreement where legally applicable	£95 per tenancy	£114 per tenancy
Change of tenant or sharer on Managed or Rent Collection service	£150	£180
Change of tenant or sharer on Introduction Only service	£420	£504
Formal periodic tenancy rent review	£90	£108
Additional landlord requested property visit	£75 per visit	£90 per visit
Detailed additional inspection and written report	£100 per property	£120 per property
Abortive or failed access property visit	£50 per property	£60 per property
Surveyor, valuer or lender access visit	£50 per property	£60 per property
Additional photographs, video or meter reading visit	£50 per property	£60 per property

Contractor call out and trade rates

These rates apply Monday to Sunday unless a different availability period is stated. Rates are charged per hour with a one hour minimum, followed by 15 minute units. Materials, specialist equipment, parking and other third party costs are additional. Attendance and diagnostic charges remain payable even if no further work is authorised. Night attendance is subject to availability.

Trade	7am to 6pm (per hour)	6pm to midnight (per hour)	Midnight to 7am (per hour)
Call out inspection and making safe	£85 + VAT £102.00 total	£110 + VAT £132.00 total	£250 + VAT £300.00 total
Plumbing	£85 + VAT £102.00 total	£110 + VAT £132.00 total	£250 + VAT £300.00 total
Heating and gas	£85 + VAT £102.00 total	£110 + VAT £132.00 total	£250 + VAT £300.00 total
Electrical	£85 + VAT £102.00 total	£110 + VAT £132.00 total	£250 + VAT £300.00 total
Air conditioning	£70 + VAT £84.00 total	£95 + VAT £114.00 total	£250 + VAT £300.00 total
Appliances	£75 + VAT £90.00 total	£95 + VAT £114.00 total	£250 + VAT £300.00 total

Trade	7am to 6pm (per hour)	6pm to midnight (per hour)	Midnight to 7am (per hour)
Carpentry and locksmiths	£65 + VAT £78.00 total	£80 + VAT £96.00 total	£215 + VAT £258.00 total
Building and plastering	£60 + VAT £72.00 total	£70 + VAT £84.00 total	£250 + VAT £300.00 total
Drains, jetting and CCTV	£100 + VAT £120.00 total	£125 + VAT £150.00 total	£300 + VAT £360.00 total
Roofing	£60 + VAT £72.00 total	£70 + VAT £84.00 total	£250 + VAT £300.00 total

Other contractor service	Excluding VAT	Including VAT
Pest control, Monday to Friday 8.30am to 5pm	£100 per hour	£120 per hour
Boiler service or Gas Safety Certificate	£105 fixed	£126 fixed
Combined boiler service and Gas Safety Certificate	£180 fixed	£216 fixed
Appliance disposal per item	£50	£60

Pest control outside the stated hours is subject to availability and quotation. The number of treatments depends on the nature of the infestation. A contractor attendance or diagnostic charge remains payable where the contractor has legitimately attended, even if further remedial work is not authorised.

Landlord appointed contractors

Where the Owner appoints their own contractor, Monkey Vs Owl may charge for the staff time required to arrange access, attend or manage the appointment.

Service	Excluding VAT	Including VAT
Arrange tenant access for a landlord appointed contractor	£35 per appointment	£42 per appointment
Rearrange a landlord appointed contractor appointment	£25	£30
Monkey Vs Owl attendance to provide access	£75 per visit	£90 per visit
Additional management or chasing of landlord appointed contractor	£60 per hour	£72 per hour
Abortive contractor or no access administration	Contractor cost + £25	Contractor cost + £30

Maintenance procurement and major works

Service	Excluding VAT	Including VAT
Gas or electrical certificate arrangement where no fixed Monkey Vs Owl certificate price applies	Contractor invoice + £35	Contractor invoice + £42
Additional competitive quotation administration	£50	£60
Detailed specification or tender exercise	£60 per hour	£72 per hour
Project management of major works exceeding £500	12% of net contractor invoice	14.4% of net contractor invoice
Key cutting	Invoice cost + £20	Invoice cost + £24
Shopping, furniture or appliance procurement	Invoice cost + £50	Invoice cost + £60

The major works percentage is calculated against the contractor invoice excluding VAT. Contractor and supplier charges are payable separately. A fixed certificate price shown elsewhere in this schedule includes standard arrangement and will not also attract the £35 certificate arrangement charge unless additional non-standard work is required and separately chargeable.

Compliance and optional HMO services

The Owner remains responsible for determining whether an HMO, selective, additional or other property licence is required and for obtaining, renewing and complying with it. Monkey Vs Owl does not assume ongoing licensing responsibility. Licensing or specialist compliance assistance is provided only where Monkey Vs Owl accepts a specific written instruction and is separately chargeable.

The Owner remains responsible for registering the property and keeping its details accurate on the Private Rented Sector database. Monkey Vs Owl will undertake registration, renewal or material updates only where it accepts a specific written instruction. The administration charges below apply per property and any government, registration or third party fee is payable separately.

Service	Excluding VAT	Including VAT
Weekly fire alarm and safety check including digital logbook entry	£15 per property per week	£18 per property per week
Optional annual compliance administration service	£95 per property per year	£114 per property per year
Optional HMO licence application or administration	£160 + council fee	£192 + council fee
Gas Safety Certificate CP12	£105	£126
EICR, with larger HMOs quoted separately	£210	£252
PAT testing up to 20 items	£80	£96
Emergency lighting monthly test	£70	£84

Service	Excluding VAT	Including VAT
Emergency lighting full annual test	£150	£180
Fire extinguisher and blanket service	£70	£84
Legionella risk assessment	£120	£144
EPC	£100	£120
Desktop MEES report	£48	£57.60
Green Deal assessment	£150	£180
PRS database initial registration administration	£95 per property + registration fee	£114 per property + registration fee
PRS database renewal or material update	£60 per property + registration fee	£72 per property + registration fee

Council fees, remedial works, specialist reports and contractor costs are additional. Any optional annual compliance administration service is limited to the agreed administrative scope and does not transfer the Owner's statutory or licensing responsibility to Monkey Vs Owl.

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Other additional services

Service	Excluding VAT	Including VAT
Initial insurance claim administration	£150 per claim	£180 per claim
Insurance reinstatement or project management	12% of net contractor works	14.4% of net contractor works
Complex utility or Council Tax administration	£60 per hour	£72 per hour
Complex council, Environmental Health or enforcement case	£150 initial + £60 per hour	£180 initial + £72 per hour
Management handover to another agent	£150 per property	£180 per property
Historic file or data preparation beyond normal handover	£60 per hour	£72 per hour
Sales or solicitor information pack	£100 per property	£120 per property
Exceptional out of hours management intervention	From £100	From £120

Exceptional out of hours management intervention is Monkey Vs Owl staff administration or attendance outside normal management activity. Contractor attendance is charged separately at the applicable contractor call out rate.

General additional administration

Where Monkey Vs Owl is required to undertake substantial work outside normal day to day management and no specific fee is listed, professional administration is charged at £60 excluding VAT per hour, equivalent to £72 including VAT per hour, in 30 minute increments with a minimum charge of £30 excluding VAT, equivalent to £36 including VAT. Where reasonably practicable, Monkey Vs Owl will notify the Owner before substantial additional work is undertaken.

Third party costs and contractor income

Contractor, solicitor, court, bailiff, council, surveyor, engineer, locksmith, compliance provider and other third party costs are payable separately. Materials are charged at the invoiced supply cost unless a disclosed procurement, collection or handling charge in this schedule applies. Any commission, rebate or referral income retained by Monkey Vs Owl will be disclosed to the extent required by the Landlord Terms and applicable law. No undisclosed charge is created by this paragraph.

Portfolio landlords

Where a service relates to individual properties, charges are normally applied per property. Where that would produce a charge disproportionate to the work involved, an appropriate portfolio fee may be agreed in writing in advance.

Payment and changes

Charges become payable when the relevant service is requested, properly undertaken or incurred under the authority in the Property Appointment, Landlord Terms and this schedule. Monkey Vs Owl may deduct sums properly due from rent or other money lawfully held for the Owner and may invoice any shortfall. Changes to this schedule take effect only in accordance with the Landlord Terms and applicable law.