EDITION / 17 OCTOBER 2026

Lettings terms of business

A clear agreement for tenant-find and fully managed landlord services.

Before this agreement is used

These terms are for ordinary private assured lettings in England. Company lets, resident-landlord arrangements, holiday lets, high-rent and other excluded tenancies need a separate suitability check. This is an agency agreement, not a tenancy agreement.

The agreement comprises these terms (edition 17 October 2026), the completed Landlord Instruction & Signature form and its agreed fee schedule. The Landlord Guide is explanatory and does not add charges. Individually agreed details take priority only where lawful. Statutory rights take priority throughout.

1. The parties and appointment

"WPG", "we" and "us" mean Watson Property Group Ltd trading as WPG Sales & Lettings, company 09641317, registered in England and Wales. Our registered office, contact details, Propertymark client money protection and redress information appear on the agent information page. "You" and "property" are identified in the completed instruction.

Our appointment starts when both parties accept the completed instruction form, subject to clause 17. It is non-exclusive unless a separately agreed lawful arrangement says otherwise. No additional property is included without written instructions identifying it and its fees. You may also instruct another agent, but should check their fee terms to avoid overlapping fees.

2. Ownership, instructions and identity

You confirm that you own the property or have documented authority to let it, and will obtain all necessary mortgage, headlease, freeholder, insurance and other consents. Tell us about restrictions, warranties, known defects, planned works and disputes relevant to letting. We may verify ownership and identity before proceeding.

The instruction form identifies the contracting landlord and any representative’s authority. A representative signing for a company or another owner does not give a personal guarantee merely by signing as representative. All owners must consent or provide appropriate authority.

Identity and ownership checks are part of our onboarding. Money Laundering Regulations customer due diligence applies where the activity is within statutory scope, including qualifying high-value lettings; it is not imposed on every ordinary letting by the same rule. We will also comply with applicable financial sanctions obligations.

3. What each service includes

Both services: rental appraisal, floorplan, marketing, accompanied viewings, application negotiation, referencing, initial Right to Rent checks, preparation of suitable tenancy paperwork, collection of lawful first rent and deposit, and agreed check-in arrangements. Referencing informs your decision; it cannot guarantee payment or conduct.

Tenant-find only: after check-in and handover, you manage the tenancy, repairs, rent collection, follow-up Right to Rent checks, safety renewals and notices. You protect the deposit and serve prescribed information unless the form expressly appoints WPG to do both as an extra service. We give you records and relevant deadlines at handover.

Fully managed: ongoing rent processing, arrears follow-up, tenant contact, repair coordination, safety-renewal coordination, deposit protection and prescribed information, video inventory, quarterly routine inspections subject to access, checkout and reasonable deposit-negotiation support. Third-party costs and the itemised arrangement fees are extra where listed. Routine inventory, quarterly inspections and checkout are included; we will not also bill the optional tenant-find fees for them.

Quarterly inspections are our service target, not an assurance of access. We report completed inspections and any refused or missed access. Inspections and inventories are visual records, not structural, electrical or gas surveys. Where an existing tenancy is transferred to us, a current record cannot prove the condition at its original start; we will explain evidence gaps.

4. Right to Rent - written acceptance

You appoint WPG, and WPG accepts responsibility in writing, for initial Right to Rent checks on all adult occupiers requiring checks under both services. For Fully Managed we also accept responsibility for required follow-up checks while appointed. For Tenant Find, you remain responsible for follow-up checks after handover; we provide the records and known due dates. On ending management we notify you of outstanding follow-up duties.

We use the permitted checks and record-keeping procedures in the current Home Office guidance. Checks are applied consistently regardless of nationality. You must tell us about new adult occupiers or changes in occupancy promptly. Responsibility cannot be transferred onwards merely by using a referencing provider.

5. Marketing and tenant selection

You approve accurate material property information, including rent, availability, contents, parking, restrictions, utilities and known significant issues. Any altered or virtually staged image must be clearly identified and must not misrepresent the actual property. We publish an asking rent and do not invite, encourage or accept offers above it.

We assess applications fairly on individual circumstances and lawful affordability criteria. We will not apply blanket exclusions because an applicant has children or receives benefits, or follow discriminatory instructions. Pet requests are considered individually under the applicable law, with written reasons for any refusal and the statutory response deadlines. Assistance animals and reasonable adjustments require separate equality consideration.

You approve the applicant and agreed lawful terms before we bind you. We sign the tenancy on your behalf only if specifically authorised on the form. We will not hand over an unsafe or unlawfully let property; if a problem arises after a tenancy is agreed, we seek instructions and a lawful resolution rather than unilaterally changing the tenant's start date.

6. Fees and payment

Landlord charge	Excl. VAT	Incl. VAT (20%)
Tenant-find only	50% of one month's rent; minimum £500	60% of one month's rent; minimum £600
Fully managed setup / tenant-find	£400	£480
Monthly management	10% of rent received	12% of rent received

The signed instruction form records any agreed variation. VAT-inclusive totals are shown at the current 20% rate. Any statutory VAT change will be reflected in the total and explained. No optional fee is chargeable without the instruction or authority specified in this agreement.

Tenant-find or managed setup fees become due when the tenancy starts and are deducted from the first cleared rent where authorised. Management is calculated on rent actually received for periods covered by our appointment, not unpaid rent, tenancy deposits or holding deposits. At £1,000 rent received, management costs £100 + £20 VAT = £120. Tenant-find at £1,000 pcm is £500 + £100 VAT = £600; managed setup is £480 including VAT.

Optional landlord service	Excl. VAT	Incl. VAT
Video inventory - tenant-find only	£100	£120
Refresh existing inventory, if instructed	£50	£60
Inspection - tenant-find only / separately agreed extra visit	£50 per visit	£60 per visit
Checkout - tenant-find only	£100	£120
Arrange EPC / gas safety / EICR / alarm check / pre-tenancy clean	£20 each	£24 each
Arrange additional keys	£5	£6
Deposit protection administration - tenant-find only, if agreed	£50	£60

Arrangement charges cover WPG administration only. The engineer, assessor, cleaner, locksmith, contractor, parts, certificate, registration scheme or other supplier's costs are separate, quoted or evidenced, and approved in advance except for proportionate emergency action under clause 10. We do not apply an undisclosed markup or retain an undisclosed referral benefit. Any commission or connected-party interest is disclosed before instruction.

No automatic tenancy-renewal fee applies to an assured periodic tenancy. A re-let, rent-review administration or other unlisted extra requires a separate written quote accepted before work starts. We do not impose a new price on existing instructions without agreement.

7. Rent, client money and statements

We keep client money separate from our business funds in a designated client account, except money lawfully transferred to a custodial deposit scheme. We account for all receipts and authorised deductions with statements. Deposits are not available for agency fees or repairs.

We aim to remit the first net rent within 7-10 working days after check-in and clearance. The form specifies the recurring remittance schedule. Delays in receiving rent, bank clearance or legally required checks will be explained. We verify payment-detail changes independently before transferring money.

No rent is requested, encouraged or accepted until the tenancy has been signed by the tenant and landlord or authorised agent. For an ordinary monthly assured letting, no more than one month's rent may be required in the pre-tenancy period. Once started, rent is required only on its lawful due dates; we do not require bulk advance rent as an affordability substitute.

Our client money protection provider is Propertymark. The current certificate is available free of charge and displayed as required. Client money protection differs from tenancy deposit protection. Deposit interest follows the relevant scheme rules; WPG has no automatic entitlement to it.

8. Holding and tenancy deposits

A holding deposit is capped at one week's rent for the whole proposed tenancy. We take no simultaneous holding deposit for the same tenancy. The default deadline for agreement is 15 calendar days, unless varied in writing with the applicant. Refunds, applications to rent or the tenancy deposit with consent, any permitted retention and the written reasons are dealt with under the Tenant Fees Act and its deadlines. A failed reference or tenant withdrawal does not automatically entitle WPG to retain the money.

A tenancy deposit is capped at five weeks' rent where annual rent is below £50,000, and six weeks where annual rent is £50,000 or more within the Act's scope. We agree the actual amount and scheme route in writing before collection.

For Fully Managed we protect the deposit in the agreed government-approved scheme and provide the complete prescribed information to the tenants and any relevant person within 30 calendar days of first receipt by us or the landlord. The instruction form must identify the scheme and whether custodial or insured. A client bank account alone is not statutory deposit protection.

For Tenant Find, unless WPG is expressly appointed to protect and serve the information, we transfer the deposit promptly, normally within five calendar days of receipt, together with the original receipt date and deadline. The 30-day clock runs from first receipt by either agent or landlord and does not restart on transfer. We require your protection and service evidence before the original deadline, escalate missing evidence and do not disclaim our own statutory obligations.

Deductions require evidence, allowance for fair wear and tear and no betterment or double recovery. Release follows the scheme rules, including return within 10 days once the amount is agreed. Disputed amounts remain protected pending resolution. We assist with negotiation and agreed scheme submissions under Fully Managed; representation in court is not included. Deposit breaches can lead to compensation of one to three times the deposit and other legal consequences.

9. Permitted tenant payments

Landlord charges in clause 6 are not tenant charges. No fee is charged to a tenant for referencing, routine administration, renewal, check-in, checkout, inventory or compulsory professional cleaning. A tenant-requested variation is limited to £50 including VAT unless higher reasonable costs are evidenced. Any lawful loss for insufficient termination notice must stay within the statutory limit. Default fees must be provided for in the tenancy agreement. Late-rent interest applies only once rent is at least 14 days overdue, at no more than 3% a year above the Bank of England base rate. Lost-key or security-device costs must be reasonable and supported by written evidence; no flat administration surcharge applies. No compulsory pet insurance, paid guarantor service or deposit-replacement product is required.

10. Repairs, spending authority and access

You fund repairs and maintain the property’s structure, exterior, water, gas, electrical, sanitation, space-heating and hot-water installations as required by law, and keep the home fit for human habitation. Damp, mould and other hazards require prompt assessment and suitable action. Contract wording cannot transfer non-excludable landlord duties to tenants.

We coordinate repairs under Fully Managed with reasonable care when selecting, instructing and monitoring contractors. Contractors normally invoice you directly. Any alternative payment from rent requires your authority and sufficient funds. Tell us about warranty or service-contract requirements. Supplied appliances must be safe and maintained under applicable duties; labelling them “non-repair” does not override those duties.

The instruction form sets the non-emergency spending limit including VAT and all supplier costs. Above that limit we obtain written approval, except where proportionate immediate work is reasonably necessary to address a serious safety risk, prevent significant damage or meet an urgent legal duty. We try to contact you first, restrict emergency work to what is necessary, then report costs and action promptly. Major planned works require approval.

For routine inspections or repairs, at least 24 hours’ written notice is given where required, with visits at reasonable times and access arranged with the tenant. Holding keys or giving notice does not authorise forced entry. If access is refused we record attempts and seek lawful resolution. Emergency access must have a lawful basis. Viewings are arranged by consent and subject to the tenancy terms and quiet enjoyment.

11. Safety, licensing and handover documents

Before occupation you must ensure all applicable safety, repair, alarm, energy and licensing requirements are met. Gas checks are normally annual; EICR intervals must not exceed five years and may be shorter. Required remedial work must be completed within the applicable deadline. A valid EPC and minimum energy efficiency compliance or a valid registered exemption are needed where applicable.

Smoke alarms are required on each storey with living accommodation. Carbon monoxide alarms are required in living-accommodation rooms containing a fixed combustion appliance, excluding gas cookers. Required alarms are tested on the first day of a new tenancy and faulty alarms repaired or replaced when reported and confirmed faulty.

You disclose HMO, additional or selective licensing requirements, permitted occupancy, headlease conditions and building safety arrangements. You assess and control legionella risk and ensure supplied furnishings comply with the Furniture and Furnishings (Fire) (Safety) Regulations 1988 as amended. There is no universal annual PAT or legionella-test certificate requirement for an ordinary domestic private let; risk-based safety duties remain.

We must agree who obtains and supplies the EPC, gas safety record, EICR, alarm evidence, deposit information and applicable written tenancy information. For Fully Managed we coordinate these within our appointment; you must provide existing records and funds. For Tenant Find you obtain certificates unless separately instructed, and WPG supplies the required tenancy documents within its initial service. We keep evidence of delivery. This does not replace the property-specific compliance check.

12. Inventories, keys and vacant properties

You provide enough working keys and fobs for the agreed occupiers and, for management, a retained agent set. Additional copies need the agreed authority and disclosed costs. Provide parking permits and meter access information before handover.

We prepare the agreed video inventory with reasonable care, retain it and give the tenant a reasonable opportunity to report corrections. Written descriptions and dated photographs should supplement video where needed to evidence contents, cleanliness, meter readings and defects. We remain responsible for our own errors under applicable law.

Routine management is for an occupied letting. Vacant-property checks, security visits or winterisation are not included unless agreed separately. We tell you when the property is vacant and about known urgent concerns. You arrange suitable empty-property insurance, security and frost protection; this does not exclude our liability for our own failure to perform an agreed service.

13. Tenancy duration, rent reviews and possession

Ordinary private assured tenancies are periodic under the reforms effective from 1 May 2026. We do not use a minimum fixed term, automatic fixed-term renewal or Section 21 notice for these tenancies. Exceptional tenancies and any legacy transitional proceedings require specific legal advice.

A tenant normally ends an assured periodic tenancy with at least two months’ written notice, ending on a rent-due day or the day before, as required by the statutory rules. A shorter period or earlier surrender can be agreed lawfully in writing. Simply moving out does not end the tenancy or rent liability. We confirm the lawful end date and do not promise liability “until departure if earlier”.

Rent increases use the current Section 13 procedure and prescribed Form 4A: normally no increase in the first 12 months of a new tenancy, no more than one increase a year and at least two months’ notice. We do not replace that process with a renewal or a rent-review clause. The tenant may challenge an above-market proposal through the tribunal.

A landlord can seek possession only on an applicable statutory ground using the correct notice, evidence and ground-specific notice period. Selling or moving in is subject to the relevant protected period and reletting restrictions. Expiry of a notice does not authorise eviction. If the tenant remains, a possession order and lawful enforcement are required. We do not guarantee recovery dates or rent.

We handle routine notices only where expressly instructed, competent to do so and with the current prescribed documents and valid service method. Recorded delivery is not the only service method and does not itself prove valid service. Disputed or complex possession matters, legal representation and litigation require a separately appointed adviser. We remain responsible for work we undertake.

14. Liability and reasonable care

We provide our services with reasonable care and skill. We do not insure against tenant default or guarantee contractor performance, but remain responsible for our own breach, negligence and statutory duties. Nothing excludes liability for fraud, death or personal injury caused by negligence, or liability and consumer rights that cannot lawfully be excluded.

You provide accurate information to the best of your knowledge and promptly correct errors. Any claim arising from your breach must be based on a legally recoverable, evidenced loss and reasonable mitigation. We do not impose a blanket indemnity for all losses, penalties or legal costs, particularly those caused by WPG's own acts or omissions.

15. Privacy, conflicts, tax and outgoings

We process personal information under UK GDPR and the Data Protection Act 2018 as amended, using appropriate lawful bases for the service, compliance and legitimate interests. We supply our full privacy notice at collection, explaining sharing, retention, rights and complaints. We share information only where lawful and necessary, including with tenants, reference providers, contractors and schemes. Marketing preferences are separate, optional and withdrawable.

We disclose relevant personal or business connections and any referral payment before you decide. You remain responsible for your tax affairs and relevant insurance. Tell us if your usual place of abode is outside the UK; we operate the Non-resident Landlords Scheme where applicable unless HMRC authorises gross payment. Council tax and utility liability follow the law and actual circumstances; a student let does not automatically make the landlord liable.

16. Ending WPG's appointment

Either party may end ongoing management with two months' written notice. You may end tenant-find marketing before a tenancy starts by notifying us. Outside any statutory cancellation right, only fees already earned under clause 6 and separately agreed, evidenced third-party commitments are payable; a cancelled application does not automatically trigger the full letting fee.

If a tenancy starts during our appointment as a result of our introduction, the agreed setup or tenant-find fee is due even if paperwork is completed directly. No indefinite commission, automatic future renewal fee or continuing management charge applies after our appointment ends. Any proposed post-termination introduction arrangement needs a separate, prominent agreement and legal fairness review before it can apply.

We may suspend unlawful instructions or end the appointment on written notice for a serious breach, non-payment or an unsafe or unlawful letting, giving a reasonable opportunity to remedy where appropriate. Immediate protective action is reserved for urgent risk or unlawful instructions. We explain the reasons and arrange a safe handover.

We provide a final account and promptly hand over keys, tenancy papers, deposit records, safety documents, arrears information, outstanding repair reports and Right to Rent follow-up dates. Client money and deposits are transferred or accounted for under the relevant rules. Agency termination does not end the tenant's tenancy. We tell the tenant who is responsible for management going forward.

17. Consumer cancellation rights

If you are a consumer and this service contract is concluded at a distance or off our business premises, you normally have 14 days from the day after the contract is concluded to cancel without giving a reason. A landlord is not automatically excluded from consumer protection merely because they let a property. The statutory right is separate from clause 16.

To cancel, tell us by a clear statement using the completed contact details on the form. You may use the model cancellation form but are not required to. Sending the notice before the deadline is sufficient. We do not limit cancellation to post or require our form. We reimburse payments due for refund within 14 days of being informed, using the original payment method unless agreed otherwise and without a refund fee.

We begin work during the cancellation period only at your express request, recorded on a durable medium for an off-premises contract. If you then cancel, a proportionate amount for services actually supplied may be payable only where the statutory conditions and required information have been met. Without the required request or information, no charge for work in that period is imposed.

You lose the cancellation right for a fully performed service only if performance began at your express request and you acknowledged beforehand that the right would be lost on full performance. Starting work alone does not remove the right. Ongoing management is not fully performed just because a tenant has been found. Failure to supply cancellation information can extend the cancellation period under the Regulations.

18. Complaints, notices and applicable law

Send complaints to info@wpg-properties.co.uk or our registered office. We acknowledge within three working days and aim to reply substantively within 15 working days. The agent information page explains Property Redress access and time limits. This agent scheme is separate from landlord ombudsman arrangements.

Agency notices can be sent to the email or postal address on the completed form. Keep your contact details current. Statutory tenancy notices must separately satisfy their own service rules. The agreement is governed by the law of England and Wales, subject to any mandatory consumer protections and court jurisdiction rights. Any invalid provision does not remove statutory rights or the remaining lawful provisions.

Your agent & customer information

Your agent

Watson Property Group Ltd trading as WPG Sales & Lettings. Registered in England and Wales, company number 09641317.
Registered office and service address: Heddon Banks Farm, Heddon Banks, Heddon-on-the-Wall, Newcastle upon Tyne, NE15 0BU.
info@wpg-properties.co.uk | 0191 486 2414
www.wpg-properties.co.uk

Client money and redress

Client money protection: **Propertymark**. Our current certificate is available free of charge and must be displayed on our website and in public-facing offices as required. Client money protection is separate from tenancy deposit protection.

Independent agent redress: **Property Redress Scheme (Property Redress)**. Scheme information and complaints access: www.propertyredress.co.uk/consumers.

Complaints and notices

Write to the Managing Director at info@wpg-properties.co.uk or the service address above. We acknowledge complaints within three working days and aim to give a substantive response within 15 working days. We explain delays and the independent escalation route.

Follow our internal procedure and allow up to eight weeks for resolution. Property Redress decides admissibility under its current rules; contact it promptly, normally within 12 months of the last communication about the complaint. Its service is free to consumers. This does not restrict your legal rights.

Personal information

Our separate privacy notice explains purposes, lawful bases, recipients, retention and your rights. We supply it when collecting personal information. Optional marketing consent is separate from service communications. Request a copy using the contact above.

WPG SALES & LETTINGS

COMPANY & CERTIFICATE INFORMATION | 17 OCTOBER 2026

Company and protection information

Watson Property Group Ltd, trading as **WPG Sales & Lettings**.
Registered in England and Wales. Company registration number: **09641317**.
Registered office: Heddon Banks Farm, Heddon Banks, Heddon-on-the-Wall, Newcastle upon Tyne, NE15 0BU.

Property Redress

Membership reference: **PRS051066**.
Certificate name: Watson Property Group.
Membership period shown: **21 March 2026 to 20 March 2027**.

Client Money Protection - Propertymark

Certificate reference: **C0140130**.
Certificate names Watson Property Group Ltd, trading as WPG Lettings.
Valid until: **31 October 2026**.
C0140130 is the Propertymark reference; the Companies House number is 09641317.

Tenancy deposit protection - mydeposits

The supplied membership certificate names Watson Property Group T/A WPG Lettings and states **"Ongoing Custodial Scheme"**. It shows no membership reference or fixed expiry date. This certificate relates to custodial membership only; it does not evidence insured-scheme membership or protection of an individual tenancy deposit.

Certificate access and tenancy-specific records

A copy of our current Client Money Protection certificate is available free of charge on request. The certificate must also be displayed on our website. Deposit protection details for an individual tenancy are provided separately in its scheme confirmation and prescribed information.

The dates and names above are transcribed from the supplied certificates. Check current scheme status and renewed certificates where relevant; this page does not extend any certificate's validity.