



UPPER RESIDENCE
— PROPERTY MANAGEMENT & LETTINGS —

Services & Fees Guide

LETTINGS & PROPERTY MANAGEMENT



ABOUT US

Welcome to *Upper Residence*

Upper Residence is a lettings and property management company working with landlords across Worcester, Coventry and the wider Midlands. We look after houses and flats for landlords who want their property let well, cared for properly and run without the day-to-day weight landing on them.

Our approach is straightforward: open communication, no hidden fees, and full compliance and care at every stage of a tenancy.



Why professional management *matters*

01

The rules keep moving

Lettings law changes often, the Renters’ Rights Act being the latest example. We keep track so you aren’t caught out.

02

Small issues grow

A leak reported late or a missed inspection can cost far more than the repair. Regular visits protect your asset.

03

Your time has value

Viewings, references, rent chasing and contractor calls add up. We handle them and keep you informed.

98%

Rent collected on time

24 hrs

Average response to urgent maintenance

4.9

Google review rating

PROPERTY REDRESS
SCHEME

PRS053896

CLIENT MONEY
PROTECTION

CMP014840

NRLA MEMBER

3118749

CLAS ACCREDITED

LN/13289

WHAT WE DO

Our Property Management *Services*

Everything a well-run tenancy needs, from the first advert to the day your tenant moves out.



Marketing & advertising

Professional photography, a virtual tour and listings on our website and the major property portals.



Tenant sourcing

Applicants screened, viewings arranged and references checked before any offer is agreed.



Right to Rent checks

Each tenant's right to rent is checked and recorded before the tenancy begins, as the law requires.



Tenancy agreements

Your tenancy agreement drawn up and signed, ready for move-in day.



Rent collection & arrears

Rent collected each month and transferred to you, with any arrears chased promptly.



Maintenance coordination

Repairs reported, arranged and followed through to completion, with you kept informed.



Property inspections

Regular property visits, with an inspection report every three months.



Compliance & certificates

Gas Safety, EICR and EPC renewals arranged and tracked, so dates are never missed.



Deposit administration

Deposits collected and protected in a government-approved scheme, and returns arranged.



Clear communication

A clear point of contact for you and your tenant, with straight answers and timely updates.

Services included vary by package. **Please refer to our Detailed Fees Schedule for full information.**

ONGOING MANAGEMENT FEES

Choose your level of *management*

- 01 Set-up
- 02 Marketing
- 03 Viewings
- 04 Referencing
- 05 Agreement
- 06 Move-in

Premium

Full property management service with insurance

11%
PREMIUM

MONTHLY MANAGEMENT FEE

11% deducted from the gross monthly rental, plus an additional insurance charge:

RENT UP TO £2,500 PCM

£27.50 + VAT (£33 including VAT)

RENT OVER £2,500 PCM

£37.50 + VAT (£45 including VAT)

Professional

Our full managed service

10%
PROFESSIONAL

MONTHLY MANAGEMENT FEE

10% deducted from the gross monthly rental.

Essential

Our professional rent collection service

4%
ESSENTIAL

MONTHLY MANAGEMENT FEE

4% deducted from the gross monthly rental.

No VAT is added to our 4%, 10% or 11% management fees. VAT applies only to the Premium insurance charge.

ONE-OFF LETTINGS FEES	
New tenancy set-up fee	50% of the first month's rent, subject to a minimum charge of £300
Inventory & Schedule of Condition	FREE for managed clients
Tenancy renewal fee	£95.00

BEFORE YOUR TENANT MOVES IN

Pre-Tenancy

Setting up the let properly protects you for the whole tenancy.



PRE-TENANCY	Essential 4%	Professional 10%	Premium 11% + INSURANCE
Land Registry check	£5	Included	Included
Landlord ID online verification	Included	Included	Included
New tenancy set-up	50% of the first month's rent, minimum fee £300		
Initial photo shoot & virtual tour of the whole property, including staging*	£300	£150	Included
Advertising on website & portals (one-off, per property)	£150	Included	Included
Screening tenants & arranging viewings	Included	Included	Included
Processing tenant applications	Included	Included	Included
Referencing & Right to Rent	£20 + £10 per extra guarantor	£15 + £10 per extra guarantor	£10 per extra guarantor
Drawing up tenancy agreement & signing	Included	Included	Included
Inventory & Schedule of Condition	FREE for managed clients		

HOW THE TENANCY SET-UP FEE WORKS

We charge 50% of the first month's rent, with a minimum one-off fee of £300 per new tenancy. This is separate from your monthly management fee.

EXAMPLE 1 · STANDARD FEE

Monthly rent

£850

50% of £850

£425

Minimum set-up fee

£300

ONE-OFF SET-UP FEE

£425

The calculated fee is higher than our £300 minimum, so the £425 fee applies.

EXAMPLE 2 · MINIMUM FEE APPLIES

Monthly rent

£400

50% of £400

£200

Minimum set-up fee

£300

ONE-OFF SET-UP FEE

£300

Because the calculated £200 is below our minimum charge, the £300 minimum fee applies.

* Further terms apply.

Property Compliance

— Worcester

We arrange your safety certificates and checks, and track every renewal date for you.



COMPLIANCE SERVICE	LANDLORD CHARGE
Electrical Installation Condition Report (EICR)	£200
Gas Safety Certificate	£100
Energy Performance Certificate (EPC)	£95
Boiler Service	£100
Fire Alarm	£110
PAT Test	£65
Legionella Risk Assessment	£95
Fire Risk Assessment	£200
Emergency Lighting	£100
Floorplans	Quote on request

Guide prices only. Final charges may vary depending on property size, requirements, and contractor quotations.



Compliance, *handled*

- ✓ Certificates and checks arranged for you
- ✓ Renewal dates tracked, so they're never missed
- ✓ Clear guide prices, with no hidden fees

F E E N O T E S

All fees and charges are subject to the terms and conditions set out in the signed Property Management Agreement.

FOR LANDLORDS / ONE-OFF SERVICES

Non-Managed *Services & Fees*

Professional support when you don't need ongoing property management.

SERVICE	LANDLORD PRICE
Professional Tenant Finding Service	60% of the first month's rent, subject to a minimum fee of £500.00
Tenancy Deposit Protection Administration	£75
Tenancy Deposit Dispute Resolution Support	£95
Inventory Report - Communal Rooms	£66.67 per room
Inventory Report - Bedrooms	£50 per bedroom
Tenancy Documentation / Amendments	£45
Electrical Installation & Appliance Checks	Quotation on request
Time-Limited Right to Rent Follow-up Check	£35

IMPORTANT NOTES

- All fees apply to standalone landlord services only.
 - Inventory reports are charged separately from the tenant-finding service and completed by a third-party provider.
 - Communal rooms include living rooms, kitchens, bathrooms and shower rooms.
- Upper Residence Property Ltd is not VAT registered. No VAT is added to our own service fees.
 - Third-party contractor charges and any applicable VAT will be confirmed before instruction.
 - All services are subject to the terms and conditions of the agreed service.



THE DIFFERENCE

Why choose *Upper Residence*?

Less promising, more doing. Here is what working with us looks like day to day.

01 Proactive, not reactive

Regular visits and inspection reports every three months mean problems are caught early, not discovered at move-out.

02 Communication you can count on

You'll know what is happening with your property and why, without having to chase us for it.

03 Maintenance handled quickly

Our average response to urgent maintenance is 24 hours, with clear updates throughout.

04 Tenants chosen with care

Thorough referencing and Right to Rent checks, then consistent collection: 98% of rent collected on time.

05 Compliance at the core

Gas Safety, EICR and EPC tracked and renewed. Members of the Property Redress Scheme, CMP, NRLA and CLAS.

06 Less for you to carry

Contractor calls, paperwork and tenant queries sit with us, so your property stays an investment, not a second job.

Your property. *Our priority.*



UPPER RESIDENCE

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GET IN TOUCH

Let's talk about *your property.*

Book a landlord call or a free valuation. We'll look at your property and your goals, then recommend the package that fits, with no obligation.

[BOOK A FREE VALUATION](#)



WEBSITE

upperresidence.co.uk



WHATSAPP

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EMAIL

lettings@upperresidence.co.uk



OFFICE

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INSTAGRAM

[@upper_residence_](https://www.instagram.com/upper_residence_)



FACEBOOK

facebook.com/upperresidencepropertyltd

Worcester · Coventry · The Midlands



Property Redress
Scheme
PRS053896



Deposit Protection
Service
4455537



Information
Commissioner's Office
ZC105546



Client Money
Protection
CMP014840



NRLA
3118749



CLAS
LN/13289