



TENANT FEES — SCHEDULE OF PERMITTED PAYMENTS

Required under the Tenant Fees Act 2019

Version 1.0 • 27 August 2026 • Review annually

We are prohibited from charging tenants any fee other than those permitted by the Tenant Fees Act 2019. The payments set out below are the only payments we or the landlord may require in connection with a tenancy.

PERMITTED PAYMENTS

Payment	Amount	When payable
Rent	As agreed and set out in the tenancy agreement	As specified in the tenancy agreement
Holding deposit	Capped at one week's rent. Applied towards the first rent payment or the tenancy deposit, or refunded, in accordance with the Act	On reservation of a property, to take it off the market
Tenancy deposit	Where annual rent is under £50,000: capped at five weeks' rent. Where annual rent is £50,000 or more: capped at six weeks' rent	Before the tenancy begins
Variation, assignment or novation of a tenancy at the tenant's request	£50 including VAT, or our reasonable costs if higher, evidenced in writing	On request
Early termination at the tenant's request	The landlord's loss and our reasonable costs, not exceeding the rent that would have been payable to the end of the tenancy	On agreement to end the tenancy early
Utilities, communication services, television licence and council tax	As billed by the relevant provider or authority	During the tenancy, where the tenancy agreement makes the tenant responsible
Default fee — late payment of rent	Interest at 3% above the Bank of England base rate on rent more than 14 days overdue, calculated from the date the rent was due	Only where rent is more than 14 days late
Default fee — replacement of a lost key or security device	Our reasonable costs, evidenced in writing	On replacement

PAYMENTS WE DO NOT CHARGE

We do not charge tenants for referencing, credit checks, inventories, check-in or check-out, administration, guarantor arrangements, professional cleaning at the end of a tenancy, or renewal of a tenancy. Any such charge would be a prohibited payment.



HOLDING DEPOSITS

A holding deposit is refunded in full unless the tenant withdraws, fails a Right to Rent check, provides materially false or misleading information, or fails to take reasonable steps to enter into the tenancy. We will tell you in writing within seven days if we intend to retain it, and why.

DEPOSIT PROTECTION

Tenancy deposits are protected with **The Deposit Protection Service (DPS)**, a Government-authorised scheme. The prescribed information is provided to the tenant within 30 days of receipt of the deposit.

CLIENT MONEY PROTECTION AND REDRESS

Client money is protected under the Propertymark Client Money Protection Scheme, company reference C0139530. We are members of The Property Ombudsman, membership D13047. Our complaints handling procedure is available on request and on our website.