Referral Fee Disclosure

Transparency on the fees we may receive when recommending third-party services

A **referral fee** (also known as “referral income” or a “finder’s fee”) is a commission paid to us as the facilitator of a transaction. We may receive this commission or fee, or another benefit, when we recommend a third party’s services to you.

We believe it’s only fair to be open about the fees we may receive for recommending these services, so you can make an informed decision about whether to proceed with these companies.

Referral fees by supplier

Supplier	Service	Referral fee
Contractors	Trade contractors, e.g. electricians, plumbers and gas engineers	A **10%** commission may be charged to some contractors in return for a place on our panel of preferred contractors. This is **not** passed on to clients in the invoice. It’s a profit-share arrangement with the contractor directly, governed by a Service Level Agreement.
EPC Assessors	Energy Performance Certificates	Up to **£30** commission from EPC providers.
Mortgage Advisers	Mortgage services	**£100 to £350** per case, depending on the case and subject to successful completion.
Solicitors	Conveyancing services	**£150 to £250** per case, depending on the firm. Paid on completion.
Auctioneers	Auction sales	**1% of the sale price + VAT**, subject to a minimum fee of £750 to £1,250 + VAT depending on the firm. Paid on completion.
Goodlord	Bills inclusive	**£50** incl. VAT per transaction
	Media	**£50** incl. VAT per sign-up
	Broadband	**£10** incl. VAT per sign-up
	Tenants’ contents and liability insurance (marketing allowance)	**£10** per policy (VAT exempt)
	Utility management service	**£10** incl. VAT per sign-up
	Goodlord Guarantor	**10%** of the product sold value (incl. VAT) per sign-up

If you have any questions about these arrangements, please speak to a member of our team. We’re always happy to explain.