

## Arrow Lettings Ltd

### Tenant Letting Fees and Information

For full transparency to comply with the legal requirements of the Consumer Rights Bill please find listed below the fees/costs/charges/penalties which are payable to us in respect of letting and management work carried out by us in respect to a tenancy. Please note that we do not charge any VAT on our fees.

Please note: that there are No Fees payable by a tenant to set up a new tenancy – such as inventory costs etc.

#### In addition to your rent you may be required to pay the following permitted payments:

##### **1. Permitted Payments & Default Fees**

- In line with the new Tenant Fees Act of 2019 an initial Tenancy Holding Deposit equivalent to **One Weeks Rent** will be taken by Arrow Lettings Ltd. upon successful application for a rental property.
- This will then be used against either the **First Months rent** or the **Secured Deposit**, held by the DPS, which will be for a maximum of **Five Weeks Rent** on any property where the rent is under £50,000 PA. *Both the first months rent and the security deposit are payable in advance of the tenancy starting.*
- Where rent is unpaid 14 days after it is due, interest at Bank of England Base rate plus 3% will be charged. **Please note you can also be charged the cost the landlord has to pay his lender if a mortgage payment is missed.**
- Where keys or fobs are lost, we will only charge the **actual cost** of a replacement key or fob if you collect it from our offices. If we have to meet you at the property, we will charge our time at **£30 per hour**, plus the cost of the replacement key. *NB – If the key or fob is lost outside of business hours you must contact an emergency locksmith and the full cost is payable by the tenant. Please note if you want additional keys cutting for family members/occupiers, you will have to arrange and pay for these yourself. We have neither a contractual or statutory obligation to assist with lost keys, but as a company, we will always try and aid you where it is possible.*
- Any costs towards utility bills or council tax that are included in the rental amount or payable by separate agreement to either the landlord or lettings agent are permitted costs.

##### **2. Variation, assignment, novation of and AST at the tenant request**

Any reasonable changes that are agreed upon by the landlord to the contract at the tenant(s) request will be charged at £50 (no vat) per change. *Unless additional costs are incurred in the process, evidence of which will be fully provided to the tenant.*

##### **3. Early Termination of Tenancy, Change of Tenants or Incorrect Notice Period Given**

**Under the new Tenants fee act 2019** – A payment is a **permitted payment** if it is a payment to a landlord or letting agent in consideration of the termination of a tenancy at the **tenant's request**. That can be a request by the tenant to end the tenancy - without the tenant giving the correct period of notice required under the tenancy agreement. The cost cannot **exceed the loss suffered by the landlord or the reasonable costs to the letting agent** as a result of the termination of the tenancy.

As a result if you should wish to end the tenancy early we will endeavour **to work on your behalf** to find another suitable replacement tenant(s) thereby releasing the original tenant(s) from the commitment to the tenancy.

The charge would be **£450 (no VAT)** for advertising, conducting viewings, drawing up the tenancy agreement, carrying out check-out (where applicable), production of new inventories, drawing up the new contract etc. In addition to this the cost for the refencing the replacement tenants is **£75 (no VAT)** per new tenant named on the contract.

These are the charges applied to the landlord for this service and would constitute as a landlord's loss. These costs would fall upon the tenant(s) upon requesting to break their contract.

***We must stress the tenancy is still the responsibility of the existing tenant until a new tenant signs and begins their tenancy.***

#### **4. YOU ARE STILL LIABLE FOR DAMAGES OR FOR BREACH OF CONTRACT**

We may have to pay costs if you do not keep to the conditions of your contract. The law allows us to recover all of our reasonable costs from you. A full outline of the legally allowed costs/fees that you may have to pay are listed in your contract.

**If needed, we will claim against the above from your deposit or if required via the small claims court. We will not make a claim without fully proving our actual losses.**

#### **Official Memberships**

We are operators of a **Client Money Protection Scheme**. Please email us at [enquiries@arrowlettings.com](mailto:enquiries@arrowlettings.com) if you would like a copy of our certificate.

We are members of **The Property Ombudsman**, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2P. Please email us at [enquiries@arrowlettings.com](mailto:enquiries@arrowlettings.com) if you would like a copy of our certificate.

We are members of **The National Residential Landlords Association**, 1 Roebuck Lane, Sale, Manchester, M3 3SY.

We are registered with the **Deposit Protection Service (DPS)**. The DPS, The Pavilions, Bridgwater Road, Bristol, BS13 8AE. [www.depositprotection.com](http://www.depositprotection.com)