

# LETTINGS REFERRAL FEES

At The Acorn Group, we understand that a property related transaction is a milestone event and as such we pride ourselves on being able to offer a bespoke service to all our clients. Our wealth of property related knowledge will help to ensure that any move is completed as smoothly and safely as possible. Here are a few points of which you should be aware.

## LEGAL & CONVEYANCING SERVICES

We are required by law to conduct anti-money laundering checks where the monthly rent is above a certain threshold. You will be advised if your tenancy is affected and where required these checks will be carried out by our Risk & Compliance team before you pay a holding deposit or sign a tenancy agreement.

## CYBER SECURITY

A growing number of cyber criminals exploit the willingness of prospective tenants to part with money in order to secure the property they look forward to renting. We will never ask you by email to transfer money and you should be extremely cautious when receiving such requests. Always check the accuracy and validity of bank account details with the receiving supplier before transferring funds.

## REFERRALS TO ANCILLARY SUPPLIERS

Where appropriate, we may recommend one or more of our preferred suppliers if we think this may be of value to you. In some cases, should you decide to use the services of any of these providers you should know that we would expect to receive a referral fee from them for recommending you to them. A table showing applicable fees is contained in this leaflet.

## REFERRAL FEE DISCLOSURE

As well as your obligation to pay our commission or fees we may also receive a commission, payment, fee, or other reward or other benefit (known as a Referral Fee) from ancillary service providers for recommending their service to you.

## VIRTUAL VIEWINGS

We would always recommend, where possible, a physical viewing of a property takes place, but we appreciate in some cases a virtual viewing may be more convenient. The choice is yours. If you would like to arrange a virtual viewing our staff will be happy to discuss this with you.

## DATA PROTECTION

When you enquire or register for products and services provided by us we may collect personal information from a variety of sources although the majority of the personal information we collect will have been provided by you during the course of your relationship with us either through face to face contact, by telephone, email or electronic communication such as messaging or emails. For further information on how we use, store and protect your data please see the Privacy Policy on our website [acorngroup.co.uk](http://acorngroup.co.uk).

If you have a question about anything relating to your move, please feel free to ask a member of our staff who will be happy to help. Good luck with your move!

ANCILLARY SERVICE PROVIDERS	DETAILS
<b>Anyvan (Removals)</b>	We recommend tenants use the services of the Provider. Should you decide to use the services of the Provider you should know that we would expect to receive a referral fee from them for recommending you to them. The average fee is £16
<b>OVO Energy</b>	We recommend tenants use the services of the Provider. Should you decide to use the services of the Provider you should know that we would expect to receive a referral fee of £45 from them for recommending you to them.
<b>Broadband/Media Suppliers</b>	We recommend tenants use the services of the Provider. Should you decide to use the services of the Provider you should know that we would expect to receive a referral from them for recommending you to them. The average fee is £65.
<b>Bode Insurance Solutions Limited</b>	As part of our service, we may introduce you to Bode Insurance Solutions Limited for tenants' insurance. If you choose to take out a policy through our introduction, we may receive a referral fee of £45. This operates on a clawback basis, meaning some or all of the fee is reclaimed if the policy is cancelled within a certain period. We do not receive any fee if the policy is renewed after the initial 12-month term. You are under no obligation to use this provider and are free to choose any insurer that best suits your needs.

This list is constantly under review as it is important to us that our customers and potential customers receive exceptional service not only from the Acorn Group but also from the suppliers that we recommend. You are not under any obligation to use the services of any of the recommended providers, but if you do you can be sure you are using a handpicked supplier, contractor or property professional who is on our preferred supplier panel on merit. Should you accept our recommendation the provider is expected to pay us the corresponding Referral Fee which is separate from your obligation to pay our own fees or commission.

The Acorn Group, incorporating:  **acorn**  **John Payne**  **start**  **MAP** 

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