LANDLORD CHARTER

At Deal Packaging 4 Investors ("DP4I", "we", "our" or "us"), we understand that every landlord's circumstances are different.

Some landlords contact us because they are retiring.

Some are restructuring their portfolios.

Some have become frustrated by increasing regulation, taxation and administration.

Others simply feel that the time has come to move on.

Whatever your reasons, we believe you deserve to be treated with honesty, professionalism and respect.

This Landlord Charter sets out the standards you can expect when working with Deal Packaging 4 Investors.

It is not a legal contract.

It is our commitment to how we choose to conduct our business.

Our Purpose

Our purpose is to help landlords who wish to sell investment property through a professional, confidential and transparent process.

We recognise that selling an investment property is often about far more than simply agreeing a price.

For many landlords, it represents the conclusion of years—or even decades—of hard work and commitment.

We respect that.

We Will Listen Before We Advise

Every landlord's circumstances are unique.

Before discussing possible solutions, we will seek to understand:

- your objectives;

- your preferred timescale;
- your reasons for considering a sale;
- whether confidentiality is important;
- whether existing tenants remain in occupation;
- the nature of the property or portfolio;
- any particular concerns you may have.

We believe understanding your objectives is the first step towards identifying an appropriate solution.

Respect for Your Decision

Selling a property is a significant commercial decision.

We will never knowingly place unnecessary pressure upon you to proceed.

You should have sufficient time to:

- consider your options;
- obtain independent professional advice;
- ask questions;
- make an informed decision.

If, after discussion, you decide not to proceed, we will respect that decision.

Confidentiality

Many landlords contact us because they wish to explore a sale discreetly.

You can expect us to treat your enquiry confidentially.

Where appropriate, we will seek to minimise unnecessary publicity and introduce your property only to investors whom we reasonably believe may have a genuine interest.

However, some information will inevitably need to be shared in order to progress a transaction.

Where possible, we will explain what information is required and why.

Honesty and Transparency

You can expect us to:

- explain our role clearly;
- explain our fees openly;
- communicate honestly;
- answer questions openly;
- identify known material issues;
- distinguish fact from opinion where reasonably practicable.

If we do not know the answer to a question, we will tell you.

Existing Tenants

We recognise that many landlords genuinely care about their tenants.

Where properties are sold with tenants in situ, we believe existing tenants should be treated fairly, lawfully and with respect.

Many of the investors with whom we work actively seek well-managed properties with reliable tenants already in occupation.

Where appropriate, we will seek introductions that support continuity for both landlord and tenant.

A Professional Assessment

Every property is different.

Before deciding whether we are able to assist, we will undertake an initial assessment of the property and the proposed transaction.

This helps us determine whether:

- the opportunity is suitable for our investor network;
- sufficient information is available;
- the proposed transaction is commercially realistic;
- we are able to provide value through our services.

Where we believe we cannot assist, we will tell you honestly.

Realistic Expectations

The value of an investment property depends upon many factors, including:

- location;

- condition;
- tenancy arrangements;
- market conditions;
- rental income;
- legal considerations;
- investor demand.

Where a landlord requires a confidential, convenient or accelerated sale, the price achievable may differ from the price that might be obtained through a traditional open-market sale.

Our role is to explain those commercial considerations openly so that you can make an informed decision.

Independent Advice

We encourage every landlord to obtain independent professional advice appropriate to their circumstances.

This may include advice from:

- solicitors;
- accountants;
- tax advisers;
- financial advisers;
- mortgage lenders.

We believe informed clients make better decisions.

Professional Relationships

Where appropriate, we are happy to work alongside your existing professional advisers.

This may include:

- solicitors;
- accountants;
- mortgage advisers;
- executors;
- trustees;

- attorneys acting under a valid Power of Attorney;
- other authorised representatives.

Our objective is to facilitate a smooth and professional transaction.

Transparent Communication

Throughout the process, we aim to:

- respond promptly to enquiries;
- keep you informed of material developments;
- explain the next steps;
- communicate professionally and respectfully.

If circumstances change, we will seek to explain those changes as soon as reasonably practicable.

If We Are Not the Right Solution

Our business is not the right solution for every landlord.

If we believe another approach would better meet your objectives, we will tell you.

We believe that maintaining our professional integrity is more important than securing every instruction.

Our Promise to You

We cannot promise that every property will sell.

We cannot promise that every investor will proceed.

We cannot promise that every transaction will complete.

What we can promise is this:

We will treat you honestly.

We will respect your confidentiality.

We will explain our role clearly.

We will communicate openly.

We will treat you with courtesy and professionalism throughout our dealings with you.

We believe that every landlord deserves to be treated fairly, regardless of the size of their portfolio or the reason they have chosen to sell.

Changes to this Charter

We may update this Landlord Charter from time to time to reflect changes in legislation, professional guidance or our business practices.

The latest version will always be published on this website.

Contact Us

If you have any questions regarding this Landlord Charter, please contact:

Deal Packaging 4 Investors

Email: **support@dealpackaging4investors.com**

Related Policies & Professional Standards

You may also find the following documents helpful:

- The DP4I Promise
- Property Sourcing Code of Professional Conduct
- Confidentiality Policy
- Fee Transparency Policy
- Deal Acceptance Standards
- Property Information Disclaimer

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