



# Tenancy Information

Below are a few key points we advise all tenants to review prior to contracting. If you have any questions about the below, please contact the team and they will be happy to talk you through it.

The ban on tenant fees applies to new or renewed tenancy agreements signed on or after 1 June 2019. The government guidance on the Act for tenants, landlords and letting agents helps explain how this legislation affects them.

## Permitted payments

1. *Holding Deposit*: One week's rent. (This is to reserve a property. Please Note: This will be withheld if any relevant person (including any guarantor(s)) withdraw from the tenancy, fail a Right-to-Rent check, provide materially significant false or misleading information, or fail to sign their tenancy agreement and/or Deed of Guarantee within 15 calendar days)
2. *Security Deposit* (per tenancy. Rent under £50,000 per year): Five weeks' rent. (as security for the performance of any obligations, or the discharge of any liability arising under or in connection with the tenancy for example damages)

*Default Fees*: Lost Key(s) or other Security Device(s): Tenants are liable to the actual cost of replacing any lost key(s) or other security device(s). this is a minimum charge of £25 per key. (which covers the costs of replacement, time spent replacing and allocating)

If the loss results in locks needing to be changed, the actual costs of a locksmith, new lock and replacement keys for the tenant, landlord any other persons requiring keys will be charged to the tenant. If extra costs are incurred there will be a charge of £25 per hour (inc. VAT) for the time taken replacing lost key(s) or other security device(s)

*Unpaid Rent*: Interest at 3% above the Bank of England Base Rate from Rent Due Date until paid in order to pursue non-payment of rent. Please Note: This will not be levied until the rent is more than 14 days in arrears.



*Variation of Contract:* £50 (inc. VAT) per agreed variation. (To cover the costs associated with the preparation of new legal documents, referencing checks, or reasonable costs if higher) with properties rented inclusive of bills we have a fair usage charge of £8 per person per week (this covers gas and electric) this is considered fair and reasonable for normal usage within shared accommodation, if the charges incurred are above this, this will be charges additionally to your rent

*Change of Tenant:* £250 (inc. VAT) per replacement tenant. To cover the costs associated with new tenant referencing, Right-to-Rent checks, deposit registration as well as the preparation of new legal documents

*Pet Policy:* We allow a pet within some of our properties this will be an additional charge of £30 PCM

*Early Termination/ Surrender of Tenancy:* Should the tenant wish to leave their contract early, they shall be liable to the landlord's costs in re-letting the property as well as all rent due under the tenancy until the start date of the replacement tenancy. These costs will be no more than the maximum amount of rent outstanding on the tenancy.

## Other

Client Money Protection (CMP): Deposit Protection /> My Deposits />Redress scheme: The Property Ombudsman />

*Please note that lettings agents are required by law to publish on their websites information for potential tenants about relevant fees, redress schemes and client money protection schemes (including the names of those schemes). Relevant fees must also be published on third party websites, such as Rightmove. For properties to rent in England, details of the agent's membership of any redress scheme and client money protection scheme must also be published with their fees on Rightmove. It is the agent's responsibility to ensure that all relevant information is provided to Rightmove and is up to date and accurate. If the relevant information does not appear here, the agent may have included it within the property description.*