Richmond Holmes Estates

ESTATE AGENT

Commercial Tenant Management Agreement

Direct management agreement between Richmond Holmes Estates and the commercial tenant

V.1 - England and Wales

RH

RICHMOND HOLMES ESTATES

COMMERCIAL PROPERTY MANAGEMENT

Commercial Tenant Management Agreement

Direct management agreement between Richmond Holmes Estates and the commercial tenant

This agreement is between RH Estates & Solutions Ltd trading as Richmond Holmes Estates ("Richmond Holmes Estates") and the commercial tenant. It governs day-to-day property management, communication, payment administration, repair reporting, access coordination and mediation. The landlord and tenant's occupational lease or licence is a separate agreement and is not replaced or varied by this management agreement.

V.1

RH Estates & Solutions Ltd trading as Richmond Holmes Estates

Commercial tenant management schedule

Complete this schedule before acceptance. If the tenant is a company, an authorised signatory should sign on its behalf. The landlord/owner details are included for property identification only; the landlord is not a party to this management agreement.

TENANT LEGAL NAME / COMPANY NAME _____	COMPANY NUMBER (IF APPLICABLE) _____
TRADING NAME _____	AUTHORISED SIGNATORY _____
PREMISES ADDRESS _____	LANDLORD / OWNER (REFERENCE) _____
LEASE / LICENCE DATE (REFERENCE) _____	LEASE TERM / EXPIRY _____
RENT / DUE DATE _____	NOTIFIED PAYMENT ROUTE _____

Managing agent: RH Estates & Solutions Ltd (company no. 12312133) trading as Richmond Holmes Estates, 5 The Lanes, Sutton Coldfield, B72 1YG. Email: info@richmondholmes.com.

Purpose of this agreement

- This is a direct management agreement between Richmond Holmes Estates and the commercial tenant.
- The landlord and tenant remain bound by their separate lease or licence. Repair, maintenance, service-charge and other property liabilities remain allocated by that lease or by any later written agreement between them.
- Richmond Holmes Estates acts as the day-to-day managing intermediary, handling routine communication, payment administration, repair reporting, access coordination and practical mediation where necessary.
- Richmond Holmes Estates does not become a party to the landlord-tenant lease and does not assume either party's obligations merely by managing the property.
- If Richmond Holmes Estates stops managing the property, the landlord-tenant lease continues unaffected and the tenant will be notified of any replacement management or payment arrangements.

Commercial tenant management terms

1. Relationship and scope

1.1 Richmond Holmes Estates is appointed by the landlord to manage the premises and this agreement records the direct day-to-day management arrangements between Richmond Holmes Estates and the commercial tenant.

1.2 The landlord-tenant lease or licence remains separate. Nothing in this agreement replaces, varies or overrides that lease or licence. If there is any inconsistency concerning occupation, rent liability, repair responsibility or another lease obligation, the lease or licence governs.

1.3 This agreement does not create or terminate any right of occupation, does not make Richmond Holmes Estates a landlord or tenant, and does not make Richmond Holmes Estates a party to the occupational lease or licence.

2. Rent and payment administration

2.1 Where the landlord has authorised Richmond Holmes Estates to collect rent or other property payments, the tenant must use the payment route most recently notified in writing by Richmond Holmes Estates. The amount and due date of rent, service charge, VAT and other lease sums remain governed by the landlord-tenant lease or licence.

2.2 The tenant should verify any unexpected request to change bank or payment details using Richmond Holmes Estates' published contact information and should retain evidence of payment.

2.3 Richmond Holmes Estates may provide statements, receipts, rent-account information and routine arrears contact. Any interest, recovery cost, enforcement remedy or other consequence of non-payment remains subject to the lease and applicable law.

3. Day-to-day communication and mediation

3.1 While Richmond Holmes Estates manages the premises, the tenant agrees to route routine management communication, repair reports, access arrangements, payment queries and day-to-day property matters through Richmond Holmes Estates using the notified channels.

3.2 The tenant should not deliberately bypass the notified management route for routine matters or make a different payment arrangement directly with the landlord unless Richmond Holmes Estates has confirmed the instruction in writing or the tenant has received a valid formal notice changing the management arrangements.

3.3 This does not prevent the tenant from contacting the landlord where permitted by the lease or law, exercising a legal or contractual right, reporting an emergency or serious safety concern, serving a valid formal notice, obtaining professional advice or contacting a court, tribunal, local authority or other competent body.

3.4 Where a routine dispute or misunderstanding arises between landlord and tenant, Richmond Holmes Estates may facilitate communication and practical mediation. Richmond Holmes Estates does not determine legal liability or alter either party's lease obligations merely by assisting with a dispute.

4. Repairs, maintenance and emergencies

4.1 The tenant should report defects, damage, leaks, hazards and repair issues promptly to Richmond Holmes Estates so that the matter can be recorded, referred to the landlord where required and coordinated appropriately.

4.2 Responsibility for repairs, maintenance, reinstatement, decoration and related costs is determined by what the landlord and tenant have agreed in their lease or other written agreement. Richmond Holmes Estates will coordinate the issue according to that agreed responsibility.

4.3 Richmond Holmes Estates may receive reports, obtain quotations, arrange access, coordinate contractors, pass instructions and keep management records. Richmond Holmes Estates acts as coordinator and intermediary and does not itself assume the repair liability of the landlord or tenant.

4.4 In a genuine emergency involving immediate risk to life, safety or material property damage, Richmond Holmes Estates may take reasonable steps to coordinate urgent action where lawful and practicable and will notify the landlord and tenant as soon as reasonably possible.

5. Access, inspections and contractor visits

5.1 The tenant must provide access where required by the lease, licence or applicable law for inspections, maintenance, compliance work, meter access, valuation, insurance, reletting or other permitted purposes, subject to the notice and access provisions that apply to the premises.

5.2 Management inspections by Richmond Holmes Estates are visual management visits and are not structural, building, fire, asbestos or other specialist surveys.

6. Tenant responsibilities

6.1 The tenant remains responsible for complying with the use, occupation, alterations, signage, assignment, subletting, nuisance and other tenant obligations contained in its lease or licence.

6.2 Any health and safety, fire safety, insurance, equipment, workplace or compliance responsibility remains with the party on whom it falls under the lease, applicable law or the way the premises are used. Richmond Holmes Estates may assist with administration and communication but does not take over that underlying responsibility merely by acting as managing agent.

6.3 The tenant must promptly tell Richmond Holmes Estates about any material incident, enforcement communication, insurance event, change of use, proposed alteration or other matter that may affect management of the premises where the lease or management arrangements require notice.

7. Formal lease matters remain separate

7.1 Rent reviews, break rights, lease renewal, expiry, assignment, underletting, licences to alter, dilapidations and other formal lease matters remain matters under the landlord-tenant lease. Richmond Holmes Estates may assist with communication and administration where authorised, but this management agreement does not change those rights or obligations.

7.2 Where the tenant needs to serve a formal notice under its lease, it should follow the notice provisions in that lease. Routine communication with Richmond Holmes Estates is not intended to replace a formal lease notice unless Richmond Holmes Estates expressly confirms it is authorised to receive it.

8. Data, records and complaints

8.1 Business and personal information may be used for property management, rent accounting, repairs, contractor coordination, compliance, fraud prevention and lawful administration in accordance with Richmond Holmes Estates' privacy notice.

8.2 The tenant should raise service complaints about Richmond Holmes Estates with Richmond Holmes Estates first using its published complaints procedure. This does not remove any right to use another lawful complaint, dispute or court process that applies.

9. Change or end of Richmond Holmes Estates management

9.1 If the landlord changes or ends Richmond Holmes Estates' management appointment, this management agreement will end when Richmond Holmes Estates' authority ends. The landlord-tenant lease or licence continues separately unless it is ended under its own terms.

9.2 The tenant must continue to pay sums properly due under the lease and should follow any valid written change of payment instructions after verifying the change where appropriate.

10. Acceptance

10.1 Electronic signatures and counterparts may be used. The signing system may retain the document version, date and time, signatory details, email address and verification evidence generated by the signing platform.

10.2 This is a direct management agreement between Richmond Holmes Estates and the commercial tenant. It is not a lease, does not grant a tenancy or other interest in the premises, and does not replace the landlord-tenant occupational lease or licence.

Supersession of previous terms. These V.1 management terms supersede previous management terms or arrangements between Richmond Holmes Estates and the Tenant for these premises. They do not replace or amend the landlord-tenant lease or licence. Accrued rights and unpaid sums remain unaffected.

Agreement and signatures

By signing, the tenant confirms that the commercial tenant management schedule is complete and agrees to deal with Richmond Holmes Estates under these day-to-day management terms while Richmond Holmes Estates is appointed to manage the premises. The separate landlord-tenant lease or licence continues to govern occupation of the premises.

TENANT / AUTHORISED SIGNATORY - NAME _____	**CAPACITY / POSITION** _____
SIGNATURE _____	**DATE** _____
FOR RICHMOND HOLMES ESTATES - NAME / POSITION _____	**SIGNATURE / DATE** _____
EMAIL FOR NOTICES _____	**MOBILE / SIGNING VERIFICATION** _____

Electronic signatures and counterparts may be used. The completed signing record may include the document version, date, time, email address and verification evidence generated by the signing platform.

Commencement of services

Commercial tenant terms

This provision forms part of the accompanying V.1 agreement when supplied and accepted with it. It clarifies service timing and preserves the other agreed terms. It does not retrospectively vary an existing signed agreement.

Richmond Holmes Estates will normally begin or continue the agreed management communications and administration immediately after these terms have been signed and accepted, provided its managing authority is in force and no different commencement date has been notified. That authority comes from the landlord's management appointment. Signing these tenant terms does not bring forward the tenancy or lease start date, change rent or payment dates, create an agency appointment by the tenant, or authorise physical works beyond the lawful authority already given.

These terms do not create a tenant-finding, administration or cancellation fee payable by the tenant. Any existing tenant payment remains subject to the tenancy or lease, this agreement and applicable law. Any statutory consumer cancellation right relating to a separate service is preserved; where it applies, early performance requires the customer's express request and the required information, and any charge on cancellation is limited to the amount lawfully payable. Nothing here removes occupation, safety, repair, complaint or other mandatory rights.

RICHMOND HOLMES ESTATES

Completed details schedule

These particulars form part of the accompanying agreement. A printed field stating "See details schedule" refers to the matching label below. Blank entries do not add a fee, instruction or permission. The agreement terms and selected standard service remain applicable.

Agreement page 3 / COMPANY NUMBER (IF APPLICABLE)

Agreement page 3 / TENANT LEGAL NAME / COMPANY NAME

Agreement page 3 / AUTHORISED SIGNATORY

Agreement page 3 / TRADING NAME

Agreement page 3 / PREMISES ADDRESS

Agreement page 3 / LANDLORD / OWNER (REFERENCE)

Agreement page 3 / LEASE TERM / EXPIRY

RICHMOND HOLMES ESTATES

Completed details schedule

These particulars form part of the accompanying agreement. A printed field stating "See details schedule" refers to the matching label below. Blank entries do not add a fee, instruction or permission. The agreement terms and selected standard service remain applicable.

Agreement page 3 / LEASE / LICENCE DATE (REFERENCE)

Agreement page 3 / RENT / DUE DATE

Agreement page 3 / NOTIFIED PAYMENT ROUTE

Agreement page 6 / Commercial tenant - full name

Agreement page 6 / CAPACITY / POSITION

Agreement page 6 / MOBILE / SIGNING VERIFICATION

Agreement page 6 / EMAIL FOR NOTICES

RICHMOND HOLMES ESTATES

Completed details schedule

These particulars form part of the accompanying agreement. A printed field stating "See details schedule" refers to the matching label below. Blank entries do not add a fee, instruction or permission. The agreement terms and selected standard service remain applicable.

Agreement page 6 / Richmond Holmes Estates - full name