

**Tenant Fees in accordance with Consumer Rights Act**

In addition to the paying of a Tenancy Deposit and the Rent, there are other costs that the prospective tenant should budget for when considering entering in to a tenancy agreement with us. Depending on your circumstances and the property you apply for the following fees may be payable.

**Tenancy Application Fee: £100.00**

This is a per tenancy charge, not a 'per applicant' charge. This is payable with your completed application form and supporting paperwork. If we decline your application before credit references are completed the fee is returned in full. If you fail credit referencing the fee is not returned. If you withdraw your application you forfeit the application fee. This fee covers processing the application, checking any relevant references, drawing up the tenancy agreement and the signing up and checking in of the tenancy.

**Late Rent Letter/Call: £25.00**

If your rent is in late or in arrears of seven days or more we will make a charge for chasing up arrears. This may be charged for a letter sent to you as your account is in arrears or it may be charged for us calling to the property regarding rent arrears. This is a per event charge. It is therefore recommended you keep your rent account up to date.

**Bounced Payment: £20.00**

If your cheque is returned or your rent standing order reclaimed we will charge you a fee. This is per presentation so if your cheque is represented and then bounced you will be charged twice.

Please make sure you always have enough funds in your account to cover rent, deposit and/or fees payments.

**Inventory Fees (Check In / Check Out)**

We do not currently charge the tenant for any inventory fees incurred. The check in fee is currently covered by the Tenancy Application Fee (above).

**Guarantor Fee: £50.00**

If we require a Guarantor or if you request a Guarantor then we charge a fee to cover processing their application, checking of their references and details and drawing up of additional paperwork.

**Fixed Term Tenancy Renewals: £15.00**

Our tenancy agreements are worded to offer an initial Fixed Term of either six or twelve months and then a continuing periodic tenancy on a month to month basis. However, if you require a new Fixed Term when your initial agreement expires we will make a nominal fee to cover expenses. This is only chargeable to the tenant if it is the tenant that requests it.

**Tenancy Amendment Fee: £100.00**

If there are changes to a tenancy (ie a change to the Permitted Occupiers of the property) during the term of the tenancy, whether in fixed term or periodic there may be a fee. If there is a change to the Tenants then a new Tenancy Application Fee is payable.

**Surrender Fee: £50.00**

This fee will be applicable where a request to leave the tenancy early by the tenant/s is agreed prior to the end of the tenancy agreement (subject to Landlord's consent). The Landlord does not have an obligation to agree to an early termination to the tenancy.

**Missed Maintenance Charge: £25.00**

If you are not in when either a contractor or one of our staff call on a pre-arranged visit you will be charged this fee. This is when you have contacted us regarding a repair and a date/time has been agreed or when we have advised you of a property inspection and you have not contacted us to arrange a mutually agreeable alternative.

Throughout the tenancy there are other costs that you must cover in addition to the rent. These include;

Utilities (water, gas [mains or LPG], electricity)

Council Tax

Telephone (if you have a landline installed)

Television Licence

Installation and rental of Cable/Satellite TV (if you choose to have it)

Insurance (You are liable for the insurance of your property. The landlord only insures the building)

Garden and property maintenance & repairs (excluding repairs that the landlord is liable for)

### **Pets**

Pets are not allowed in any property without prior declaration and the landlord's written consent. There may be a higher deposit to pay and additional clauses to your tenancy agreement to cover pet damage and/or infestation. Not declaring a pet may affect your tenancy and deposit.

### **Tenancy Deposit**

The Tenancy Deposit must be paid in full and in cleared funds before the tenancy commences. Payment can be made by BACS transfer or cash. We do not accept deposits via local Council or charity schemes.

### **Tenancy Deposit Protection**

In accordance with Housing Act 2004, laws were introduced to protect and safeguard your deposit. Full details of where your deposit is held will be included in your tenancy agreement and related paperwork served and signed at the beginning of the tenancy.

### **Payments**

Rent is preferred to be received by BACS / Standing Order / Internet Transfer. Cash payments will also be accepted. Cheques are subject to clearance. You cannot use your Tenancy Deposit towards your rent at any time during the tenancy. This includes the final month.

### **Possession Notices**

If we are required to serve notice on the tenant this will be done via Royal Mail with a Proof of Postage stamped by the Post Office. We also serve certain notices by hand. You may therefore receive two copies of the same notice. This is normal.

### **Advertising Boards**

When you move in to a property there may be one of our advertising boards outside. This will be removed within 14 days of the commencement of the tenancy. Please do not remove this sign yourself as you may be charged for a replacement board & post.

### **Redress Scheme**

We are members of the dispute and compensation scheme operated by The Property Ombudsman ([www.tpos.co.uk](http://www.tpos.co.uk))

### **Updates Amendments and Changes**

This document may be updated amended or changed at any time. If this happens the updated version will be available in the office at least 14 days prior to implementation.