



## Tenancy information/Fees

### New Assured Shorthold Tenancies (AST's) signed on or after 1st June 2019

The following charges are payable or potentially payable by a tenant:

**Holding deposit** - A maximum of one week's rent, upon payment the property will be reserved.

The 'deadline for agreement' for both landlord and tenant will be within 15 calendar days from the date that the holding deposit has been received by the landlord or letting agent. This means that the tenancy agreement must be signed by all parties within 15 calendar days from receipt of the holding deposit.

The holding deposit will be retained by the landlord/letting agent if:

- False or misleading information is provided which affects a decision to let the property and calls into question your suitability as a tenant.
- You fail the right to rent check.
- You withdraw from the proposed agreement.
- You fail to take all reasonable steps to enter an agreement when the landlord and/or agent has done so.

The Holding Deposit will be refunded to the tenant within 7 days:-

- If the landlord withdraws
- If an agreement is not reached before the Deadline for Agreement or the agreed extended date and the tenant is not at fault, or
- If the landlord or the agent breaches the fee ban or acts in a way that it would be unreasonable to expect the tenant to enter into a tenancy agreement (i.e. unfair terms, harassment etc)

**Security deposit** - Five weeks' rent, rising to six week's rent when the annual rent is in excess of £50,000

**Rent and Utility bills** - Payable as outlined in the Tenancy Agreement

**Unpaid rent** - Interest at 3% above the Bank of England base rate, as outlined in the Tenancy Agreement, after being 14 days late.

**Lost Keys** - Tenants are liable for the cost of replacing any lost keys or security device, including a change of lock or replacement of device if required.

**Amendments of Tenancy Agreement at Tenant's Request** - £50 per change

**Early Surrender of the AST at Tenant's Request** - Should a tenant need to surrender the tenancy early and the Landlord agrees to re-let the property, the liability for the payment of rent will end once a new tenant is found and takes up occupation. However, the tenant will still need to cover the Landlord's costs in surrendering the tenancy and re-letting the property

As a member of The Property Ombudsman (TPO) for sales and lettings we subscribe to TPO's Codes of Practice. This Government approved independent redress scheme gives consumers additional protection beyond that required by law. Our clients have peace of mind that there is free and fair redress available in the unlikely event of an unresolved dispute involving our agency.

We give our clients peace of mind and financial protection that their money will always be safe in our hands under the Propertymark Client Money Protection Scheme.

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 and Wales, 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.