Tu Nguyen Management Limited

Revised Agency Fees FAQ

Agency Details

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1. Why are the fees changing?

We have held our fees steady for over five years, despite significant increases in our costs over that period, including post-Covid operational pressures, higher fuel and energy prices, rising contractor and materials costs, and the wider cost-of-living environment.

During this time, we have also absorbed:

- New and ongoing compliance burdens (e.g. Renters' Rights Act 2025, increased fire safety and AML requirements)
- More local authority inspections, licensing conditions and documentation requirements
- Higher professional, insurance, banking and audit costs
- Rising contractor and training costs as we maintain an experienced, qualified team on the ground
- Continued investment in systems, data security and out-of-hours support so issues are dealt with quickly and properly

We also spend significantly more time than five years ago on prevention work such as chasing documents, managing arrears early, guiding landlords through licensing and inspections, and resolving issues before they turn into fines, claims or voids.

The revised fee structure reflects the real cost of managing property safely and compliantly in today's environment. It allows us to remain a compliance-led managing agent, protecting you from regulatory risk while providing the standard of service and support you expect over the long term.

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2. When do the new fees come into effect?

The updated fees will take effect **from 1st February 2026** for all managed properties.

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3. Do I have grandfather rights to stay on the old fee structure?

We appreciate this question and understand the sentiment. However, the **new fee structure applies to all landlords** from 1st February 2026.

There are no grandfather rights or exceptions for existing clients. This ensures **fairness and consistency** across our portfolio and allows us to maintain the same high level of service to all landlords equally.

For landlords who joined between **1st Sept 2025 and 30th Jan 2026**, we will **honour the old fee structure until 1st May 2026** if requested.

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4. Will the fees rise again?

Our move to a percentage-based fee structure is designed to be long term and sustainable, so we do **not** anticipate needing further changes to our standard fees.

While no one can guarantee the future, based on what we know today we **do not expect to review or increase our core management fees again for at least the next five years.** Any future change beyond that would only be considered if there were major, unforeseeable shifts in regulation or costs, and we would always consult and give plenty of notice before making any adjustments.

Remember, we do not have unfair lock-in periods with your terms of business unlike many other agencies. Some force you to remain under management until all the tenants the agent found moves out!

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5. How do your new fees compare to other agencies?

We have benchmarked our revised fees across Birmingham and surrounding areas which found the base fees before add-ons ranged from 10% to 15% for **single lets** and 12% - 19% for **HMO.**

We remain **competitive** and continue to offer:

- **No hidden fees**
- **No commission on maintenance**
- **No contractor mark-ups**
- **A fully inclusive service** unmatched in transparency and legal oversight

Plus, our new "**Management Plus**" option offers complete rent collection, deposit handling, and utility coordination for added convenience.

Birmingham Agency Comparison (VAT included)					
Management - 10% Management PLUS - 12%					
Service	**A***	**B**	**C**	**D***	**E**
Management	**19.2%**	**14.4%**	**15.4%**	**12%**	**14.4%**
Rent Collection Only	**14.4%**	**9.6%**	**N/A**	**9.6%**	**N/A**

*General Letting Agent, **not** HMO specialist

The agency had an independent external audit in November conducted by Propertymark. We passed with flying colours! Interestingly, their comments

supported our own benchmarking. They said our fees were one of the lowest across their 18,000 members and even with the new fee structure, they consider it to be too low. We explained we operate very efficiently and our systems are optimised to save landlords money where possible.

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6. What makes Tu Nguyen Management different from the rest?

We're a specialist, compliance-led management agency rather than a high-street lettings shop. That shows up in how we protect you, your property, and your tenants:

● **Compliance first, not box-ticking**
We operate full AML, sanctions and due-diligence checks on landlords, tenants and contractors, with written policies for referencing, rent arrears, inventories, deposits and safety. This reduces the risk of fines, enforcement action or problem tenancies and gives you a clear audit trail if anything is ever challenged.

● **Landlords ourselves, so we genuinely understand**
We are also active property investors and owners of both single lets and HMOs. We've dealt with voids, licensing issues, refurb projects, rent arrears and late-night maintenance calls in our own portfolio, so we understand first-hand the priorities and worries of landlords: protecting cashflow, compliance, and the long-term value of the asset. The way we manage and advise you is the same way we manage our own properties.

● **Transparent, aligned fees**
Our model is deliberately simple: no hidden fees, no commission on maintenance, no contractor kick-backs, and no extra charges for tenancy renewals or rent reviews. Our income is not based on the size of repair invoices, so we are incentivised to control costs and focus on long-term performance, not short-term upselling.

● **HMO and licensing expertise**
We specialise in HMOs and properties in selective licensing areas across Birmingham and the wider West Midlands. Our internal standards and processes are built around local HMO conditions and enforcement policies, and we can support you with licence applications, council inspections and ongoing compliance so your property stays on the right side of the law.

● **Safety and risk management**
From structured check-in/check-out inventories and fair deposit handling support, to legionella controls, regular management visits and documented arrears procedures, we focus on early intervention to protect your asset, your income and your reputation as a landlord.

● **Exceptional landlord and tenant support**
Landlords have a dedicated WhatsApp support group and online portal, while tenants have 24/7 access for genuine emergencies. Fast communication helps

resolve issues quickly, keeps tenants for longer and ultimately supports consistent rent flow.

For most landlords, this combination of legal protection, cost control and hands-on management is where our value sits – not just in the percentage fee, but in the problems we prevent.

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NRLA business member

arla propertymark PROTECTED

ico. Information Commissioner's Office REGISTERED

naea | propertymark PROTECTED

Property Redress

CERTIFIED AND ACCREDITED BY propertymark

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7. What does the management fee include?

You benefit from:

✔️ Property compliance checks
✔️ Full check-in and check-out inventory
✔️ Rent reviews & Section 13 service
✔️ AST renewals
✔️ Council inspection attendance
✔️ Reactive maintenance and 24/7 support
✔️ Light property clean at check-out if tenant does not opt for professional clean
✔️ Deposit support, noticeboard management, fire log admin, and more

Most of these are **charged separately** by other agents.

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8. What if I can no longer afford the service?

We appreciate that some landlords may be feeling the impact of rising costs and regulatory changes, and we want to reassure you that we are here to help. If you have concerns about affordability or the direction of your portfolio, we're more than happy to sit down with you, review options, and explore strategies to strengthen your returns.

Our priority is to maintain long-standing, positive relationships with the landlords who have placed their trust in us. If, after reviewing everything together, a landlord

feels that our service no longer aligns with their needs, we will always handle that conversation with honesty and respect.

Ultimately, we aim to work in partnership with landlords who value a compliant, proactive, and high-quality management approach. We understand that some landlords will not be able to sustain their business despite best efforts in this new high regulatory regime. We are committed to supporting you in whatever decision is best for your circumstances.

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9. What if my property is currently empty — do fees apply?

No. If a room or property is **unoccupied for a full calendar month**, there is **no management fee for that month**. Fees are based on **rent received**, not demanded. This does not apply to rent arrears.

Please adjust your standing order accordingly.

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10. What if I have questions about my specific situation?

We're happy to talk things through. Please feel free to get in touch directly with our team to review your property performance, discuss the changes, or explore alternative service options like our new **Management Plus** tier.

Thank you for being part of a professional and forward-thinking community of landlords. This change strengthens our ability to protect your investment in an increasingly regulated market.

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