

Hem Lettings

Fully managed. Maintained in-house. One honest fee.

Fully managed lettings for London landlords — from the team that already keeps London's homes running.

5%

of rent collected

First month free

Tenant find included

NO LOCK-IN

NO ADMIN FEES

NO REPAIR MARK-UPS

IN-HOUSE TRADES

The complete landlord guide to our offer

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WELCOME

A different kind of letting agent

Most letting agents are sales businesses that manage property on the side. Hem London is a maintenance business that has learnt to let property properly. That difference changes how your tenancy runs — and what it costs you.

Hem Lettings is the lettings and property management arm of Hem London. We find your tenant, run the tenancy day to day, and look after the building itself with our own plumbers, electricians, gas engineers and handymen. One company. One point of contact. One simple fee.

Hem Lettings at a glance

5%

OF RENT COLLECTED

Fully managed, every month

£0

TENANT FIND

Included in the 5%, including re-lets

£0

SET-UP, ADMIN & RENEWAL FEES

None. Ever.

1st

MONTH FREE

Your management fee starts in month two

0%

MARK-UP ON REPAIRS

Member rates, nothing added to the invoice

Rolling

MONTHLY CONTRACT

No lock-in on your management

What's in this pack

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One requirement. Hem Lettings is for Hem London members. Membership is a 12-month plan from £6.99 a month that fixes your hourly repair rates, removes call-out fees and discounts your safety certificates. Your lettings management itself stays monthly rolling — you are never locked in to us.

01 · ABOUT HEM LONDON

Built on 10,000 jobs, not 10,000 listings.

Hem London is a multi-trade property services company. Our plumbers, electricians, gas engineers, drainage specialists and handymen work in homes across all 33 London boroughs — for homeowners, landlords, letting agents and commercial clients. Hem Lettings puts that same team in charge of your rental property.

10,000+

JOBS COMPLETED

33LONDON BOROUGHS
COVERED**Same day**PRIORITY RESPONSE
FOR MEMBERS**In-house**

MULTI-TRADE TEAM

Why landlords choose us

- **One company, not a chain of contractors**
When an agent passes your repair to an outside contractor, you pay their margin and wait on their timescale. Our own tradespeople do the work — faster, and at a published rate.
- **Published rates, no mark-up**
Repairs are charged at the Hem London member rate — from £75 an hour, no call-out fee, and nothing added to the invoice.
- **Compliance is our trade**
We issue gas safety certificates, EICRs and PAT tests ourselves, so a renewal is never missed because a third party was slow.
- **One honest fee**
5% of rent collected. Tenant find included. No set-up, admin or renewal fees. No lock-in.
- **Fast response, as standard**
Members get next-day priority booking — same-day on Gold and Platinum — so tenants aren't left waiting and small problems stay small.
- **A real point of contact**
Your tenant calls us, not you. You hear from us when a decision needs your approval — and for the good news.

Who Hem Lettings is for

London landlords who want a genuinely hands-off, fully managed service without paying the 10–15% plus VAT that agents in the capital typically charge. It suits accidental landlords, busy professionals, owners living abroad, and portfolio landlords who want lettings and maintenance under one roof.

02 · HOW LONDON'S FEES COMPARE

The headline percentage is rarely the whole story.

Letting agents' fees to landlords are not regulated, and most are quoted before VAT and before the extras. Here is what the London market looks like in 2026 — and where Hem Lettings sits.

Hem Lettings — fully managed



Typical London independent agent · 12–15% + VAT



Big-name London agents · up to 17% + VAT



Market figures: published 2026 fee schedules of London agents and UK landlord fee guides. Agents' fees vary — always compare total cost, not the percentage.

What's commonly charged on top — and what we charge

ITEM	COMMONLY CHARGED ELSEWHERE	HEM LETTINGS
Tenancy set-up / agreement fee	£150–£450	£0
Tenant find	8–12% of a year's rent, or up to one month's rent	Included
Renewal fee	£50–£250	£0
Inventory and check-in	£100–£250	At cost · free for Platinum
Mark-up on repair invoices	10–20%	0%
Call-out fee for repairs	Varies	None
Minimum term	Often 12 months or tied to the tenancy	Monthly rolling

On a £2,000-a-month property, that gap is worth £1,780 a year in management fees alone. See page 10.



03 · LETTING YOUR PROPERTY

From instruction to move-in.

Finding the right tenant is included in your 5% — not billed as a separate let-only fee. Here is everything that happens between your first call and your tenant's first night.

1 Rental valuation

An honest view of the right asking rent for your property and your street — pitched to let quickly to good tenants, not to flatter. The rent we advertise is the rent we accept.

2 Pre-let check

We check the property is safe, compliant and ready to let, and quote for anything that needs attention — at member rates.

3 Marketing

A well-presented listing, good photographs and a description written for the tenant you actually want.

4 Enquiries and viewings

We handle every enquiry and conduct every viewing. You don't need to be there.

5 Tenant referencing

Identity, income, employment and previous-landlord checks on every applicant.

6 Right to Rent checks

The legally required immigration checks, carried out and recorded correctly before anyone moves in.

7 You choose the tenant

We present the strongest applicant with their references. The decision is always yours.

8 Tenancy agreement

Drafted for the law as it stands today, including the written statement of terms the Renters' Rights Act requires.

9 Deposit protection

Registered with a government-approved scheme and the prescribed information issued within the legal deadline.

10 Inventory and check-in

A detailed inventory and schedule of condition — your evidence if there is ever a dispute. Free for Platinum members; at cost otherwise.

11 Move-in day

Keys handed over, meter readings taken, and every document your tenant is legally entitled to provided.

12 Your first month is free

Your management fee starts from the second month of the tenancy.

04 · MANAGING YOUR TENANCY

Then we run it. Properly.

Once your tenant is in, we run the tenancy for you from first rent day to final check-out.

■ Rent collection

Collected each month and paid to you promptly, less our fee and any approved work.

■ Monthly statements

A clear statement every month: rent received, fees and costs. Nothing to decode.

■ Arrears

If rent is late we follow up straight away and keep you informed at every step.

■ Tenant point of contact

Your tenant's first call is to us — for everything.

■ Property inspections

Regular inspections with a written report, so small issues are caught before they become expensive ones.

■ Maintenance

Reported, diagnosed and fixed by our own team (see 05).

■ Compliance tracking

Every certificate tracked and renewed before it expires (see 06).

■ Rent reviews

Market advice on rent, and the Section 13 notice served correctly — once a year with at least two months' notice, as the law now requires.

■ Tenancy changes

Changes of sharers, pet requests and notices handled in line with the Renters' Rights Act.

■ Check-out

End-of-tenancy inspection against the inventory, and any deductions agreed.

■ Deposit return

The return managed, and any dispute handled through the protection scheme.

■ Re-letting

When a tenant leaves, we find the next one. Tenant find is included — again.

Keeping you on the right side of the law. The Renters' Rights Act came into force on 1 May 2026 — the biggest change to renting in England in a generation. See page 9 for what changed and how we handle it for you.



05 · MAINTENANCE AND REPAIRS

The part other agents outsource.

This is where Hem Lettings is different. Hem London is a maintenance company first. When something goes wrong at your property, the person who fixes it works for us — not for a contractor adding a margin.

How a repair works

- 1 Your tenant reports it**
By phone, text, WhatsApp or online.
- 2 We triage it**
What's needed, and how urgent it is.
- 3 You approve if needed**
Work within your agreed spending limit goes ahead. Anything above it, we ask you first — except in a genuine emergency.
- 4 Our team fixes it**
A Hem London plumber, electrician, gas engineer or handyman attends.
- 5 You see the cost**
On your monthly statement, at member rates, with nothing added.

0%

MARK-UP ON REPAIR INVOICES

Many agents add 10–20% to a contractor's bill. We don't — because the contractor is us.

What repairs cost

	BRONZE & SILVER	GOLD & PLATINUM
Hourly rate	£80/hr	£75/hr
Call-out fee	None	None
Response	Next day	Same day
Contractor mark-up	None	None

Trades covered: plumbing, electrical, gas and boiler work, handyman and general repairs, and drain unblocking. Your annual membership service credits can be used against repair work.

06 · COMPLIANCE

Every date tracked. Every certificate ours.

Under the Renters' Rights Act, councils can now fine landlords up to £7,000 for a first breach and up to £40,000 for serious or repeat breaches — on top of the long-standing penalties for gas and electrical safety failures. Because we carry out most of these checks ourselves, we track every date and book renewals before they fall due.

REQUIREMENT	HOW OFTEN	HOW WE HANDLE IT
Gas safety certificate (CP12)	Every 12 months	Carried out by our gas engineers
Electrical safety report (EICR)	At least every 5 years	Carried out by our electricians
Energy Performance Certificate	Valid 10 years; minimum rating applies	Arranged and tracked
Smoke and carbon monoxide alarms	Checked at the start of each tenancy	Fitted, tested and replaced by our team
PAT testing	Recommended for supplied appliances	Carried out by our electricians
Boiler service	Annually recommended	Carried out by our gas engineers
Deposit protection	Within 30 days of receipt	Registered and prescribed information issued
Right to Rent	Before every tenancy	Checked and recorded
Written statement of terms	Before every new tenancy	Prepared and issued with the agreement
Licensing (HMO or selective)	Where your borough requires it	We flag the requirement for your property
Private Rented Sector database	Registration phased in by area from late 2026	We tell you when it reaches your borough

Your membership covers part of the cost. Every plan includes at least one free certificate a year and 5–20% off further certificates. Platinum includes four a year: EICR, gas safety, PAT and boiler service.

07 · THE RENTERS' RIGHTS ACT

What changed on 1 May 2026 — and what we do about it.

The Renters' Rights Act 2025 took effect on 1 May 2026 and applies to every private tenancy in England, new or existing. These are the changes that matter most to landlords, and how Hem Lettings handles each one.

THE CHANGE

HOW WE HANDLE IT

Fixed terms have gone

All tenancies are now periodic (rolling) with no end date; existing tenancies converted automatically.

Our tenancy agreement and written statement of terms are drafted for the new regime.

Section 21 has been abolished

Possession now needs a legal ground under Section 8, with the correct notice period — often four months.

We advise you on the grounds available and serve notices correctly.

Rent rises only by Section 13

Once a year, with at least two months' notice on the prescribed form. Tenants can challenge an above-market increase at tribunal.

We benchmark the market and serve the notice properly, so an increase sticks.

Pets can be requested

Tenants have the right to ask, and a refusal needs a valid reason.

We manage the request and the paperwork with you.

The advertised rent is the rent

No bidding wars and no accepting offers above the asking price. No more than one month's rent in advance.

Our marketing and offer handling comply from day one.

No discrimination

Applicants cannot be turned away for having children or receiving benefits.

Our referencing assesses affordability and references — nothing else.

Information for existing tenants

Landlords had to give existing tenants the government's information sheet by 31 May 2026.

If you bring us an existing tenancy, we check this was done and put it right if not.

Still to come

A national landlord database (phased in by area from late 2026), a landlord ombudsman, and a Decent Homes Standard for private renting.

We track the rollout and tell you what applies to your property, and when.

A summary for guidance, not legal advice. Correct as at October 2026.

08 · FEES IN FULL

Every fee, on one page.

ITEM	COST
Management fee	5% of rent collected, each month
First month	Free
Tenant find	Included, including re-lets
Set-up fee	None
Admin fees	None
Renewal fees	None
Inventory	At cost, or free for Platinum members
Repairs	Hem London member rates (£75–£80/hr, no call-out fee, no mark-up)
Certificates	Membership discount of 5–20%, plus free certificates by tier
Contract	Monthly rolling, no lock-in
Requirement	Hem London membership (12-month plan)

A worked example — £2,000 a month, year one

HEM LETTINGS AT 5% £1,100 £100 a month First month free (11 paid months) Tenant find included	A TYPICAL LONDON AGENT AT 12% £2,880 £240 a month All 12 months charged Tenant find often charged on top	A BIG-NAME AGENT AT 17% + VAT (20.4%) £4,896 £408 a month All 12 months charged Set-up and renewal fees on top
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That's £1,780 less than a typical agent and £3,796 less than a big-name one — in management fees alone.

The honest version. Add Platinum membership — £25.99 a month, £312 a year — and your year-one total is £1,412: still £1,468 less than the typical agent. And Platinum brings four certificates, your inventory, an annual property MOT and £400 of service credits with it.

Illustrative only. Other agents' fees vary and are usually quoted before VAT. Membership prices are standard rates; see hem.london for current offers.

09 · MEMBERSHIP

The plan behind the 5%.

Every Hem Lettings landlord is a Hem London member. Membership is what makes a 5% management fee possible: fixed hourly rates, no call-out fees and discounted certificates mean we don't need to make money on your repairs. Choose the plan that suits your property — we recommend Platinum for let property.

	BRONZE	SILVER	GOLD	PLATINUM
Standard monthly fee	£6.99	£9.99	£14.99	£25.99
Hourly rate	£80/hr	£80/hr	£75/hr	£75/hr
Call-out fee	None	None	None	None
Response	Next day	Next day	Same day	Same day
Certificate discount	5%	10%	15%	20%
Free certificates a year	1	1	1	4
Annual service credits	£100	£150	£300	£400
Rescheduling	–	Free	Priority	Flexible + priority
Dedicated account manager	–	–	Included	Included
Annual property MOT	–	–	–	Included
Key holding	–	–	–	Included
Lettings inventory	At cost	At cost	At cost	Free

Why Platinum for let property. Four certificates a year (EICR, gas safety, PAT and boiler service), an annual property MOT, key holding so we can let tradespeople and viewings in without involving you, and a free inventory every time we let your property.

Prices shown are standard rates; check hem.london for current offers. All membership plans are 12-month minimum commitments. T&Cs apply.

10 · GETTING STARTED

Seven steps to a managed property.

1

Talk to us

Call or email and tell us about your property. We'll agree the details and the asking rent.

2

Join Hem London

Choose your 12-month membership plan. Platinum is recommended for let property.

3

Sign your management agreement

Monthly rolling, with no set-up or admin fees.

4

Pre-let check

We make sure the property is safe, compliant and ready to market.

5

We find your tenant

Marketing, viewings, referencing, Right to Rent and tenancy paperwork.

6

Move-in

Inventory, deposit registration and handover. Your first month is free.

7

We manage

Rent, repairs, inspections and compliance, handled for you every month.

What we'll need from you

- **Proof of identity and ownership**
Photo ID and evidence you own the property.
- **Consent to let**
Mortgage lender consent and, for leasehold flats, freeholder consent if required.
- **Landlord insurance**
Details of your buildings and landlord insurance policy.
- **Existing certificates**
Gas safety, EICR and EPC if you have them. If not, we can arrange them.
- **Keys**
Sets for your tenants, plus one for us (held securely for Platinum members).
- **Bank details**
Where you'd like your rent paid each month.

11 · QUESTIONS LANDLORDS ASK

Straight answers.

Is there a minimum contract?

No. Your management agreement is monthly rolling. Your Hem London membership is a 12-month plan.

Why do I need to be a member?

Membership is what lets us keep repairs and compliance affordable: fixed hourly rates, no call-out fees and certificate discounts. It's also why our management fee can be 5%.

Is finding a tenant really included?

Yes. Tenant find is part of the 5%, including when we re-let your property later.

When does the free month apply?

Your first month of management is free. The 5% fee starts from the second month.

Do I choose the tenant?

Yes. We recommend the strongest applicant with their references, and the final decision is yours.

Who pays for the inventory?

Inventories are charged at cost, and are free for Platinum members. By law, these costs can't be passed to tenants.

Will you carry out repairs without asking me?

We agree a spending limit with you. Work above it needs your approval, except in a genuine emergency.

Do you add a mark-up to repairs?

No. Repairs are charged at published member rates, with no call-out fee and nothing added to the invoice.

What happens if my tenant stops paying?

We chase arrears straight away and keep you updated at every step. If it continues, we advise you on the possession grounds now available under the Renters' Rights Act.

Do I need a new tenancy agreement because of the Renters' Rights Act?

Not necessarily. Existing written agreements continue as periodic tenancies, but your tenant must have been given the government's information sheet by 31 May 2026. If you bring us an existing tenancy, we check this was done.

Can my tenant keep a pet now?

Tenants can ask, and you can only refuse with a valid reason. We handle the request and the paperwork with you.

I already have a tenant. Can you take over?

Yes. We can take over management of an existing tenancy. Talk to us about your situation.



Let's talk about your property.

Fully managed for 5%. First month free. Tenant find included.

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