

TENANT SCALE OF CHARGES

Payments permitted under the Renting Homes (Fees Etc.) (Wales) Act 2019 by Tenants or Contract-holders under a Tenancy or occupation contract.

The fees charged to the Tenant may change and we will endeavour to inform you of such a change at the earliest opportunity.

Rent	Payable monthly in advance (unless agreed otherwise).
Default fee for late payment of rent	The prescribed limit in the case of a failure by a contract-holder to make a payment of rent to a landlord by the due date is to be determined as follows: a/ In the case of a failure to make a payment of rent before the end of the period of seven days beginning with the due date, the prescribed limit is zero. b/ In the case of a failure to make a payment of rent after the end of the period of seven days beginning with the due date, the prescribed limit is the aggregate of the amounts found by applying, in relation to each day after the due date for which the rent remains unpaid, an annual percentage rate of three percent above the Bank of England base rate to the amount of rent remains unpaid at the end of that day. Interest is limited to 3% above Bank of England base rate per annum.
Security Deposit	A security or "tenancy" deposit is any sum of money, typically, this would be equivalent to one month's rent, intended to be held as security against any losses incurred through the actions of the tenant. Payable before the start of the Tenancy and held under a Government approved scheme for the duration of the agreement. It will be repaid in full provided all obligations have been fulfilled.
Holding deposit	The holding deposit is capped at a maximum of one weeks rent. If your rent is paid monthly, divide your monthly rent by 4.35. ie £870 rent divided by 4.35, which gives a maximum holding deposit of £200. If your rent is paid weekly, it is simply equal to one weeks exact rent.) This will be withheld if any relevant person (including any guarantor(s)) withdraws from the Tenancy, provides materially significant false or misleading information, or fails to sign their Tenancy (and/or guarantor agreement) within the Deadline for Agreement where one has been mutually agreed in writing, or 15 calendar days if there is no Deadline for Agreement.
Default payments	If the Tenant breaches any of the requirements of the agreement, the Tenant may be liable to pay the Landlord for any losses incurred as a result of: a failure by the Tenant to make a payment by the due date to the Landlord or, a breach by the Tenant of a term of the contract, both subject to any statutorily prescribed limit. The losses the Landlord may claim may include, damages, costs, charges, and expenses incurred as a result of the breach, that the Landlord was unable to mitigate, to put the Landlord back in the same position as if the Tenant had not breached the agreement.
Council Tax	Payable to the billing authority, if the Tenant is liable.
Utilities	Including water, sewerage, gas (or other heating fuel) and electricity including any Green Deal costs) payable in respect of the Property, and if required in the Tenancy. This may be payable to the Landlord or to the utility provider.

Television licence	Payable if the Tenant is contractually required to make a payment to the British Broadcasting Corporation.
Communication services	Payable to a provider of: internet, cable or satellite television, telephone services, other than mobile, if the payment is contractually required.
Loss of keys or other security device	The actual costs, as evidenced by invoice or receipt, related to a breach of contract leading to the requirement for a lock to be added or replaced or a key or other security device giving access to the Property to be replaced. For suited keys, a charge of £30.00 including VAT will be charged for a replacement. For a standard key, a charge of £10.00 including VAT will be charged for a replacement.
Missed appointments	Losses, as evidenced by invoice or receipt, suffered by the Landlord if the Tenant fails to attend appointments agreed by the Tenant and arranged by the Letting Agent or Landlord for contractors or others to attend or to carry out work at the Property.
Damage to the Property	The Tenant will be liable for any losses, as evidenced by invoice or receipt, from damage to the Property caused by the activity, or failure to act, by the Tenant or their guests.
Replacement Statement	Where the contract-holder requests a replacement written statement the legislation allows for this to be charged for. A charge cannot be made for the original statement, only where a duplicate is requested. Replacement written statements are charged at £15.00 inclusive of VAT.
Emergency/out of hours call-out fees	Any losses or additional losses suffered by the Landlord, as evidenced by invoice or receipt, as a result of the Tenant arranging an emergency, out of hours contractor call-out where the work was not an emergency or the works were required as a result of the Tenant's actions.
Redress Scheme	We are a member of the Property Redress Scheme. You can contact the Redress Scheme at any time. However, they are unable to deal with a complaint until our complaints process has been completed and we have had a chance to put things right. Property Redress Scheme Tel: 0333 321 9418 Email: info@propertyredress.co.uk Website: propertyredress.co.uk

Client Money Protection

We have Client Money Protection (CMP) through UKALA (UKALA No. 192884)

