

GLYNN'S MANAGEMENT SERVICES LTD

Doncaster's Letting Agency

GMS — Glynn's Management Services Ltd

TERMS OF BUSINESS — Fully Managed Letting Service

Prepared for: Teresa Glynn, Director

Version 1.0 | May 2026

IMPORTANT — PLEASE READ CAREFULLY

These Terms of Business constitute the contract between the Landlord and Glynn's Management Services Ltd ('GMS'). Please read them carefully before signing. You have the right to take independent legal advice before agreeing to be bound by these terms.

As a consumer (private individual), you have a 14-day right to cancel this contract under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. See Clause 14 for full details.

GMS is a member of The Property Ombudsman (TPO) and is bound by the TPO Code of Practice for Residential Letting Agents (England). A copy of the Code is available at www.tpos.co.uk.

PARTIES

This Agreement is between:

THE AGENT: Glynn's Management Services Ltd ('GMS')
Unit 7 Atlas Business Park, Balby Carr Bank, Doncaster, DN4 5JT
Company No: 11177565 | Registered in England & Wales
TPO Member | Propertymark Member | ICO No: ZC108293
HMRC AML Supervised

THE LANDLORD: [Full name(s)]
[Address for correspondence]
[Email address] | [Telephone]

THE PROPERTY: [Full address including postcode]

1. APPOINTMENT & AUTHORITY

- 1.1 The Landlord appoints GMS as sole agent for the letting and full management of the Property on the terms set out in this Agreement.
- 1.2 The Landlord confirms that they are the legal owner of the Property or have authority to instruct GMS on behalf of all owners. Where the Property is jointly owned, all owners must sign this Agreement.
- 1.3 The Landlord confirms that no other agent is currently instructed to let or manage the Property. The Landlord will notify GMS immediately if this changes.
- 1.4 This Agreement shall commence on the date of signature and shall continue until terminated in accordance with Clause 13.

2. GMS'S SERVICES — FULLY MANAGED

2.1 Marketing & Tenant Find

- Advise on rental value and market conditions
- Prepare and publish property listing on agreed portals.
- Arrange and attend viewings
- Conduct anti-money laundering (AML) and financial sanctions checks on prospective tenants

- Carry out comprehensive tenant referencing via LettingHub (credit check, employment reference, previous landlord reference)
- Conduct Right to Rent identity checks
- Negotiate tenancy terms and prepare the tenancy agreement (assured periodic tenancy in accordance with the Renters' Rights Act 2025)
- Prepare and serve the prescribed Written Statement to the tenant
- Register the tenancy deposit with the Tenancy Deposit Scheme (TDS)
- Serve all prescribed documentation on the tenant prior to occupation

2.2 Ongoing Property Management

- Collect rent on a monthly basis and remit to the Landlord within [5] working days of receipt (less any agreed deductions)
- Provide periodical rental statements
- Manage all routine maintenance and repair requests, instructing approved contractors as necessary
- Arrange and attend property inspections —with written reports to the Landlord
- Commission inventory check-in and check-out reports via InventoryBase
- Serve legally required notices on the Landlord's behalf (including Section 13 rent increase notices)
- Advise on compliance with all relevant legislation (see Clause 5)
- Manage deposit disputes and negotiate deposit returns at the end of the tenancy
- Handle day-to-day tenant communications

3. LANDLORD'S OBLIGATIONS

3.1 The Landlord warrants that the Property is suitable for letting and that all required safety certificates, licences, and consents are in place before any tenancy commences. These include (without limitation):

- Gas Safety Certificate (annual — where gas is installed)
- Electrical Installation Condition Report (EICR) — valid for 5 years
- Energy Performance Certificate (EPC) — minimum rating E
- Legionella risk assessment
- Working smoke alarms (on each storey) and carbon monoxide alarms (in rooms with solid fuel appliances)
- Houses in Multiple Occupation (HMO) licence — where applicable

3.2 The Landlord shall:

- Respond promptly to communications from GMS — within 3 working days as a minimum
- Inform GMS of any material changes affecting the Property (e.g. mortgage conditions, insurance requirements, leasehold restrictions)
- Ensure appropriate landlord buildings insurance is maintained throughout the tenancy
- Comply with all relevant landlord legislation, guided by GMS's advice
- Inform GMS if they are resident outside the UK for 6 months or more in any tax year — Non-Resident Landlord Scheme obligations will apply
- Inform GMS immediately of any court proceedings, insolvency proceedings, or other matters that may affect the tenancy or this Agreement

4. FEES & CHARGES

4.1 GMS charges fees in respect of the following services. All fees are exclusive of VAT (where applicable). [NOTE: Complete fee schedule to be inserted — must also be published on GMS website]

Service	Fee	When Charged
Fully Managed service (includes tenant find, setup, and ongoing management)	14% of monthly rent	Monthly — deducted from rent collected
Inventory check-in report (via InventoryBase)	Included in management fee	At tenancy commencement
Annual property inspections	Included in management fee	Ongoing
Tenancy deposit registration (TDS)	Included in management fee	At tenancy commencement
Right to Rent checks and referencing (LettingHub)	Included in management fee	At tenancy commencement
Tenancy agreement preparation	Included in management fee	At tenancy commencement
Void period management (welfare visits)	£75 per visit	When property is vacant
Serving of Section 13 rent increase notice	Included in management fee	When required
Court attendance / legal proceedings (where required)	£150 per hour	As required — pre-agreed with Landlord

4.2 GMS does not charge any separate setup, onboarding, or administration fees to the Landlord. All costs associated with tenant-find, referencing, and commencement of the tenancy are absorbed within the management fee structure shown above.

4.3 Where emergency or unforeseen maintenance expenditure exceeds £250 (or such other agreed threshold), GMS will seek the Landlord's prior written approval before instructing contractors, except where the matter is genuinely urgent and the Landlord cannot be reached within a reasonable time.

4.4 GMS will not charge renewal fees or contract reissue fees. Under the Renters' Rights Act 2025, tenancies are now assured periodic tenancies and do not require renewal — the management fee covers the full duration of the tenancy as long as this Agreement remains in force.

5. COMPLIANCE & LEGAL OBLIGATIONS

5.1 GMS will advise the Landlord on relevant legislation and best practice throughout the management of the Property. The Landlord retains ultimate legal responsibility for compliance with:

- The Housing Act 1988 (as amended by the Renters' Rights Act 2025)
- The Landlord and Tenant Act 1985
- The Housing Act 2004 (including HMO licensing and tenancy deposit protection)
- The Homes (Fitness for Human Habitation) Act 2018
- Gas Safety (Installation and Use) Regulations 1998
- Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020
- The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015 (EPC minimum E)
- The Tenant Fees Act 2019
- The Immigration Act 2014 (Right to Rent)
- All applicable local authority licensing requirements

5.2 GMS is supervised by HMRC for Anti-Money Laundering purposes and will conduct identity verification and financial sanctions screening checks on the Landlord and prospective tenants in accordance with our CDD Policy.

6. CLIENT MONEY & DEPOSITS

6.1 GMS operates a dedicated client account for the receipt and disbursement of all client monies (rent, deposits, and maintenance funds).

6.2 GMS holds Client Money Protection with Property Mark. In the event that GMS is unable to repay client monies, landlords and tenants may be eligible for compensation under this scheme.

6.3 All tenancy deposits are registered with the Tenancy Deposit Scheme (TDS) within 30 days of receipt. Prescribed information will be provided to the tenant in accordance with the Housing Act 2004.

6.4 Rental statements will be provided monthly. Funds will be remitted to the Landlord within 5 working days of receipt from the tenant, less any agreed deductions.

7. REFERRAL DISCLOSURE

7.1 GMS operates within a group of associated businesses. Where relevant to the Landlord's needs, GMS may refer the Landlord to:

- Andrew Isaacs Law Ltd — conveyancing and property legal services
- Affinity Associates Isaacs & Co — accountancy services

7.2 Where such a referral is made, GMS will disclose this arrangement in writing at the earliest opportunity. The Landlord is under no obligation to use these services and is entirely free to appoint any provider of their choice. GMS will confirm in writing whether any referral fee or benefit is received in connection with any referral made.

8. RENTERS' RIGHTS ACT 2025

8.1 The Renters' Rights Act 2025 received Royal Assent on 27 October 2025. The first phase of reforms took effect on 1 May 2026. Key changes relevant to this Agreement include:

- All new and existing assured tenancies have converted to assured periodic tenancies. Fixed-term assured shorthold tenancies no longer exist for new agreements.
- Section 21 'no-fault' evictions have been abolished. Possession can only be sought on one of the prescribed grounds under the Renters' Rights Act.
- Rent increases are limited to once every 12 months and must be implemented by way of a Section 13 notice, with two months' notice.
- Tenants have the right to request to keep pets — the Landlord may not unreasonably refuse, but may require appropriate pet insurance.

8.2 GMS will advise the Landlord on the implications of these changes as they apply to each tenancy. The Landlord is encouraged to direct any questions to GMS in the first instance.

9. INSURANCE

9.1 The Landlord is responsible for maintaining adequate buildings insurance for the Property throughout any tenancy. GMS recommends that Landlords also obtain landlord's contents insurance and public liability insurance.

9.2 GMS holds Professional Indemnity insurance and Public Liability insurance in connection with its letting and management activities.

10. LIABILITY

10.1 GMS will carry out its services with reasonable skill and care. GMS's liability to the Landlord for any loss or damage caused by GMS's negligence or breach of contract is limited to the total management fees paid by the Landlord in the 12 months preceding the event giving rise to the claim.

10.2 GMS shall not be liable for losses caused by: the acts or omissions of tenants; events outside GMS's reasonable control; or the Landlord's failure to maintain required safety certificates or act on GMS's advice.

10.3 Nothing in this Agreement limits or excludes liability for death or personal injury caused by GMS's negligence, or for any matter where it would be unlawful to exclude or restrict liability.

11. ANTI-MONEY LAUNDERING & DATA PROTECTION

11.1 GMS is registered with HMRC for Anti-Money Laundering supervision. As part of our legal obligations, GMS will conduct Customer Due Diligence (CDD) checks on the Landlord before commencing this Agreement. The Landlord agrees to provide all information and documentation reasonably requested for this purpose.

11.2 GMS will process the Landlord's personal data in accordance with our Privacy Policy, a copy of which is available on our website at www.gm-services.co.uk and on request. The Landlord's data will be used to fulfil this Agreement and comply with our legal obligations.

12. CONFLICTS OF INTEREST

GMS will disclose any conflict of interest at the earliest opportunity in writing. Where a genuine and unresolvable conflict exists, GMS will seek the Landlord's written consent before proceeding or will withdraw from the affected matter as appropriate.

13. TERMINATION

13.1 Either party may terminate this Agreement by giving not less than 2 months' written notice to the other, provided that such notice shall not take effect during a tenancy unless the Landlord has made alternative management arrangements that will not prejudice the tenant.

13.2 GMS may terminate this Agreement immediately on written notice if:

- The Landlord fails to pay any sums due to GMS within 14 days of demand
- The Landlord acts in a way that is unlawful or in material breach of this Agreement
- The Landlord is unable to confirm ownership or legal authority over the Property

13.3 On termination, GMS will transfer all relevant documentation, keys, and tenant details to the Landlord or the incoming agent within 5 working days, subject to payment of any outstanding fees.

13.4 Any fees earned by GMS in respect of the existing tenancy (where the tenant was introduced by GMS) remain payable for the duration of that tenancy if the Landlord self-manages or appoints another agent, unless otherwise agreed in writing.

14. RIGHT TO CANCEL (CONSUMER LANDLORDS ONLY)

If you are a private individual (consumer) entering into this Agreement otherwise than in the course of a business, you have the right to cancel this Agreement within 14 calendar days of the date of signature without giving any reason.

To exercise your right to cancel, notify GMS in writing (by post or email) before the end of the 14-day cancellation period. If GMS has begun providing services at your request before the end of the cancellation period, you may be required to pay for any services provided.

Model cancellation form: I/We [name(s)] hereby give notice that I/we cancel my/our contract with Glynn's Management Services Ltd dated [date], in respect of [property address].

Signed: _____ Date: _____

15. GENERAL

15.1 This Agreement constitutes the entire agreement between the parties in relation to the letting and management of the Property and supersedes all prior agreements, representations, or understandings.

15.2 Any variation to this Agreement must be agreed in writing and signed by both parties.

15.3 If any provision of this Agreement is found to be unenforceable, the remaining provisions shall continue in full force and effect.

15.4 This Agreement is governed by the laws of England and Wales and the parties submit to the exclusive jurisdiction of the English courts.

15.5 Notices under this Agreement shall be in writing and delivered by email (with read receipt requested) or by first class post to the addresses specified in this Agreement.

16. COMPLAINTS

GMS operates a formal complaints procedure, a copy of which is available on our website and on request. If you are dissatisfied with any aspect of our service, please contact Teresa Glynn, Director, in the first instance. Where your complaint cannot be resolved internally, you have the right to refer the matter to The Property Ombudsman — see our Complaints Procedure for full details.

SIGNATURES

SIGNED by or on behalf of Glynn's Management Services Ltd:

Signature: _____ Name: Teresa Glynn

Position: Director Date: _____

SIGNED by the Landlord(s):

Signature: _____ Full name: _____

Date: _____

Signature: _____ Full name: _____

Date: _____ (if jointly owned)

The Landlord should retain a signed copy of this Agreement. GMS will retain a signed copy on file.