



Hello NEIGHBOUR

Agreement made on

Effective from

Between

And

"Hello Neighbour"

"Landlord"

Hello Neighbour Ltd,
of 8th Floor, Apex Tower,
High Street, New Malden, KT3 4LH

"Insert Landlord Name"
of Insert address line 1,
Insert address line 2

contact@hello-neighbour.com

"insert Landlord email address"



The schedule

This agreement is in relation to:

“Insert property address”

“Property”

The fee for the full management service
as contained in this agreement is: £102 inc VAT

“Fee”

Duration: This agreement continues on a month-to-month basis and either party may cancel it on 1 (one) calendar months’ notice to the other party

See clause 4.6

Landlord’s bank account:

Frequency of inspection/repairs: Every 6 (six) months

See clause 4.2

Hello Neighbour’s authorised monetary limited to effect
repairs without the Landlords approval: £250

See clause 4.2

Fee to continue an existing tenancy: £0

See clause 4.4

Block Management Details:



1. Background

This agreement sets out:

- 1.1 the details certain services Hello Neighbour will provide to the Landlord as part of their full management service,
- 1.2 the Landlord's obligations towards Hello Neighbour (which include the Landlord's obligation to pay a management fee to Hello Neighbour), and
- 1.3 such other ancillary terms and conditions relating to the aforementioned.

2 Interpretation

- 2.1 This agreement (which includes the schedule) is intended to supplement and not replace Hello Neighbour's standard terms and conditions which may found at <https://hello-neighbour.com/privacy/> ("the Standard T&Cs").
- 2.2 It is the intention that both this agreement and the Standard T&Cs will govern the parties' relationship with one another. If there is an inconsistency between any provision of this agreement and any provision in the Standard T&Cs, then the provisions of both this agreement and the Standard T&Cs will apply concurrently to the extent that it is possible to apply and comply with one of the inconsistent provisions without contravening the second and to the extent that it is impossible to apply or comply with one of the inconsistent provisions without contravening the second, the provisions of this agreement prevail in the case of such an inconsistency.



3 Obligations of the Landlord

3.1 The Landlord agrees:

- 3.1.1 To pay Hello Neighbours fees as outlined in the Schedule. Such fees will be deducted from any money received from the tenant and the balance received from the tenant will be paid to the Landlord within 6 (six) days of receipt.
- 3.1.2 That if the amount received from the tenant is insufficient to cover the fees payable to Hello Neighbour, the Landlord will pay any fees or expenses in full within 6 (six) days of receiving a demand for payment. This includes repayment to Hello Neighbour if Hello Neighbour received Housing Benefit payments for the tenant but then the Local Authority decides those payments have been overpaid and Hello Neighbour has to repay them to the Local Authority. The Landlord also agrees to pay Hello Neighbour's reasonable costs and fines if Hello Neighbour is prosecuted for managing a House in Multiple Occupation because the Landlord failed to get a Licence where one is needed.
- 3.1.3 That Hello Neighbour is authorised, but not obliged, to sign all legal documents in connection with matters arising from any tenancy agreement concluded in relation to the Property/ies on the Landlord's behalf except Court proceedings.
- 3.1.4 To provide contact details for themselves at all times.
- 3.1.5 To provide a professional inventory report signed by both the Landlord and Tenants, prior to new tenants moving in, preferably using Hello Neighbours Professional Inventory provider as they usually complete the midterm and end of tenancy checkouts.
- 3.1.6 To inform Hello Neighbour of any items that are currently in the Property/ies, but which will not be included in any new tenancy.
- 3.1.7 To pay Hello Neighbour any legal costs and damages suffered as a result of the Landlord breaking any of their legal responsibilities.

- 3.1.8 Hello Neighbour will advise the tenants of payment arrangements and details. The landlord agrees not to change these arrangements without written agreement from Hello Neighbour.
- 3.1.9 That Hello Neighbour will consult the Landlord where required, and that the Landlord will respond within a reasonable time. Hello Neighbour is not responsible for any delay caused by the Landlord's response time.
- 3.1.10 That before this agreement starts, the Landlord will make sure the telephone line is disconnected and all utility companies are notified, so that no debt arises in the Landlord's name. The Landlord must also make sure the Property's electricity and other utilities are working before tenants move in.
- 3.1.11 To tell Hello Neighbour about any communal heating system or HIU unit at the Property, and to instruct Hello Neighbour on how tenants should be registered and how they are to pay the bills. Hello Neighbour will notify the appropriate utility provider of the start of the tenancy and tell the tenants how to pay.
- 3.1.12 To apply for any licence required by the local council and to obtain it in good time. Failure to meet licensing obligations within the required time is a material breach, and Hello Neighbour may end this agreement with immediate effect and stop managing the Property.

4 Managing and ending the Tenancy

- 4.1 **Rent collection:**
- 4.1.1 Hello Neighbour will collect the rent from the tenant as per the tenancy agreement. Hello Neighbour agrees to pay the rent to the Landlord within 6 (six) days of it clearing in Hello Neighbour's account less Hello Neighbour's commission, fees and any bank fees or charges that may be applicable. This will be paid directly to the Landlord's bank account as contained in the Schedule. The first month's rent will be paid to the Landlord within 6 (six) days after the keys to the Property have been handed over to the tenant.
- 4.1.2 If the Landlord is not domiciled in the United Kingdom, Hello Neighbour must deduct Income Tax at the basic rate, unless the Landlord has registered with the Inland Revenue's Non Resident Landlord Scheme.



- 4.1.3 The Landlord acknowledges and agrees that Hello Neighbour themselves will not be responsible for any non-payment of rent and that the Landlord will still be liable for any fees due to Hello Neighbour.
- 4.2 **Inspections/Repairs:** Every 6 (six) months Hello Neighbour will inspect the Property and report to the Landlord on its general condition. If Hello Neighbour cannot get into the Property to carry out the inspection, they will notify the Landlord. If the inspection reveals that repairs need to be carried out, Hello Neighbour will arrange for these to be done and the Landlord agrees to allow Hello Neighbour to spend up to the amount specified in the schedule above without having to consult Landlord. Hello Neighbour must provide full details of any spending made on the Landlord's behalf. If Hello Neighbour does not have authority to carry out the repair because it exceeds the agreed Hello Neighbour will also carry out day to day repairs required by the Homes (Fitness for Human Habitation) Act 2018 up to the same limit without asking for approval. For any repair above the limit, Hello Neighbour will seek the Landlord's approval. Where a repair above the limit would leave the Property uninhabitable, risks further damage, or is in the Landlord's best interests in Hello Neighbour's opinion, Hello Neighbour will attempt to contact the Landlord and, if there is no response after three attempts, may action the repair using its reasonable discretion. In any such case the Landlord agrees to reimburse Hello Neighbour the full amount spent immediately on demand. acknowledges and agrees that Hello Neighbour themselves will not be responsible for any damage incurred by the Tenant to the Property.
- 4.3 **Tenant Notices:** If the tenant is late paying the rent, Hello Neighbour will write to them once the rent is 7 (seven) days late and will continue to chase payment. If the tenant breaks any of the terms of their tenancy agreement, Hello Neighbour will tell the Landlord promptly. Following the abolition of Section 21, possession can only be obtained on a statutory ground and the notice must be correct in every detail. Hello Neighbour does not prepare or serve possession notices and does not conduct possession proceedings. Hello Neighbour will suggest a solicitor to the Landlord to prepare, serve and take such further steps as may be necessary. The Landlord is responsible for instructing the solicitor and solely responsible for all of the solicitor's fees and costs. Hello Neighbour accepts no liability whatsoever in making a suggestion regarding the solicitor, and the Landlord acknowledges that they are entitled to appoint any solicitor they wish and that Hello Neighbour gives no representations or warranties regarding the solicitor. Hello Neighbour will provide such information within its possession as is needed to assist the solicitor

appointed.

- 4.4 **Continuing the tenancy:** Tenancies are periodic and continue until the tenant ends the tenancy or the Landlord obtains possession on a statutory ground. There is no fixed term to renew. Hello Neighbour will keep in touch with the Landlord and the tenant about their intentions and will let the Landlord know as soon as the tenant gives notice. Hello Neighbour makes no charge for anything to do with continuing an existing tenancy.
- 4.5 **Tenancy End:** At the end of the tenancy, Hello Neighbour will review the property's checkout report and the list of items included with the tenancy, making allowance for fair wear and tear. If any items have been damaged, Hello Neighbour will negotiate with the Landlord and the tenant in an attempt to agree an appropriate figure to compensate the Landlord for the loss suffered. If there is a dispute, this must be dealt with in accordance with the rules of the Tenancy Deposit Scheme. At the end of the tenancy Hello Neighbour will read the gas and electricity meters, tell the utility companies and the Council Tax Department that the tenant has moved out. When the tenant leaves Hello Neighbour will secure the property and will either turn off the water supply or leave the central heating on a low setting to prevent damage by frost during the winter.
- 4.6 **Termination:** Either party is entitled to cancel this agreement in writing on 1 (one) calendar month's notice to the other party delivered to the address contained on the first page of this agreement. Such notice may be given by email. If such notice is by physical mail, it must be sent by first class mail. In the event of a significant breach by either party which cannot be remedied then either party is entitled to terminate forthwith. "Significant Breach" would include the Landlord failing to carry out repairs within a reasonable time or otherwise exposing Hello Neighbour to financial or other risks. In the event of this Agreement ending, the Landlord will be entitled to such copies of all documents Hello Neighbour has on file so long as the Landlord has paid Hello Neighbours agreed fees in full.
- 4.7 **Notices:** Each party chooses the address set out opposite their name on the Schedule as their primary residence at which all notices, legal processes and other communications must be delivered for the purposes of this agreement. Each party may by written notice to the other party change their chosen address to another physical address and/or chosen e-mail address to another e-mail address, provided the change will become effective on the 10th (tenth) business day after the written notice is sent by the party changing its address unless otherwise



agreed in writing by the parties. Any notice delivered by email or by hand shall be deemed, unless contrary is proved, to have been received on the business day it was transmitted or delivered. Any notice delivered by first class mail will be deemed to be received on the 5th (fifth) business day after posting unless the contrary is proved. Notwithstanding anything to the contrary in this agreement, a written notice or communication actually received by a party will be adequate written notice or communication to such party notwithstanding that it was not sent to or delivered at such party's chosen primary residence.

5 Other conditions

- 5.1 No one else will benefit from this agreement as permitted by the Contracts (Rights of Third Parties) Act 1999 and the Consumer Protection (Distance Selling) Regulations 2000 are excluded from this agreement.
- 5.2 If any term of this agreement cannot be enforced or is found to be unfair, it does not affect the other terms of the agreement or the Standard T&Cs.
- 5.3 Hello Neighbour shall have the right to cede, delegate and assign its rights and obligations in terms of this agreement.
- 5.4 Hello Neighbour retains the right to change the terms of this agreement by giving you 2 (two) months' written notice of the change and the date the change will become effective.
- 5.5 Hello Neighbour shall have the right to sub-contract out all or some of its obligations in terms of this Agreement, which include, but without limitation, inventory checks and property inspections during tenancies.
- 5.6 This agreement is governed by and should be read in accordance with the Law of England and Wales.

Signed and executed by the Parties

Hello Neighbour
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7 High Street, New Malden,
London, KT3 4LH
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hello-neighbour.com

Hello Neighbour Ltd, co. registration no. 10634461



Hello NEIGHBOUR

Landlord(s)' Signature(s)

(On behalf of the) Agent Signature(s)

Date:

Date: