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Premier Service
Terms and Conditions (Wales)

Terms and Conditions



1. Introduction

The Leaders Premier Service is an additional service available only to those Landlords to whom Leaders provide either a letting and rent collection or full management service.

These Terms and Conditions for the Premier Service (the “Premier Service”) apply in addition to our Terms and Conditions for lettings and rent collection and full management as set out in the letting instructions between Leaders and the Landlord and should therefore be read in conjunction with those terms; definitions used in both are consistent.

As part of the Premier Service, Leaders will guarantee certain aspects of their service in the event that a Contract-holder introduced by Leaders defaults in the terms of their Occupation Contract with the Landlord as expressly described and subject to the limitations set out below in paragraph 3.

2. Premier Service

Leaders will provide a Landlord who contracts for the Premier Service with the following services in addition to those services provided as part of Leaders’ letting and rent collection or full management services.

2.1 Enhanced Applicant Assessment

More diligent enquiry into an applicant Contract-holder’s suitability and ability to fulfil the proposed Occupation Contract, involving:

- 2.1.1 an in-depth review of applicant Contract-holder profile by an experienced Leaders manager;
- 2.1.2 greater use of consumer credit bureau data where, in Leaders’ view, it is available and appropriate;
- 2.1.3 an applicant Contract-holder profile review made against Leaders’ own “high risk” applicant criteria; and
- 2.1.4 a further applicant Contract-holder profile review and approval by a Leaders’ director.

2.2 Enhanced Occupation Contract Management

Greater pro activity in management, problem solving, dispute resolution and access to expert legal advice and support services in respect of Contract-holders who are in dispute or default concerning a Occupation Contract, to include;

- 2.2.1 making continued weekly telephone calls to the Contract-holder’s home and place of work, even after legal process has commenced in order to see if any dispute or misunderstanding can be resolved;
- 2.2.2 producing documentation to commence litigation;
- 2.2.3 instructing Leaders’ chosen solicitors and managing the legal process to judgement;
- 2.2.4 instructing Leaders’ chosen solicitors and managing enforcement as appropriate including enforcement of both money orders (attachment of earnings etc.) and possession orders (instructing bailiffs);
- 2.2.5 appointing Leaders’ chosen tracing agents to locate absconded Contract-holders; and
- 2.2.6 managing any action involving a Contract-holder’s guarantor(s).

3. Guarantee

Subject to paragraphs 5, 6 and 7, in the event that (i) the Contract-holder is in breach of the Occupation Contract resulting in any of the matters referred to in paragraphs 3.1, 3.2 or 3.3 below occurring; and (ii) Leaders’ failure to perform the enhanced applicant assessment and occupation contract management services as described in paragraph 2 above; and (iii) had Leaders performed such services the Occupation Contract would not have been entered into and accordingly no such breach would have occurred and no loss would have been incurred by the Landlord, then in such circumstances Leaders may in its absolute discretion agree to (but shall not be obliged to) compensate the Landlord by remedying the default as follows:

3.1 Rent

Where the Contract-holder has failed to pay the Rent set out in the Occupation Contract (within 30 days of it falling due), then Leaders will reimburse this to the Landlord for the remaining period of the then existing Occupation Contract subject to the limits in 3.4 below.

3.2 Legal Expenses

Where the Contract-holder has:

- 3.2.1 failed to pay the Rent due under the Occupation Contract;
- 3.2.2 failed to vacate the Dwelling in accordance with the Occupation Contract;
- 3.2.3 left the Dwelling in disrepair;
- 3.2.4 materially breached the terms of the Occupation Contract in a manner that is capable of legal redress; or
- 3.2.5 issued proceedings against the Landlord for a Dwelling or Occupation Contract related matter, Leaders will manage and pay the related legal costs incurred on behalf of the Landlord in prosecuting or defending the proceedings in respect of the above provided that our appointed solicitors shall advise that it is reasonable and thereafter remains reasonable, to do so.

3.3 Alternative Accommodation

Where the Dwelling let to the Contract-holder is the Landlord's own home (that is, occupied by the Landlord as his sole or principal residence prior to the Occupation Contract commencing) which the Landlord wishes to reoccupy at the end of the Contract but is prevented from so doing because either:

- 3.3.1 the Contract-holder has failed to leave and give vacant possession; or
- 3.3.2 the Dwelling is unfit for the Landlord to reoccupy because of disrepair caused by the Contract-holder, Leaders will pay the actual reasonable alternative accommodation costs incurred by the Landlord should the Landlord find himself homeless and without accommodation for his use in England or Wales, limited to an amount equal to 3 months' Rent – being the level of rent payable under the last completed Occupation Contract – of the Landlord's Dwelling.

3.4 Guarantee Limits

The compensation payable by Leaders to the Landlord under this guarantee is limited in the following ways:

- 3.4.1 the maximum liability in respect of any Occupation Contract is limited to £40,000
- 3.4.2 compensation payments by Leaders in respect of unpaid Rent reduce to an equivalent of 75% of the Rent payable by the Contract-holder once vacant possession of the Dwelling has been obtained; continued payment of compensation at this reduced level will continue, for a maximum of 2 months, until the letting of the Dwelling to a new Contract-holder, always provided that the Landlord makes the Dwelling immediately and exclusively available for reletting by Leaders, for a minimum period of 6 months, and at a rent achieved under the last Occupation Contract or at such other rental as Leaders consider appropriate to procure a reletting of the Dwelling with a reasonable period
- 3.4.3 in calculating any compensation due under this guarantee any deposit paid by the Contract-holder and held by Leaders (whether as agent for the Landlord or as stakeholder) in respect of the Occupation Contract will be used by Leaders to set against amounts due to

the Landlord before any sums which may be due under this guarantee

- 3.4.4 where a landlord withdraws a notice given under the Renting Homes (Wales) Act 2016 resulting in the Landlord being restricted under that Act from serving a further notice for six months then no rent will be paid for the period in which the Landlord is so restricted from serving a Notice

4. Fees and Charges

The fee for the Premier Service will be paid monthly by the Landlord, calculated as 3.5% of the monthly Rent plus VAT (4.2% inclusive of VAT) payable as set out in the Occupation Contract, and Leaders will where possible, collect the fee by deduction from Rent remitted to the Landlord.

Value Added Tax at the prevailing rate will be charged in addition to the fee.

5. Discretion

Leaders will also have absolute discretion in;

- the selection and appointment of any solicitors, bailiffs and other agents engaged under the Premier Service.
- deciding whether to continue to offer the Premier Service beyond the original Occupation Contract end date if the Contract-holder is or has been in default of the terms of the Occupation Contract, but the Landlord wishes to extend the Occupation Contract or otherwise allow the Contract-holder to remain in occupation.

6. Conditions

- 6.1 It is a term of the Premier Service that Leaders shall not be liable in respect of any obligation under it (including the guarantee) unless and only to the extent that the Landlord has fully complied with the terms and conditions of the Occupation Contract and any other agreement whatsoever made in respect of the Occupation Contract (including the terms and conditions for lettings and rent collection and full management as set out in the letting instructions between Leaders and the Landlord and the terms of this Premier Service contained in this form)
- 6.2 Leaders or the Landlord may cancel the Premier Service at any time by sending 30 days written notice to each other. The Landlord may not give such notice to terminate this agreement during the first 30 days of any letting of the Landlord's dwelling. In the event that the Landlord gives such notice to cancel the Premier Service then Leaders will have no further obligation in respect of the guarantee set out in clause 3 in respect of any events or matters whether or not they occurred before or after the cancellation of the Premier Service.
- 6.3 The Landlord shall notify Leaders immediately of any circumstance which might reasonably lead to Leaders being potentially responsible for making a guarantee payment under the terms of paragraph 3.
- 6.4 When presenting a claim the Landlord must give Leaders full written details of the incident and provide such proof, supporting evidence and other information as Leaders may reasonably request. In the event of a dilapidation claim, the Landlord must provide a full quantified and supported claim no later than 30 days from the date the claim first arose or, if later, the date

- the Landlord became aware of the circumstances giving rise to the claim.
- 6.5 The Landlord will not interfere with or prejudice Leaders' Rent Arrears procedures.
- 6.6 Leaders shall make payment under this service in respect of legal expenses provided that there are, in Leaders' view, reasonable prospects for the recovery of damages or other remedy or for a successful defence. Leaders may discontinue the payment of legal expenses to the Landlord if during the course of any claim Leaders considers that such prospects of success no longer exist. If Leaders either refuses to accept or discontinues a claim it shall inform the Landlord the reasons for so doing.
- 6.7 The Landlord agrees to co-operate fully with Leaders and the appointed solicitor on all matters arising out of or in connection with any incident relating to this Premier Service. The Landlord agrees that Leaders may serve any relevant Notice on behalf of the Landlord as they consider appropriate to obtain possession at the earliest time and / or remedy any breach by the Contract Holder. Further, the Landlord agrees that the appointed solicitor may act in the name of and on behalf of the Landlord. Leaders reserves the right to investigate the circumstances of any incident giving rise to a requirement for Leaders to make payment under this service and to attempt to obtain settlement of any matter prior to litigation.
- 6.8 Control and direction of any litigation conducted in connection with the Premier Service shall rest solely with Leaders. The Landlord's legal expenses will only be covered provided these are incurred with Leaders' appointed solicitors; expert witness costs will only be covered provided Leaders has given prior written approval to their appointment. The Landlord must inform Leaders immediately in writing of any offer or payment into court made with a view to settling a claim. No agreement to settle a claim relating to a Contract-holder may be made without the appointed solicitor's approval. If an offer or payment into court is not accepted by the Landlord but the amount thereof is equal to or in excess of the total amount eventually recovered by him then Leaders shall have no liability in respect of any further legal costs and expenses unless upon being notified of the offer or payment into court Leaders agrees to the continuation of any proceedings. If the outcome of any proceedings is not in the Landlord's favour then no appeal or further proceedings will be covered by the Premier Service unless agreed to in writing in advance by Leaders and at whose sole discretion agreement rests.
- 6.9 If a Landlord shall make any statement recklessly or knowing this statement to be false or fraudulent in any way then the Landlord shall forfeit the right to any payment by Leaders under this Premier Service and repay any payments already made by Leaders. All accounts for arrears of rental income, legal expenses or alternative accommodation expenses must be submitted to Leaders monthly. Leaders shall be entitled to recover any Value Added Tax.
- 6.10 The Landlord shall at Leaders' request and expense take every available step to recover from third parties legal costs and expenses and other liquidated costs paid by Leaders under this Premier Service and all recoveries from the deposit must be paid to Leaders. Leaders has the right in the first instance to all recoveries made resulting from actions taken and payment made pursuant to this Premier Service; Leaders may utilise such recoveries in part or in whole. Recoveries shall include any balance of the Contract-holder's deposit remaining after settlement of a valid dilapidation claim. If the Landlord becomes or is deemed to become insolvent during the course of any claim or legal proceedings to which has given support under this Premier Service then Leaders reserves the right to withdraw that support immediately and thereafter, none of the benefits to which the Landlord would otherwise be entitled to pursuant to the Premier Service shall continue.
- 6.11 In the event of a payment of compensation by Leaders to the Landlord under clause 3.1, limited as set out in 3.4.2, it is a condition that the Landlord must accept a new Occupation Contract of the Dwelling at a rent equivalent to at least 85% of the monthly Rent payable under the last Occupation Contract.
- ## 7. Exclusions
- Leaders shall not be liable to make any payment under this Premier Service in respect of rental income arrears, legal expenses, alternative accommodation expenses or whatever:**
- 7.1 where a Landlord:
- 7.1.1 has failed to comply with his own contractual and statutory obligations;
- 7.1.2 has agreed or waived in whole or in part to any breaches of Contract-holder's covenants under the terms of the Occupation Contract;
- 7.1.3 has commenced negotiations with a Contract-holder for the purchase of the Dwelling whether or not such purchase is completed.
- 7.2 In respect of or arising from or related to:
- 7.2.1 any incident reported to Leaders more than two calendar months after the date that it first became or should have become known to the Landlord;
- 7.2.2 fees, costs and disbursements incurred without the written agreement of Leaders;
- 7.2.3 any dispute between Leaders and a Landlord
- 7.2.4 rent registration reviews, lease holding franchisement or any matter which in the first instance falls within the jurisdiction of the Rent Rates or Land Tribunals or Rent Officers;
- 7.2.5 disputes of whatever nature with persons other than the Contract-holder of the Dwelling or a person in actual unauthorised occupation;
- 7.2.6 the compulsory purchase, confiscation, nationalisation, requisition, destruction or restriction or control placed on or damage to any Dwelling or the actual planned or proposed construction, closure, adaptation or repair of roads or bridges or the actual planned proposed construction, demolition or adaptation of buildings, housing or other works by or under the order of any intergovernmental, governmental, public or local authority;
- 7.2.7 mining, subsidence, or heave;

- 7.2.8 ionising, radiations or contamination by radioactivity from any irradiated nuclear fuel or from any nuclear waste from the combustion of nuclear fuel or the radioactive toxic exposure or other hazardous properties of any exposure to nuclear energy or nuclear component thereof;
- 7.2.9 events which are a consequence of war, invasion, act of foreign enemy, terrorism, hostilities (whether war was declared or not) civil wars, rebellion, revolution, insurrection or military or usurped power, strikes, lockouts, all worker occupations;
- 7.2.9b Epidemic or Pandemic. We do not pay any events which are a consequence of an Epidemic or Pandemic declared by the World Health Organization (WHO);
- 7.2.10 any liability whatsoever for further liquidated costs following a re-letting of the Dwelling;
- 7.2.11 any service charges relating to the Dwelling;
- 7.2.12 any liability arising from the supply of electricity, gas, water, other utilities and telephone services unless the respective public utility has been instructed of the change of occupancy to a Contract-holder;
- 7.2.13 liability arising in the common law full mesne profit;
- 7.2.14 the Landlord's personal or incidental expenses shall not be an allowable deduction from deposit monies held where this prejudices Leaders' position in recovery of rental income arrears or dilapidations;
- 7.2.15 disputes in respect of dilapidations not exceeding £500 in excess of the deposit held by Leaders on behalf of the Landlord to whom the Premier Service applies;
- 7.2.16 any harassment of a Contract-holder;
- 7.2.17 the defence of the Landlord in civil proceedings due to a) bodily injury, illness, disease or death, b) loss, destruction or damage of or to the Dwelling, c) alleged breach of any professional duty, d) any tortious liability;
- 7.2.18 fines or other penalties imposed by a court;
- 7.2.19 any defect in the condition of the Dwelling which pre-exists the date of this agreement or any gradually operating cause which pre-exists any letting of the Dwelling.
- 7.2.20 any defect in a Landlord's title to any part of the Dwelling,
- 7.3 where the Landlord:
- 7.3.1 pursues or defends a case without Leaders' consent or contrary to the manner advised by Leaders' or their appointed solicitor, fails to give complete proper and timely instruction when required by the appointed solicitor or counsel;
- 7.3.2 fails to give proper instruction when required by the appointed solicitor or counsel;
- 7.3.3 is responsible for delay which in the reasonable opinion of Leaders is prejudicial to the prospects of success;
- 7.3.4 fails to take all reasonable steps to avoid or prevent claims or legal proceedings;
- 7.3.5 fails to maintain in full force and effect during the Occupation Contract buildings insurance on the Dwelling covering the standard range of perils;
- 7.3.6 fails to pay instalments in respect of a mortgage on the Dwelling except where such failure to pay instalments occurred after the Contract-holder first failed to pay the rental income due to the Landlord;
- 7.3.7 instructs a solicitor other than Leaders' appointed solicitor.

8. Limitation of Liability

- 8.1 Paragraph 3 sets out the full extent of Leaders' liability to the Client under or in connection with the Premier Service.
- 8.2 Nothing in this agreement restricts Leaders liability for:
- 8.2.1 death or personal injury; or
- 8.2.2 fraud or fraudulent misrepresentation.
- 8.3 This agreement is made between Leaders and the Landlord. It is agreed that as regards the Premier Service provided to the Landlord by Leaders, that neither Leaders' directors or employees shall be in any way personally liable for the provision of this Premier Service or owe any duty of care to the Landlord in respect of the provision of the Premier Service.

9. General

These terms and conditions shall be governed by the law of English and Wales and both Leaders and the Landlord submit to the exclusive jurisdiction of the courts of England and Wales.

This Agreement is made exclusively between Leaders and the Landlord and no third party shall be entitled to any interest in this Agreement or be entitled to enforce the terms of the same but under the Contracts (Rights of Third Parties) Act 1999 or otherwise.

I confirm I have read, understood and accept the Premier Service Terms and Conditions.

Print Name: _____

Signature: _____

Date: _____

We are local specialists experienced in caring for all types of rented dwellings, from studio flats and luxury apartments, to family homes and company rentals.



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Registered address: Crowthorne House
Nine Mile Ride, Wokingham,
Berkshire RG40 3GZ

Leaders is a member of Propertymark (which includes their Client Money Protection Scheme) and Leaders is one of the UK's largest residential property groups specialising in letting, sales, buy-to-let and investment finance. Established by the co-founder of the Association of Residential Letting Agents (ARLA) in 1983, Leaders provides financial probity and rigorous standards in letting and property management. Membership of ARLA and the Property Ombudsman gives landlords and contract-holders complete peace of mind.

