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Tenant Fee/Service Schedule

Applies to all assured periodic tenancies in England. All amounts include VAT where applicable.

Payments you may be asked to make

Payment	Amount	When it applies
Holding deposit (per tenancy)	One week's rent	Refundable. Reserves the property while checks are completed. Only one holding deposit is taken per tenancy. See 'Holding deposit' overleaf.
Tenancy deposit (per tenancy)	Max. 5 weeks' rent (annual rent under £50,000) Max. 6 weeks' rent (annual rent £50,000 or over)	Refundable. Covers damage or default by the tenant during the tenancy. Protected in a government-approved deposit scheme.
Rent	As per tenancy agreement	No rent is taken before the tenancy agreement is signed. After signing and before move-in, no more than one month's rent can be requested as the first payment.
Change, assignment or novation of the tenancy, at the tenant's request	£50	Charged only if the tenant asks for a change (for example, a change of sharer). If our reasonable costs are higher than £50 we may charge those instead, and will give the tenant written evidence of the cost before the change is made.
Early termination of the tenancy, at the tenant's request	Our actual loss or reasonable costs, evidenced	Only where the tenant asks to end the tenancy earlier than the notice they must give and we agree. We will never charge more than our actual loss or costs.
Replacement of lost keys or security devices	Reasonable cost incurred	Only where keys or security devices are lost by the tenant. Charged at the actual cost of the replacement (including locksmith costs if needed), with a receipt or invoice provided on request.
Late rent	Interest at 3% a year above the Bank of England base rate	Only where rent is more than 14 days late and the tenancy agreement provides for it. Interest runs from the original due date.
Utilities, council tax, communication services and TV licence	Paid to the supplier	Where the tenancy agreement makes the tenant responsible for these.

We do not charge tenants for tenancy set-up or administration, referencing or credit checks, inventories or check-out, guarantor paperwork, tenancy renewals, or for installing appliances. Tenants who wish to fit their own appliance must use a suitably qualified person (a Gas Safe registered engineer for any gas appliance) and must first ask the landlord for written consent.

Holding deposit

The holding deposit is one week's rent for the tenancy (not one week per applicant). It is refunded, or with your agreement put towards your first rent payment or tenancy deposit, within 7 days of the tenancy agreement being signed. If the landlord withdraws or changes the agreed terms, it is refunded in full within 7 days.

We may keep the holding deposit only if a relevant person (including any guarantor):

- withdraws from the tenancy;
- fails a Right to Rent check;
- provides materially significant false or misleading information; or
- fails to take all reasonable steps to enter into the tenancy agreement (and any Deed of Guarantee), including not signing within 15 calendar days of the holding deposit being paid, or any other deadline agreed in writing.

If we keep all or part of the deposit we will give you our reasons in writing within 7 days of the decision. A holding deposit not retained for one of these reasons is refunded within 7 days of the deadline for agreement passing.

Tenancy deposit

The deposit is protected within 30 days of receipt in a government-approved tenancy deposit scheme (Tenancy Deposit Scheme, TDS), and you will be given the prescribed information about how it is protected. Deductions at the end of the tenancy are made only for damage or default beyond fair wear and tear, supported by evidence, in line with the scheme's rules. Tenancies with an annual rent over £100,000 fall outside the Tenant Fees Act 2019; we will explain the arrangements that apply before you commit.

Tenancy type and ending a tenancy

All new tenancies are assured periodic tenancies with no fixed end date. You can end the tenancy by giving the notice required by law (currently two months). We do not charge a fee for ending a tenancy with the correct notice.

Damage, repairs and blocked drains

Tenants are responsible for damage (other than fair wear and tear) caused by them, their household or their visitors, and for blocked drains caused by misuse. We recover only the reasonable, evidenced cost of putting the property back in the condition it was in before the damage occurred, normally from the tenancy deposit under the scheme's process. This is not a fee and no administration charge is added.

Our memberships and complaints

We are members of Propertymark's Client Money Protection (CMP) scheme (reference C0129734), which protects rent and other client money we hold before it reaches the landlord. We are members of The Property Ombudsman (TPO) redress scheme, membership number D13004. If we charge a fee that is not permitted, you can complain to us, to our redress scheme, or to your local Trading Standards.

Contact

If you are unable to attend a booked appointment, please call our office on **01282 882699** to rearrange, giving at least 24 hours' notice. Inspections and repairs are important to keep your home in good condition. If you have any questions about this schedule, please contact our office on 01282 882699.