



TERMS OF BUSINESS

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We are a member of the Property Redress Scheme (PRS), a government-authorised consumer redress scheme. This membership provides our Landlords with the assurance that they are working with a professional agent committed to high standards of service. In the unlikely event of a dispute regarding our service that cannot be resolved through our internal complaints procedure, the PRS provides an independent, impartial, and free-to-use dispute resolution service. This gives you a clear and formal route to seek redress including the potential for apologies, explanations, or financial compensation- without the need for costly and time-consuming legal action.



Particulars

Agent

Name: City Relay Limited

Company No: 09487093

Address: First Floor, 10 Cromwell Place,
South Kensington, London, SW7 2JN

Email: info@cityrelay.com

Any other named owner(s):

.....
n/a.....
.....

Client (If the property is jointly owned, please state all relevant party names below)

Name: Lyndy Wesley

Personal Address: 13 Hugh Street, London,
SW1V 1QJ

Property Address(es)*: 17 & 23 Gillingham Street, Pimlico,
London SW1V 1HN

Email: lyndylorraine@hotmail.com

Phone Number: 07557735621

Ownership Percentage (eg: 50%)

.....
n/a.....
.....

Specific Agreement Terms

Term

Let Type:

Management Fee:

Notice Period:

Tenancy Setup Fee:

Details

LONG LET SERVICES

This is a non-exclusive let-only instruction on an introducer basis. Fees are payable only on success and where the Agent introduces the tenant.

Management Fee: 7% + VAT (Let-Only), payable once per successful letting, only where the Agent introduces the tenant, with no renewal, rollover or ongoing fee.

2 months (by either party)

£225 + VAT (Covers tenancy agreement, deposit registration, compliance checks, and move-in coordination).

ACT *AAK*



The tenancy setup fee is payable only upon successful completion of a tenancy and is not charged upfront or in advance.

Commencement Date: 9th February 2026

*You may at any time during the term of our appointment request that we provide Services in respect of additional properties. We will confirm whether the Service Request is accepted or rejected as soon as reasonably practicable after receipt of your Service Request.

Landlord Residency Status Declaration

1. Residency for Tax Purposes

The Landlord hereby declares that they are:

- a resident of the United Kingdom for tax purposes
- not a resident of the United Kingdom for tax purposes

(Please tick as appropriate and provide the necessary supporting details if non-resident)

2. Non-Resident Landlord Scheme (NRL)

If the Landlord is not a UK resident, they agree to:

Inform the Agent and provide documentation of HMRC approval under the Non-Resident Landlord Scheme (NRL)

3. Notification of Change

The Landlord agrees to notify the Agent in writing within 14 days of any change to their residency status for tax purposes.

Freehold & Leasehold

1. Is your property a Freehold, Share of Freehold or Leasehold?
2. Please give name and contact details of your Freeholder(s):

Freehold. Lyndy Wesley
.....

HMO Licencing:

1. Does your property require a HMO Licence (Mandatory, Additional, Selective): Yes/
No
2. If **Yes**, please provide your HMO reference details:

No
.....



If you need a licence and require us to complete one on your behalf, our fee is **£250+VAT**. This **MUST** be completed before any tenancy commences.

Please tick here if you wish for us to obtain this licence: []

Other:

Is your property Furnished: Yes/No Yes

Account for Rental Payments

Bank: London Victoria Property Limited
Branch: Santander
Account number: 38056059
Sort Code: 09-01-29
Account Name: Mrs L L Wesley

Details of Accountant (if applicable):

~~Michelle Trivett~~.....
~~Sandison Lang Chartered Accountants~~.....

Utilities:

- Gas Provider (eg: British Gas): British Gas
- Electricity Provider (eg: Octopus): British Gas
- Council Tax (eg: RBKC): Westminster City Council
- Wifi (if applicable): Hyperoptic

I confirm that the above information is correct. I also understand that I may have the right to cancel this agreement within 14 days of signing this contract.

****If you are a joint owner, please ensure you are authorised to instruct us on behalf of all owners.***

Signed: .....

Date: 08./02./2026.....



Definitions

Where the Specific Agreement Terms specify a Let-Only service, the definitions of 'Management Fee', 'Client Money', 'Maintenance Services' and any references to monthly or ongoing management shall not apply.

- **Agreement:** This contract, including all Particulars, Schedules, and amendments agreed in writing.
- **City Relay / Agent / We / Us:** City Relay Limited, registered in England, company no. 09487093.
- **Client / Landlord / You:** The property owner(s) entering into this Agreement with City Relay.
- **Property:** The residential property (or properties) listed in the Particulars section.
- **Tenant:** Any individual or group renting the Property under an Assured Shorthold Tenancy (AST) or other tenancy agreement arranged by City Relay.
- **Tenancy Agreement:** The contract between the Client (landlord) and Tenant, usually an AST, drafted or administered by City Relay.
- **Deposit:** The security deposit taken from the Tenant, held and protected in accordance with the Tenancy Deposit Protection legislation.
- **Rent:** The gross rent payable by the Tenant under the Tenancy Agreement.
- **Management Fee:** The monthly fee charged by City Relay for its services, as set out in the Particulars.
- **Tenancy Setup Fee:** The upfront fee payable to City Relay for setting up a tenancy, as set out in the Particulars.
- **Maintenance Services:** Repairs, works, or services arranged by City Relay for the upkeep of the Property.
- **Retained Maximum Expenditure Limit:** The maximum sum City Relay may spend on maintenance or repairs without prior approval from the Client (£250, unless otherwise agreed).
- **Client Money:** Funds received by City Relay on behalf of the Client (including rent and deposits), held in a designated client account.
- **Business Day:** Any weekday (Monday to Friday) that is not a public holiday in England and Wales.
- **VAT:** Value Added Tax, charged at the prevailing rate.

General Conditions

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1. Obligations

Where the Specific Agreement Terms specify a Let-Only service, the obligations set out in this clause apply only to Fully Managed Services, and City Relay's obligations shall be limited to those set out in the 'Let Only Service' section of the Schedule.

City Relay will:

- Market the property and arrange viewings.
- Handle referencing, right-to-rent, tenancy agreement, deposit protection and compliance checks.
- Collect rent, provide monthly landlord statements and transfer net rent by BACS.
- Arrange move-in, liaise with tenants, and manage issues during the tenancy (fully managed service).
- Carry out periodic inspections (first inspection included at 6 months; subsequent inspections £75 + VAT).
- Subject to access being granted by the Landlord, City Relay may commence pre-marketing, viewings, and tenant referencing prior to the formal Commencement Date to minimise any void period. Any tenancy agreed shall commence no earlier than the date on which City Relay's management services officially commence.

The Client will:

- Provide the property in a lettable condition, compliant with all legal safety requirements.
- Maintain buildings, contents, and landlord liability insurance.
- Pay utility bills and council tax when the property is vacant.
Authorise repairs above £250; urgent/emergency repairs may be carried out without prior approval. We will retain £250 as a float.

2. Charges, Fees & Payments

- Tenancy Setup Fee: £225 + VAT, payable only upon successful completion of a tenancy and not charged upfront or in advance.



- Let-Only Fee: As set out in the Specific Agreement Terms.
- The let-only fee is payable once per successful letting, only where the Agent introduces the tenant, with no renewal, rollover or ongoing fee.
- Rent Collection:
Not applicable under a let-only instruction. Rent shall be collected directly by the Client.
- Deposit:
The deposit shall be held and protected via DPS within 30 days, in full compliance with statutory requirements, or via Reposit (Deposit Replacement Product), where applicable.
- Inventory:
Arranged by an independent third-party provider; costs charged to the Client at cost.
Insurance / works / interest:
Where applicable under a fully managed service, City Relay may earn and retain any commission on insurance policies issued, works carried out and interest on deposits held.
Fee Menu:
Any additional fees listed in the Fee Menu shall apply only where relevant to the services provided and shall not apply to a let-only instruction unless expressly agreed in writing.

3. Term

- This Agreement shall commence on the Commencement Date and shall apply to any let-only services provided during the instruction period. Either party may terminate the instruction at any time by providing 2 months' written notice. Termination shall not affect the Agent's entitlement to fees where a tenant has been introduced by the Agent prior to termination.

4. Termination

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Where the Specific Agreement Terms specify a Let-Only service, any provisions relating to termination during management, ongoing management fees, or post-termination commission shall not apply. Termination under a Let-Only instruction shall not affect the Agent's entitlement to fees where the Agent has introduced the Tenant prior to termination.

- Withdrawal before a Tenant is secured:
If the Client withdraws from this Agreement before City Relay has secured a Tenant, the Client will be liable for any advertising and inventory costs incurred, or £200 including VAT (whichever is greater).
- Withdrawal after a Tenant is introduced but before move-in:
If City Relay has introduced a suitable Tenant who has agreed to proceed and the Client withdraws before move-in, the Client will be charged a fee equivalent to one (1) month's rent plus VAT.



- Termination during management (standard):
After a Tenant has moved in, either party may terminate City Relay's management of the Property with two (2) months' written notice. Management fees for the notice period remain payable in full. If, during or after this notice period, the Tenant remains in occupation and pays rent directly to the Client or any third party, City Relay's commission fees (as per the Tenancy Agreement) will continue to be payable until the earlier of:
 - (a) the end of the tenancy term then in force; or
 - (b) the date on which management lawfully transfers to another agent, subject to clause 4.4.
- Exit after 12 months - Client may keep the Tenant (carve-out):
If the Client terminates City Relay's management services after twelve (12) months from the tenancy start date, the Client may continue the tenancy directly with the Tenant. City Relay's management will cease on the termination date, and no further management fees shall be payable for any period after that termination date. All management fees due up to and including the termination date remain payable. City Relay will cooperate reasonably to transfer deposit, compliance records and rent instructions.
- Repossession and compliance:
The Client shall provide City Relay with clear instructions for repossession of the Property at the earliest opportunity, in compliance with applicable law. Any tenancy agreement entered into on the Client's behalf is a binding legal contract for the fixed term agreed. The statutory minimum notice periods applicable to assured shorthold tenancies must be respected, even if the fixed term is due to expire.

5. Insurance

- The Client must maintain buildings, contents (where applicable) and landlord liability insurance throughout the tenancy and notify insurers that the property is rented.
- Rent Guarantee Insurance can be purchased separately via City Relay's partner.
- City Relay is not the insurer and accepts no liability for insurer decisions or claims.

6. Client Money

- All monies are held in City Relay's designated client account in compliance with client money protection rules.

7. Keys

- City Relay will require 3 x set of keys which will be securely held by City Relay and made available to carefully vetted contractors when required. This will also facilitate Property inspections and allow City Relay to gain access to the Property if there is an emergency and the Tenant is not available.

8. Council Tax & Utilities

- Payment of council tax is the responsibility of the Tenant in the Property unless agreed otherwise.
- Clients should be aware that where a Property is vacant or let as holiday accommodation, the responsibility for payment of council tax then rests with the owner of the Property (The Client).
- City Relay will endeavour to take meter readings whenever possible at each change of occupation in the Property (electricity, gas and water).
- Clients should take care to inform all parties (e.g. Banks, clubs, societies etc.) of their new address as it is not always possible to rely on Tenant to forward mail.

9. Tenancy Deposit

- Upon signing the tenancy agreement, City Relay will take a dilapidation deposit from the Tenant(s) in addition to any rents due. The purpose of the dilapidations deposit is to protect the Client against loss of rent or damage to the Property during the tenancy itself. These deposits will be protected on an authorised government scheme.
- In accordance with the Tenancy Deposit Legislation, the deposit will be administered in the appropriate manner. City Relay is a member of The Deposit Protection Service, with whom any deposits collected by City Relay will be registered and protected within 30 days. Should the Client wish to protect the deposit, City Relay will require proof that the Client is a member of one of the government approved deposit protection schemes.
- City Relay will attempt, by negotiation, to resolve any deposit disputes between the Client and the Tenant. Where the deposit is subject to statutory tenancy deposit protection, and a dispute cannot be resolved between the parties, it will be necessary to submit the claim to the tenancy deposit administrators for adjudication under an Alternative Dispute Resolution (ADR) process. There will be an additional fee charged for administering the dispute.
- The Client authorises City Relay to make appropriate deductions from the rental cleaning, repair or other costs. These can be disbursed at the end of the tenancy.

10. Safety Regulations

The Law makes particular demands regarding the safety, servicing and inspection of the gas and electric appliances and installation within a property, and with respect to the safety of furniture and soft furnishings that are also provided. (each as may be amended or superseded from time to time)

1. Furniture & Furnishings (Fire)(Safety) Regulations 1988 (amended 1989 and 1993)
2. General Product Safety Regulations 1994
3. Gas Safety (Installation and Use) Regulations 1988
4. Electrical Equipment (Safety) Regulations 1994
5. Plugs & Sockets (Safety) Regulations 1994.
6. Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020.



The Client confirms that he/she is aware of the obligation on him as a landlord under the Regulations and all other obligations as may be applicable at Law. It is agreed that the Client shall ensure and shall procure that the Property is made available for letting in a safe condition and in compliance with all relevant legislation (including and without limitation, the above mentioned Regulations).

11. Legal Proceedings

- Any delays of payment or other defaults by the Tenant will be acted on by City Relay in the first instance.
- Where City Relay has been unsuccessful in these initial actions, or there are significant rent arrears or breaches of the tenancy agreement, the Client will be advised accordingly. A solicitor would then be appointed and instructed by the Client (except where City Relay is unable to contact the Client after making reasonable endeavours to do so, in which case City Relay is authorised to instruct a solicitor on the Client's behalf). Should the Client require City Relay to prepare and assemble the necessary documentation for legal action, including the preparation for a Section 21 notice or equivalent, fees which can be found on our website <https://cityrelay.com/long-let-fees/> will be charged to the Client. These fees cover the administrative work involved in compiling the case and coordinating with the solicitor.

12. Property Sale

This clause shall not apply to a Let-Only instruction unless expressly agreed in writing by the Client.

- In the event a party introduced by City Relay (or any person or body corporate associated with that party) subsequently purchases the Property, whether before or after entering into a Tenancy Agreement, commission shall be payable by the Client to City Relay on completion of the sale at the rate of 1% of the eventual sale price, plus VAT or £1,000 plus VAT (whichever is the higher)

13. Rent Guarantee

- City Relay shall not be held responsible for any unpaid rent by the Tenant(s).
- Any rent guarantee & legal protection cover purchased will be the responsibility of the Client, and claims will be dealt with directly through the insurance provider.

14. Proof of Ownership and Compliance

The Landlord must provide:

- Proof of identity (passport or driving licence and proof of address);
- If a company, a Certificate of Incorporation plus ID for one director;



- Evidence of ownership from the Land Registry;
- Confirmation of any HMO licence or Selective Licence (or confirmation of application if pending).

The Landlord is responsible for ensuring the Property complies with all relevant safety regulations (Gas Safety, Electrical Safety, Fire Safety, Smoke & Carbon Monoxide Regulations, Legionella etc.). City Relay may arrange compliance works at the Landlord's request, with costs payable by the Landlord.

15. Marketing and Fees

- The Landlord authorises City Relay to market the Property, including erecting a "To Let" board in accordance with planning regulations.
- Where City Relay introduces a Tenant, fees shall be payable strictly in accordance with the Specific Agreement Terms. Fees shall be payable only where City Relay is the effective introducing agent of the Tenant.

16. Landlord Responsibilities

- Keep City Relay informed of any changes in contact details.
- Provide a service address in England and Wales (if living abroad).
- Provide instruction manuals for all appliances at the Property.
- Respond promptly to communications and instructions.
- Arrange mail redirection.

17. Agent Authority and Liability

- City Relay may engage subcontractors to perform services.
- The Landlord indemnifies City Relay against losses caused by the Landlord's breach of obligations. City Relay is not responsible for tenant non-payment of rent, or for losses outside its reasonable control.



Schedule - LONG LET SERVICES

1. Let Only Service

- 1.1. Arranging: Marketing, viewings, referencing, right to rent checks, deposit protection, creation of tenancy agreement
- 1.2. The Client will be responsible for (without limitation)
- 1.3. Professional clean, inventory report.
- 1.4. All issues raised during the tenancy and,
- 1.5. End of tenancy process.

2. Full Management Service

- 2.1. Marketing on major portals (Rightmove, Zoopla, OntheMarket, etc.)
- 2.2. Photography and listing creation.
- 2.3. Tenant referencing, contract drafting, deposit protection.



- 2.4. Rent collection and arrears management.
- 2.5. Compliance checks and safety certificates (at Client's cost if required).
- 2.6. First property inspection at 6 months.

3. **Extra Services.** The following services may be provided to the Client upon request at additional cost:

- 3.1. **Deep Clean** (at the start and/or end of the tenancy). Our tenancy agreement states that properties will be cleaned to a professional standard before moving in. A Deep Clean will be arranged unless the Client can evidenced with a receipt or invoice that the property has already been cleaned.
- 3.2. **Check-In inventory report.** (Price varies on number of bedrooms). This Service is part of our standard procedure and will be automatically arranged unless the Client instructs us otherwise. The Client also understands that City Relay won't take any responsibility for any issues during move in if this service is not required. We charge a £50 fee on top of the supplier cost.
- 3.3. **Checkout inventory report.** (Price varies on number of bedrooms). This Service is part of our standard procedure and will be automatically arranged unless the Client instructs us otherwise. The Client also understands that City Relay won't take any responsibility for any issues during move out if this service is not required. We charge a £50 fee on top of the supplier cost.
- 3.4. **Rent Guarantee Insurance** through our Long Let Partner Goodlord

4. **Marketing Services:** The marketing services which we will provide as part of both the Fully Managed Services and Let Only Services will comprise

- 4.1. Creating, managing and controlling all marketing aspects of the Property
- 4.2. Photoshoot
- 4.3. Prepare a description of the Property and location
- 4.4. List the property on portals such as but not restricted to City Relay, Zoopla, Rightmove, Onthemarket



By signing this Contract you certify that all of the information you have provided to City Relay is true, complete and accurate.

Lyndy Wesley
Client

Signature: *Lyndy Wesley*.....

Date: ..08./02./2026.....

City Relay Limited

Signature: *Akim Courait-Jones*.....

Date:04./02./2026.....

Fee Menu

<https://cityrelay.com/long-let-fees/>

Management service

Lettings only	Lettings Only 10%+vat	Managed 13% +vat	Enhanced 15% +vat
Marketing and advertising to find the right tenant	✓	✓	✓
Accompanied viewings	✓	✓	✓
Tenant reference checks	✓	✓	✓
Creation of legally binding tenancy agreement	✓	✓	✓
Right to Rent checks	✓	✓	✓
Full Management			
Utility conversion		✓	✓
Deposit protection		✓	✓
Arranging Inventory & Checkout reports		✓	✓
Collection of rent		✓	✓
Comprehensive credit control		✓	✓
Deposit claim negotiation		✓	✓
Dedicated Property Management team		✓	✓
Keyholding service		✓	✓
Arranging quotes, repairs, maintenance		✓	✓
Access to a network of pre-approved contractors		✓	✓
24-hour emergency contractors		✓	✓
Annual property inspection		✓	✓
Handling the check-out process		✓	✓
Assist with legal notices eg: S.21, S.8, S.13		✓	✓
Enhanced Management			
Six monthly Inspections			✓
Rent Protection & Legal Expenses Insurance			✓

Additional charges include

- Inventory Report
- Checkout Report
- Cleaning
- Legal Notice Fee
- Renewed / New Company

Non-Core Services Fee Menu

For tasks beyond standard property management scope.

Category	Service	Fee (ex. VAT)	Fee (inc. VAT)	Fixed Fees
Legal & Compliance	Serve Section 21 Notice	£125	£150	
	Serve Section 8 Notice	£150	£180	
	Serve Section 13 Notice	£95	£114	
	Rent arrears letter (beyond standard reminders)	£45	£54	
	Solicitor coordination (per hour)			£95/hr
	Court Appearance			£350 per day
	Right to Rent checks (non-managed lets)	£50	£60	
	Overstay / eviction handling (non-legal)	£125	£150	
Admin & Paperwork	Contract amendments	£75	£90	
	Guarantor add-on or edit post-signature	£65	£78	
	Change of Ownership Setup Fee	£100	£120	
	HMO application coordination fee (Council charges are separate)	£250	£300	
	Council tax / utility disputes (per dispute)	£75	£90	
	Insurance claim support (per claim)	£95	£114	
	Deposit Adjudication Management Fee (per case)	£50	£60	
Property Services	Vacant property inspection	£75	£90+VAT	
	Additional Property Inspection	£75	£90+VAT	
	Accompanied check-in/out	£85	£102	
	Deposit Transfer (change of management)	£35	£42	
	Obtaining Consents	£50	£60	
	Major works management (over £2k)	12% of total cost	10%	
	Non Scheduled Attendance (waiting for deliveries etc)			£40 1st hr, £35 ph after
Property Services	HMRC Tax Submission for Non-Resident Landlords (Quarterly and Annual Reporting)			£250 per person
	Mid-year P&L summary	£65	£78	
	Handling of Service Charge & Ground Rent Payments (per payment)	£30	£36	
	Section 20 admin (leasehold projects)			£95 per project phase

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