



Strawberry

Property Lettings - Terms of Business (updated May 2017)

Full name of landlord(s)			
Property address			
Postcode			
Landlord address (if different)			
Home Telephone	Work Telephone	Mobile Telephone	Email address – per landlord

These Terms of Business not only set out the responsibilities of The Landlord but also give a full description of the services provided by Strawberry as your Agent. Please read the detail which we have included as ultimately it is for your own protection. If there are any terms or descriptions of which you are unsure please bring these to our attention or seek independent clarification and advice.

We cannot proceed with the letting or management of your property until we are in receipt of your signed copy of these terms, however, please be aware that as soon as they are signed and returned to us they do become a legally binding document.

Contract chosen (circle as appropriate)			Contract Fee
Platinum Management Service	Full Management Service	Letting & Rental Collection	Introduction Only
Rent Guarantee included	Optional Rent Guarantee	Optional Rent Guarantee	Rent Guarantee not available
N/a	Tenant Evict	Tenant Evict	Let Only Legal
Office Notes – Service Agreed			

As owners of the property detailed above we confirm that:-

- the information provided is accurate
- we have received permission to let the property
- we have read and fully understood Strawberry's Terms of Business (as dated May 2017)
- we will ensure that the property will comply with all the regulations as detailed

The service provided cannot be changed during the life of a tenancy unless by prior agreement (and following payment of fee where applicable) to Strawberry Lettings and Sales Ltd.

Signed _____ Date _____

Signed _____ Date _____

Note: All owners must sign above and initial the corner of each page of the attached document when read.

Landlords Responsibilities

Consent to let – You are fully responsible for gaining written permission to let the property from the mortgage lender, building & contents insurance provider, head lease or any other parties involved with the property. Copies of these consents to let must be shown to Strawberry and we must also be advised of any restrictions they require you to adhere to when letting commences. Failure to do these things could result in penalties being incurred by you.

Ownership – Strawberry must be informed of ALL owners of the property.

General tax – You must inform the Inland Revenue that you are going to let your property and declare any income. More information can be found at www.hmrc.gov.uk.

Overseas Landlords – You must contact Inland Revenue to obtain an approval code – this must be done on-line via www.hmrc.gov.uk. Unless this is received by Strawberry we are legally obliged to withhold 25% of the rental income against any future tax liability. As soon as the code is received this money will be refunded in full.

Mail redirection – Neither Strawberry nor The Tenant can be held responsible for any mail being lost or for its redirection when tenancy begins. This arrangement lies solely with The Landlord – more detail can be found online at www.royalmail.com or from any post office.

Preparation of the property – We strongly advise that The Property be made available to The Tenant in a clean and tidy condition with all fixtures and fittings in good working order. Attention should be paid to kitchen units, bathrooms and flooring and the garden and any access routes should also be clear and tidy. Further detail and advice can be found on our website.

Appliances at the property – The Landlord must ensure that manuals are left for all appliances within the property for The Tenant's use.

Drying facilities – It is a legal requirement that a landlord provides a drying area (even in unfurnished properties) – even a simple ailer.

Safety certificates and regulations – On the next page we have summarised the regulations to which landlords must adhere. Upon receipt of the first certificates we will ensure that renewals are actioned on the relevant dates and will deduct the cost of these from the rental. We will also advise you of any works required or recommended by the respective professionals. If we are not undertaking a platinum, full management or rental collection contract then we will advise you of the renewal dates to ensure that we have updated certification.

Payment of charges – It is agreed, upon instruction, that you will pay all relevant fees (highlighted within this document) relating to the letting, marketing and/ or management of your property.

Cancellation of let – If you cancel the letting of the property once the property is on the market you will be charged an administration fee of £250.00 plus VAT.

Handlings of tenant's deposit – ALL deposits are lodged with the Deposit Protection Service (DPS).

Informing of changes – It is important, and is in fact a legal requirement, to inform both Strawberry and The Tenant, in writing, of any changes to your circumstances which may affect the validity of the original tenancy agreement (e.g. change of name, address etc.).

Termination of contract – If we believe that you are in breach of any regulation – statutory or otherwise – relating to the property we will firstly investigate and then (failing a satisfactory outcome) may give notice to terminate our contract. In cases where the breach is proven and relates to any matter under the Race Relations, Sexual Discrimination or Disability Discrimination Acts we will give you immediate notice of termination of contract but since our normal period of notice is 3 months we will reserve the right to charge the relevant fees for that period. If the contract is terminated by The Landlord or Strawberry for reasons other than those stated above then this can only be done at the end of the set tenancy, the management service agreed at the start of the tenancy cannot be changed mid way through.

Early departure of The Tenant – If for whatever reason the Tenant leaves before the end of the fixed term we will make every effort to ensure that the property is re-marketed and re-let as quickly as possible, however we cannot be held responsible for any loss of revenue and management fees must still be paid.

Selling your property whilst tenanted – To assist with this situation we write the following clause into the tenancy agreement - 'The Tenant must allow the property to be fully marketed during the last two months prior to the end of tenancy; this includes valuations and viewings'. Should you wish at any stage to have a sales valuation we can of course provide this and will liaise with The Tenant to arrange access.

The Furniture and Furnishings (Fire)(Safety)(Amendment) regulations 1993

It is an offence to leave any furniture in let properties which does not comply with the above regulations. There are heavy penalties for landlords who do not comply, including up to £5000 in fines and, in the worst cases, 6 months' imprisonment. The regulations apply to beds, mattresses, scatter cushions, children's furniture, garden furniture, stretch/ loose covers, sofas, settees, seat pads, headboards, pillows, futons and beanbags. To comply these items must be fire resistant and be fitted with a permanent label to this effect. The regulations do not apply to any furniture made before 1950 (but in some cases date of manufacture could be difficult to prove) nor to sleeping bags, duvets, bed linen, carpets and curtains.

The Gas Safety (installation and use) Regulations 1998

These regulations state that there must be sufficient supply of air and ventilation available for the proper combustion within any gas appliance in the property and that there must be adequate facilities for the removal of the products of combustion. The landlord must ensure that all gas appliances, fittings and flues are checked regularly and maintained in good condition always. These checks should be carried out by a Gas Safe registered plumber and records of all inspections and work should be kept fully up to date, with the most recent gas safe certificate being provided to the tenant. Any appliance which does not comply with the regulations should be disconnected immediately and action taken to make it safe. On the anniversary of the first certificate Strawberry will action the renewal (unless otherwise advised), ensure that a copy of the new certificate is issued and any recommendations are addressed.

The Electrical Equipment (Safety) Regulations 1994

This regulation states that the landlord has an obligation to the tenant to ensure that all electrics within the property are safe. Whilst a physical check for any visible faults such as frayed wires or badly fitted plugs can be carried out easily, Strawberry strongly recommend that every landlord has a Fixed Wire Test carried out every 5 years and a Portable Appliance test (i.e. anything with a plug on) every 12 months. These two measures will reduce the liability faced by a landlord if the tenant should come to any harm.

The Plugs and Sockets (Safety) Regulations 1994

All plugs fitted within the property should be of an approved type, stamped to comply with BS1363 and fitted with an appropriate fuse.

Energy Performance Certificates (as of October 2008)

From October 2008, all properties marketed for sale or to let are legally required to have an EPC. The survey must be carried out as soon as marketing begins (there is a 1 week legal allowance); the certificate itself will be downloaded and added to the on-line advertising so that it is available to any prospective tenant viewing the property and a copy is given to those who take up tenancy. Certification is valid for 10 years and failure to produce the documentation is now a criminal offence, possibly also leading to a fine. The survey will offer advice on how further energy savings can be made and, whilst the Landlord is under no legal obligation to carry out any works raised by the EPC, there may be an opportunity to offset some of the remedial expenditure against tax. If you are unsure about the presence of an existing EPC at a property then Strawberry can access the EPC register and check for you. We can download a copy of an existing certificate or arrange for a new survey to be undertaken upon your behalf (upon payment we will instruct an assessor to complete the survey within 48 hours).

Smoke and Carbon Monoxide Alarm (England) Regulations

This new legislation came into effect in October 2015 as part of a wider effort to improve fire and Carbon Monoxide safety across the UK.

They mean that every landlord (with some very specific exceptions) now must take precautions to ensure that their tenants are adequately protected. Every rental property will require having a suitable number of smoke detectors and CO monitors installed throughout the premises. The legislation will be enforced by local housing authorities and failure to comply can be costly as fines can be anything up to £5000. The provision and annual checking of the units is yet another helpful service you can access from Strawberry.

Legionella Prevention/ Risk Assessment (as of November 2014)

From 1st November 2015, the HSE issued a revised version of their Approved Code of Practice. The mandatory requirement to manage this risk now also extends to landlords and letting agents, regardless of the size or complexity of the hot and cold water system. As duty holder's landlords have a duty to assess the risk from exposure to legionella to their tenants and customers by implementing appropriate control measures. Failure to comply could result in a significant fine. From this assessment, there may also be remedial actions which are required to be carried out to make and keep the water safe for tenant's use.

All the above works and certification can be arranged by Strawberry Lettings and Sales Ltd. either directly or via our partnership with both local and national providers - Please just ask us for more details. Full payment would be required before commencement of works and prior to let.

Agent's responsibilities

Initial enquiry – A member of the Strawberry team will visit you at the property. As well as providing an accurate rental valuation we will discuss service options, relevant fees, tenant types, current legislation, your obligations as a landlord and advise you on what you might have to do to prior to let. All Strawberry fees are taken from the first months rental.

Marketing – We will begin to actively market the property within 24 hours of instruction if we have the signed Terms of Business and an EPC/payment for the EPC. It will be advertised wherever appropriate, including our own website (seen across the globe), Rightmove.co.uk (the UK's largest property portal), Facebook, Instagram, You Tube and Twitter. Our eye catching 'To Let' boards will be erected outside (unless we are specifically asked not to do so or cannot due to leasehold restrictions, of which we must be made fully aware). We will contact all suitable prospective tenants on our existing database and local companies and relocation agencies to make them aware of the availability of your property.

Viewings – Strawberry will be present at all viewings unless otherwise arranged. Our success rate in converting viewings to lets is very high due to the work we do to establish the potential tenant's suitability prior to this stage of the process. Thorough checks are made on financial situation, planned timescales, employment status and intentions (in terms of number of occupants).

Finding and referencing tenants – We NEVER proceed with a let without confirmation of references or your specific instruction. Our referencing agency gathers information from a variety of sources including credit check data, employers and previous landlords. You will be contacted if we find any anomalies. We also apply our referencing policy to any guarantors. To comply with the serving of a section 21 Strawberry will also ensure the tenants are given a copy of the EPC and the government How to Rent Guide before they move in.

Right to Rent requirements – As of Feb 1st, 2016 we have a duty to check potential tenants 'right to rent' in relation to their permission to be resident in the UK. As a reputable agent, and with discrimination law in mind, we will now check the documentation of *all new tenants* prior to their application to let being processed. We will notify them of the documentation we will need to see in person and will ensure that any permissions granted last for the whole period of the tenancy. Where limited entitlements are discovered these will be noted and a re-assessment made at the appropriate time to ensure that the Tenant's right to rent remains valid. Notes of our checks and findings will be kept on file with each application.

Tenancy agreement – We ensure that this document is drawn up and executed in the appropriate manner and follows all current legislative requirements to protect both parties. All agreements are of course approved and written by ARLA (Association of Residential Lettings Agents). Any requested changes to the agreement will incur solicitor's fees.

Deposit – Current government guidelines state that the deposit must be held by an approved organisation. Strawberry are members of the Deposit Protection Service and this is where our deposits are placed, ensuring that monies are dealt with correctly at the end of the tenancy. For more information visit www.depositprotection.com

Client monies – All client monies will be held in a nominated client account at Barclay's Bank Plc., Bishop Meadow Road, Loughborough. Any interest earned will be retained by us to cover other bank admin charges.

Rental collection and payment (applicable to those with rental collection, platinum or full management contracts) – The rental will be collected by Strawberry and transferred to your bank account as soon as is practicably possible (usually within 7 days). Statements will be e-mailed monthly.

Inventory (included in our rental collection, platinum and full management contracts and at an extra cost for introductory only agreements) - We take the inventory when the property is ready, prior to The Tenant moving in. (***This must be 3 working days before the tenant moves in***). This ensures that we prepare a full schedule of the contents and general condition, including photographic evidence. Our attention to detail produces a comprehensive record which is signed by The Tenant and can therefore be used in cases where damage is caused and must be rectified. NB: If the property is not felt to be ready on the agreed date and time and therefore the inventory is abandoned, you may incur a charge for us returning, organising cleaning, removal of items etc., the let may also have to be delayed which could involve the tenancy requiring changes and even further charges, please be assured this is for your protection to fall in line with the legislation set out by the deposit protection service. Please note the inventory is done by a member of the Strawberry team unaccompanied to ensure everything is noted. If this is a new let keys must be with our office by 4.30 pm the day before the inventory is due.

Utility transfer – Strawberry will take all meter readings at the beginning and end of the tenancy to provide a record of usage however it is still The Landlord's responsibility to arrange for final accounts before the Tenants move in.

Council tax – Depending upon furnishings, council tax may still be due even during empty periods and payment of this is the responsibility of The Landlord and not the agent.

New or renewal of tenancies – We will liaise with all parties two months before tenancy ends to establish intentions. Tenants have a contractual obligation to allow the marketing of the property two months before their contract expires so we can go ahead and find a new tenant as soon as possible.

Buildings & content cover – There are several policies available including buildings and contents, accidental damage, property owner's liability, malicious damage, empty property etc. Strawberry can advise on companies who provide policies specifically designed for landlords. If you make your own arrangements it is imperative that you check the details to make sure that you are covered for rental.

Insurance claims – If during the tenancy there is a claim we can liaise with all parties to ensure swift resolution and rectification of the property. The charge for this service is 10% plus VAT of the total claim amount.

Notices – All notices are entirely at The Landlord's discretion and may have to be instructed by a solicitor. We are of course always happy to advise upon trusted suppliers of legal advice concerning such matters.

Rent Guarantee

We are very thorough in our selection and referencing process but we cannot be held responsible for a tenant's future financial difficulties through illness, marital split, redundancy etc. A 'bad let' can rarely be anticipated and can therefore be difficult to avoid but the cost of the legalities in eviction are, without exception, significant. To best serve our Landlords, we have made sure that we have accessed the very best protection products from experienced & trusted service providers.

- Serving of legal notice
- 100% rent protection
- Zero excess – rent paid from the first arrears
- Legal costs
- Total claim limit £50,000
- Court attendance by legal representative on your behalf
- No paperwork or liaison with insurers, this is done with Strawberry
- Fully transferable to new tenant
- Instruction of bailiffs
- Rental paid until vacant possession granted

This product is INCLUDED IN THE PLATINUM PACKAGE and automatically renewed Free of charge, Rent Guarantee can be added to the full management package or the Rent Collect Service at a cost £200.00 PER ANNUM (Inc. vat) per property for a 12-month period, if taken it will be automatically renewed at the prevailing rate.

An Alternative Legal Cover is Tenant Evict

This includes all the same benefits of Rent Guarantee except for payment of rental and instruction of bailiffs. This is offered FREE with our Full Management service or as an optional add-on for Rent Collect and Introduction only services– called Let Only legal for Introduction only service if taken it will be automatically renewed at the prevailing rate. Cost available on request.

With the scale of total potential losses in mind we do strongly recommend a comprehensive **Rental Guarantee** (incl. Legal Eviction) product be taken up which covers all legal costs **plus** the rent until vacant possession is achieved (max £50,000).

Should you choose not to take up the inclusive packages of Legal and or Rent Protection we can still give you access to a **Legal Specialist** and their **Ad Hoc services**. Whilst they have made a commitment to Strawberry to offer favourable pricing for our clients, the cost of individual services by their very nature can still be significant, costs can be over £1000.00 for notices, evictions and court attendance, this figure does not include loss of rental, the average time to get vacant possession is 4 – 6 months.

Rental increase – Strawberry will assess the rental value annually and if an increase is deemed appropriate we will advise you, Strawberry will serve the rental increase notice – except for the Introduction Only Service.

Arrears – We will keep you fully informed of any arrears as early as possible to allow you to make alternative arrangements for your own out-goings. Through regular contact with The Tenant we will try to recover the money as soon as possible. In the unlikely event that arrears exceed 1 month and 1 day we will advise the relevant Rental Guarantee/Legal cover and they will deal with the process of recovering the property /rental. If no Rent guarantee or legal cover exists it is at this time Landlords will have to instruct a solicitor to recover the property/rental. Even in arrears situations all Strawberry fees must still be paid.

Property visits – if Strawberry are managing the property we will strive to visit the property every 4 months throughout the tenancy, the first check is at 2 months, to ensure that The Tenant is fulfilling their obligations in a satisfactory manner. We will advise you of our findings such as the presence of any pets, additional occupants etc. and will make recommendations regarding any maintenance we feel is required, discussing any action with you and The Tenant where relevant. Should more than 3 additional visits be requested per annum an additional charge will apply.

Please note, property checks are conducted visually to ensure the property is being looked after in a reasonable manner. They are not full inventory checks. No furnishings or tenant belongings are moved during the visit. Please note this check will not highlight items of general wear & tear as these will be fully reviewed at check out. Tenants are entitled to quiet enjoyment of a property and there are many human rights that we must be mindful of when conducting property checks - the right to a private & family life, right of protection of property and protection of discrimination to name but a few. As such, we are not allowed to photograph or video a property in general while a Tenant is living in it. We can photograph repair issues / damage with consent of the Tenant and these are available upon request where necessary.

Empty property visits – If, for whatever reason, your property is empty for a period we would recommend that it is visited at least every 2 weeks (this is usually also a condition of your insurance). Strawberry can arrange these visits at an agreed charge however, we cannot accept responsibility for the property whilst it is vacant.

Repairs, maintenance and contractors – Strawberry work with a small number of contractors who have a proven track record of being trustworthy and reliable, hold all necessary insurance and offer good value for money, therefore it is not always possible to provide multiple quotations for works. If you already have a preferred contractor then we are of course happy to work with them. Where we feel that The Tenant is liable for repair through malicious damage then this will be dealt with and you will be advised. If an emergency occurs and we are not able to contact you we will always act in the best interests of the property even if we must instruct a contractor prior to gaining your consent. Our aim is always to protect your rental income and we therefore will never operate on an 'open cheque book' basis upon your behalf. For larger maintenance projects (over £250.00) a project management fee of 10% of the total bill plus VAT will be applicable.

Check out - Upon termination of the tenancy we will carry out a full check out of The Property (depending on service level taken). We will read meters (and if disputed liaise between all parties), negotiate any dilapidations within the current guidelines and where desired obtain quotes and instruct works. Landlords own checks need to be made within 7 days of checkout. An inventory update will be made with every change of tenancy.

STRAWBERRY'S FEES (all subject to current rate of VAT)

Please see service grid attached for full list of inclusions

Platinum management service- 12% of monthly rental charge plus £250.00 set up charge including rental guarantee

Full management service - 10% of monthly rental charge plus £250.00 set up charge including Tenant Evict Service

Letting & rental collection service - 8% of monthly rental charge plus £250.00 set up charge

Introduction only - A one off fee of £350.00

Tenant Evict Service - FREE with FULL MANAGEMENT PACKAGE – Cost available on request.

Rent Guarantee - £200.00 per property per year – FREE with PLATINUM MANAGEMENT SERVICE

Tenancy agreement fixed-term extension document £75.00 – usually paid by tenant if it is their request

Ad Hoc Legal Services (via a recommended provider) – full contact details can be given on request

Additional property checks (at the request of the client) – If these additional checks exceed more than 3 per annum they will be charged at £35.00

Project management of major works – For works exceeding £250.00 our management service will be charged at a rate of 10% of the works cost

Progressing insurance claims – This service will be charged at 10% of the settlement (excluding any rental claim via Strawberry)

Provision of documentation – For example to allow solicitors to fast track possession and/or rent arrears, or submitting evidence to the DPS if a deposit claim cannot be agreed £50.00 and postage costs

'Shopping' Fee – Where the agent has been instructed/ has been required to purchase minor items on behalf of the client £40.00

Key cutting – This service will be charged at the cost of invoice and £15.00

Dispute resolution – If the return of deposit cannot be resolved, for Intro only landlords, fully included with management packages £90.00

Gas check – Carried out by a member of the gas safe register £55.00

Notice for Rental Increase - £50.00 – included within all packages except for Introduction Only service

Smoke and Carbon Monoxide Alarm Regulations - The legislation itself is mostly concerned with 'Solid Fuel Appliances' - i.e. anything wood/ coal or oil burning, but with everyone's welfare in mind Strawberry would highly recommend monitors where there are gas appliances as well as these can also emit odourless and deadly CO fumes. For just £85.00 Strawberry will provide up to 3 smoke alarms and a Carbon Monoxide monitor which will cover the needs of most properties. In premises where there is no gas or appliances which burn oil or solid fuel we can still provide the required 3 smoke detectors for a total of just £55.00.

Legionella Risk Assessment – report provided and any recommended works listed £100.00, relet assessment £50.00

Attending court – If for any reason, Strawberry must attend court upon your behalf (e.g. on the grounds of rent arrears, repossession etc.) an hourly charge of £250.00 will be made.

Additional services for Intro only (such as inventories, property visits, check outs, contract renewals and safety certificates) are also available upon request. Services such Legionella Risk Assessment available at an additional cost to all packages

Additional Notes

Changes of Terms & Conditions - We reserve the right to amend T&C's with 28 days' notice.

Cancellation notice – In signing this document your legal right to cancel your contract is not affected but you may be charged for any marketing costs incurred.

The Property Ombudsman – Strawberry are members of The Property Ombudsman's Scheme and follow the TPO Code of Practice (further detail can be found at www.tpos.co.uk).

Change of management service – this cannot be changed during the life of the tenancy (if agreed a fee will be due)

A summary of our lettings service packages	Platinum management package	Full management package	Letting and rent collection package	Introduction only
Ideally suited to	'Hands off' landlords who like to know that everything is covered and wish to avoid any additional costs	'Hands off' landlords but those who still wish to organise their own rental protection	Those happy to handle management and rental protection by themselves but not monies	Those looking mainly for marketing and referencing services but have the experience/time to handle everything else
Initial visit to include rental valuation and advice on lettings and services	YES	YES	YES	YES
Our pro-active marketing service including professional photographs, floor plan, measurements, various property websites, To Let boards and high street presence	YES	YES	YES	YES
Interviewing of tenants to assess suitability	YES	YES	YES	YES
Accompanying prospective tenants on viewings	YES	YES	YES	YES
Thorough referencing of tenants including credit checking and employers & previous landlords	YES	YES	YES	YES
Obtaining and referencing guarantor if required	YES	YES	YES	YES
Quotation for Property & Contents Insurance	YES	YES	YES	YES
Preparation of the Agreement for Tenancy	YES	YES	YES	YES
Preparation of inventory and condition report prior to let, including photographs and tenant's signature	YES	YES	YES	Additional cost
Obtaining and lodging of deposit via DPS	YES	YES	YES	YES
Collection of rent and payment to your account by bank transfer	YES	YES	YES	1 st month only
Tenant Evict Legal cover (Let Only Legal)	N/A	YES - FREE	OPTIONAL:	OPTIONAL
Fully comprehensive Rent Guarantee NB: Only one service is required of the Tenant Evict or Rent Guarantee	YES	OPTIONAL	OPTIONAL	N/A
Weekly checking of rent and chasing with tenant	YES	YES	YES	NO
On line access to transactions/ statements	YES	YES	YES	1 st month only
Inspection of property every 4 months with full report (first visit after just 2 months)	YES	YES	NO	NO
Liaising between landlord, tenant and contractors regarding repairs/safety certificates	YES	YES	YES	OPTIONAL
Arrangement of access for any contractors	YES	YES	NO	NO
Rental Increase Notice	YES	YES	YES	Additional cost
Managing any queries or difficulties tenants might have	YES	YES	NO	NO
Carrying out thorough check-out at end of tenancy	YES	YES	YES	Additional cost
Updating of inventory at the end of each tenancy	YES	YES	YES	Additional cost
Negotiation of deposit return and provision of relevant information to DPS if it goes to adjudication	YES	YES	YES	Additional cost
Remarketing of the property during period of notice	YES	YES	YES	YES
Return of tenant's deposit	YES	YES	YES	YES
Serving of any notices	NO	NO	NO	NO

Customer Cancellation

Your rights

You have the right to cancel within 7 days of the date of contract.

If you do wish to cancel you must do so **in writing** and deliver it personally (this may be by electronic mail) to the person named below. Cancellation takes effect on the day of posting (please retain proof).

For your convenience, the attached form may be used.

CUSTOMER CANCELLATION NOTICE

Complete, detach and return this form only if you wish to cancel the contract.

TO

Name of agent:	Nicola Hickinbotham Strawberry Lettings and Sales Ltd.
Address of agent:	4 High Street Barrow upon Soar Leicestershire East Midlands LE12 8PY
Customer contract reference number (to be written by agent)	
Date of contract (to be written by agent)	
I/We hereby give notice of my/our intention to cancel my/our contract (Delete as appropriate)	

FROM

Name of customer	
Address of customer	
Signed	
Dated	