

Terms of Business **and** Agency Agreement



www.atweljames.co.uk



Terms of Business

In line with the Estate Agency Act 1979, we are required to set out our Terms of Business and all other services offered to you before the signing of this agreement, and prior to us marketing your property.

If you do not wish to accept or misunderstand any of our terms then please do not hesitate to discuss them with a member of our staff before agreeing to them.

Please ensure that you read the rest of this document carefully and fully understand all sections before instructing us to proceed.

This agreement is made between the landlord of the property (as named in this agreement) and Atwel James, who agree to act as agent for the Landlord.

The purpose of this document is to clearly and concisely set out from here in after the services offered by Atwel James and all fees payable.

Please provide us with the following information to further progress your application;

<u>Vendor/Landlord Details</u>	
Full Name	
Sole / Joint Ownership	
Correspondence Address	
Telephone	Landline Mobile
E-Mail	

<u>Second Vendor/Landlord Details (If Joint Ownership)</u>	
Full Name	
Sole / Joint Ownership	
Correspondence Address	
Telephone	Landline Mobile
E-Mail	

<u>Property Details</u>	
Address of Property To Be Sold/Let	
Date Available	
Desired Sale/Let Amount	
Proposed Special Conditions	

<u>Payment Details</u>	
Name of Bank / Building Society	
Address of Bank / Building Society	
Sort Code	
Account Number	
Name of Account Holder	
Account Name For Cheques (If Relevant)	

<u>Solicitor Details</u>	
Name of Solicitors	
Address of Solicitors	
Telephone	
E-Mail	

Please note that you agree to the following:

1. I/We understand that Atwel James will take 1% of the total sale amount upon completion. The monthly management fee will be 10%.
2. I/We understand that I/we will need to pay a £30 fee for Atwel James to erect an advertising board outside my property.
3. I/We agree to the charges as set out in this document.
4. I/We agree to the Terms of Business as set out throughout this document and understand that this application forms a legally binding contract between us (the vendor) and Atwel James (acting agent).
5. Any special requests must be stated in the 'proposed special conditions' box above upon submission of your application and confirmed in writing by Atwel James. Special requests are set out as follows: a) 1 months' notice should be given by either party to terminate so that accounts can be finalised.
6. I/We agree to Atwel James marketing this property on our behalf for a minimum term of 6 months.
7. I/We agree that if we decide to take the property off the market before the end of said term then we are liable to pay Atwel James the sum of £300.00 to cover the costs of marketing.

Print

Sign

Date

Money Laundering

Please note that Atwel James Estate Agents are obliged to comply with the money laundering regulations 2003. If you would require further information on this legislation then please do ask a member of staff.

Complaints Procedure

Atwel James endeavour to treat all tenants as valued customers and recognise that many may be repeat customers future tenants or future landlords.

If you believe you have been mistreated or have any grievances regarding Atwel James or any of its employees then please email lois@atweljames.co.uk

Atwel James can promise that acknowledgement of correspondence regarding the complaint this will be sent to the complainant within 5 working days.

The matter will then be taken up and fully investigated and a written response sent out within 14 working days from the day acknowledgement was sent.

If after this the complainant still feels that the matter is unresolved and they are not satisfied with the response sent then they need to address the complaint and any supporting evidence in an email to lois@atweljames.co.uk.

A full investigation will then be conducted and a resolution and final viewpoint will be issued to all parties involved within 28 days.

Data Protection

Atwel James will respect vendors' personal details and will only share them with any official body that is entitled to have access to them inclusive of utility companies and council tax authorities

In signing this document you have agreed to abide and stand by all the particulars detailed above and on the pages prior.

If you have any queries, then please do not hesitate to approach a member of the Atwel James team, who will be happy to discuss them with you.

Rest assured that Atwel James look after all our customers with their personal best interests at heart and are available and on call to speak to regarding any issues in relation to the sale and/or marketing of the property.

Print

Sign

Date

Single Ownership

Joint

Power of Attorney