

LIVERPOOL, MERSEYSIDE AND WIRRAL

Property Management

Prospective Client Guide

£44 to £94
per month

MANAGEMENT FEE CAPPED
For rents of £875 pcm and
above



Service terms and fees | September 2026

Professional management for your property

Tuna Fish Property provides full management from £44 to £94 per month, plus a £21 monthly inspection contribution. Your tenant pays rent directly into your nominated bank account, while we manage the tenancy, communication, routine compliance monitoring, inspections and repairs coordination.

The model is designed to give landlords faster access to rent, clearer visibility over income and predictable management costs. Event driven, third party and exceptional professional services are priced separately so that you pay for them only when they are required.

Important

This guide summarises our proposed service, responsibilities and prices for prospective clients. The formal management agreement and property schedule will govern the appointment and will be provided before you instruct us.

1

Monthly flat fee schedule

Charged per managed property and paid separately by standing order

The management element is approximately 10% of the midpoint of each £125 rent band, rounded to a whole pound, subject to the minimum and maximum fees below. Management is capped at £94 per month for rents of £875 pcm and above. A £21 monthly contribution is added for two inspections each year.

Monthly rent band	Management fee	Inspection contribution	Total per month	Total per year
Below £500	£44 minimum	£21	£65 minimum	£780 minimum
£500 to £624	£56	£21	£77	£924
£625 to £749	£69	£21	£90	£1,080
£750 to £874	£81	£21	£102	£1,224
£875 and above (capped)	£94 maximum	£21	£115 maximum	£1,380 maximum

How the monthly charge works

- The flat fee is charged per managed property.
- The band changes only when the contractual rent changes following a formal annual rent review or the start of a new tenancy. Any move to a higher or lower band takes effect when the new rent begins.
- The maximum management fee is £94 per month for rents of £875 pcm and above. Higher rents do not increase the management fee.
- The £21 monthly inspection contribution continues while the property remains under management, including a genuine void.
- Additional services and third party costs are invoiced separately.

Maximum monthly charge

For rents of £875 pcm and above, the monthly total is capped at £115 per property: £94 management plus £21 for inspections, or £1,380 a year. Separately instructed services and third party costs are additional.

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What the monthly flat fee includes

The recurring work required to manage the tenancy and protect the property

Included area	What you receive
Tenancy management	Tenant communication, tenancy administration, routine deposit administration and initial arrears action after you report a late, short or missing payment.
Property inspections	Two documented inspections each year, approximately six months apart. These also support selective licensing compliance where applicable.
Compliance monitoring	An annual compliance health check, plus certificate and licence expiry monitoring.
Maintenance coordination	Receipt of repair reports, contractor coordination, progress updates and liaison with the landlord and tenant. Labour, materials and exceptional work are separate.

Rent is paid directly to you

The tenant pays rent into your nominated bank account. Tuna Fish Property does not collect the rent, hold it or deduct management charges from it. Your monthly flat fee is paid separately by standing order, and other services are invoiced separately.

Your responsibility for monitoring rent

Because we do not receive the rent or have access to your bank account, you are responsible for checking that it has arrived on the due date. If a payment is late, short or missing, please tell us as soon as possible.

Once notified, we will contact the tenant and begin the initial arrears process included within the monthly fee. Legal notices, court work and work beyond the initial process remain separately chargeable. Where rent guarantee cover applies, prompt reporting and compliance with the insurer's conditions are essential.

Managing reported rent arrears

We continue to communicate with the tenant, intervene early and manage reported arrears. The landlord's prompt notification is the trigger for us to act.



Liverpool property



3 Voids, arrears, inspections and maintenance

Genuine voids

During any full calendar month in which no tenancy is in force and the property remains under our management, the management element of the flat fee is suspended. The £21 monthly inspection contribution continues because property oversight and compliance monitoring remain in place. Tenant sourcing and separately instructed work remain chargeable.

Tenancy in force but rent unpaid

If the tenancy remains in force but the tenant does not pay, the full monthly charge continues because tenancy management and arrears work continue. This is different from a genuine void.

Property inspections

Two documented inspections each year are included through the £21 monthly contribution, normally approximately six months apart. The contribution totals £252 a year, reflecting whole-pound monthly rounding of two inspections at £125 each.

Repairs and maintenance

Routine repair reporting and maintenance coordination are included. Labour, materials, emergency work, specialist attendance and refurbishment management are charged separately because the cost depends on the work required.

- Except in a genuine emergency, work will be supported by a clear quotation and will require your approval before proceeding.
- You may nominate your own suitably qualified contractor.
- Contractor availability, final costs and completion times can be affected by access, parts, materials and third party decisions.
- Emergency action may be taken where reasonably necessary to protect people or property, subject to the formal management agreement.

Dedicated maintenance operation

Tuna Fish Property has established a connected maintenance, repairs and refurbishment limited company to improve contractor availability, cost control, service standards and completion times. Charges for the work remain separate, and rates are reviewed periodically against comparable local pricing.

4 New tenancies, advertising, licences and insurance

Tenant sourcing

For £350, the tenant sourcing service includes property photography, Rightmove and Zoopla marketing at no additional charge, viewings, referencing, Right to Rent checks and tenancy documentation. Check in and inventory are charged separately at £125.

rightmove 

ZOOPLA

Check in and inventory

For £125, we provide a photographic inventory and schedule of condition, meter readings, key handover, tenant check in and a record of receipt.

Landlord licences

Moving to the flat fee model and direct rent payments does not itself require a replacement landlord licence. Licence applications, renewals and exceptional council work are outside the monthly flat fee and will be quoted separately. Routine correspondence and expiry monitoring are included.

Rent guarantee and legal expenses insurance

Insurance is optional and is quoted separately by the provider. Cover is subject to the insurer's eligibility, referencing, notification and documentation requirements, together with its terms, conditions, exclusions, excesses and limits.

Some policies may be available for an existing tenancy, subject to the tenant's payment history, any additional referencing required and any initial exclusion period. Price should not be the only consideration: the policy criteria must match the referencing and tenancy documentation.

Typical cost to establish a new tenancy

£350 tenant sourcing plus £125 check in and inventory: £475 in total, before certificates, insurance, licence work, repairs and other third party charges.

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Services charged separately

Event driven, third party and exceptional professional services

The following services are excluded from the monthly flat fee because they arise only when required, rely on third parties or vary materially between properties and cases. Work remains subject to authority to proceed and any supplier conditions.

Service	Charge	Scope and exclusions
Tenant sourcing	£350	Property photography, Rightmove and Zoopla marketing, viewings, referencing, Right to Rent checks and tenancy documentation; check in and inventory excluded.
Check in and inventory	£125	Photographic inventory and schedule of condition, meter readings, key handover, tenant check in and record of receipt.
End of tenancy inspection and report	£125	Standard report; extensive deposit negotiation is excluded.
Gas safety certificate	£95	Standard certificate; remedial work excluded.
Electrical Installation Condition Report	£220	Subject to property size and contractor quotation; remedial work excluded.
Energy Performance Certificate	£95	Standard assessment.
Portable appliance testing	From £95	Up to ten appliances; larger inventories quoted.

Continued on the following page.



Liverpool waterfront

5 Services charged separately - continued

Service	Charge	Scope and exclusions
Other third party certificates	Written quotation	Supplier cost and scope confirmed before instruction.
Rental insurance	Separate provider quotation	Premium and cover depend on the provider, tenancy and risk criteria; excluded from all management comparisons.
Rent review and Section 13 notice	£125	Includes market rent assessment, landlord recommendation, tenant notification, preparation and service of the statutory Section 13 notice, and record of service.
Administrative case preparation and permitted attendance	£95 per hour or agreed quotation	Any work requiring an authorised legal professional, together with legal fees, travel, disbursements and enforcement costs, is excluded.
Deposit dispute administration	£125 standard case	Standard evidence collation and adjudication submission; complex or prolonged cases are quoted separately.
Insurance claim administration	£125 standard claim	Complex or prolonged claims quoted separately; insurer and loss adjuster decisions remain outside Tuna Fish Property's control.

VAT and third party costs

All prices include VAT where applicable. Contractor, insurer, council, court, tribunal and other third party charges remain payable separately. Supplier prices can change and will be confirmed where possible before instruction.



Liverpool cityscape

6**Summary terms and conditions**

The commercial terms supporting the service and price schedule

- 1. Status of this guide** This document is a plain English summary of the proposed service and fees. It is not the full management agreement. The signed management agreement, property schedule and any later written variation will govern the appointment.
- 2. Property by property charging** The monthly flat fee and additional service charges apply per managed property unless a written portfolio arrangement states otherwise.
- 3. Payment method** The tenant pays rent directly to the landlord. The landlord pays the monthly flat fee separately by standing order. Additional work and third party charges are invoiced separately.
- 4. Rent monitoring and arrears reporting** The landlord must check the nominated account and report a late, short or missing payment as soon as possible. Initial arrears action begins after notification. Legal notices, court work and exceptional case work are separate.
- 5. Rent band changes** The band changes only after a formal annual rent review or at the start of a new tenancy, taking effect when the new rent begins. Management is capped at £94 per month for properties with a contractual rent of £875 pcm or above.
- 6. Voids** For a full calendar month with no tenancy in force, the management element is suspended while the property remains under management. The £21 inspection contribution and separately instructed work continue.
- 7. Repairs and authority** Routine coordination is included. Actual repair, emergency, refurbishment and specialist costs are separate. Except in a genuine emergency, a quotation and landlord approval will be sought before work proceeds.
- 8. Third party services** Contractors, insurers, councils, courts, tribunals and other third parties control their own prices, decisions and timescales. Tuna Fish Property cannot guarantee their performance or outcomes.
- 9. Insurance** Rent guarantee and legal expenses insurance are optional and subject to the provider's terms, eligibility, exclusions, excesses and limits. The landlord must comply with reporting and documentation requirements.
- 10. Fee reviews** Prices and supplier costs may be reviewed with appropriate notice. A current written quotation will apply where a service is described as "from", "written quotation" or "provider quotation".

Next steps

Before you instruct us, we will confirm the property details, monthly fee, service start date, any required certificates or licensing work and the formal management terms. Once the appointment is agreed, we will provide standing order instructions and arrange the tenant's direct rent payments.



Professional property management across Liverpool and the wider Merseyside area.

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