

Tenants Standard Fees & Terms

Fees to Tenants

All fees are inclusive of VAT

CONTRACT FEE PER PROPERTY: £210.00

Production of tenancy agreement inc any individual clauses, obtaining and verifying all safety certificates, consents and all paperwork are in place prior to the move in date.

CHARGE PER TENANT: £210.00

References (£100) include employer's reference and previous landlord if applicable and any other relevant information to assess affordability, identity, immigration, visa confirmation and financial credit checks.

Admin fee (£70) for processing and storage of documentation in hardcopy and/or digital formats, arranging quotes and organizing any works required pre-let.

Completion fee (£40) for arranging for appropriate deposit documentation to be signed, taking payment of move in monies, registering the deposit with the DPS (Deposit Protection Scheme)

GUARANTOR FEE: No Charge

CONTRACT RENEWAL FEE: No Charge

OUT OF HOURS SERVICE FEE: £75

RETURNED PAYMENT FEE: £30

LATE RENT PAYMENT FEE: £30

CHANGE OF TENANT FEE: (subject to landlord's consent) £210

Compiling, submitting & completing reference reports for new tenant, obtaining acceptance reference for new tenant from landlord, arranging for the deposit documentation to be signed and re-registering the deposit with The DPS, where applicable.

TENANT REFERENCE REQUEST: £30

CHECK OUT FEE: No Charge

Should you wish to terminate your tenancy before the end of the term and the landlord agrees that you can terminate early, you will be responsible for the repayment of the pro-rata commission paid in advance by the landlord for the unexpired portion of the tenancy, unless you are exercising a break clause which is contained in your tenancy agreement.

(There are no additional administration charges for inventories, renewals & check in)

Payment of rent

The first instalment of rent must be paid in clear funds when you sign the tenancy agreement. Thereafter, rent is payable by standing order (unless agreed otherwise) to arrive on the due date stated in the tenancy agreement. The full rent must be paid by a single standing order, we are unable to accept multiple standing orders.

Deposit

A deposit equivalent to 6 weeks rent must be paid in clear funds when you sign a tenancy agreement and this will then be registered with a deposit protection scheme on the landlord's behalf. Theydons excludes liability in relation to loss caused by the insolvency of a financial institution which holds deposits in its contracts with landlords and tenants.

All deposit deductions must be agreed in writing by both landlord and tenant upon the termination of the tenancy. The tenancy agreement entered into is between the landlord and the tenant, therefore, the tenant cannot hold Theydons liable for any deductions made from the deposit which may fall into dispute.

References & Identification

We will take up references based on the details that you have provided us. These references may be passed to our client to help them make a decision on granting a tenancy.

You are responsible for any charges levied by your bank in relation to obtaining a reference.

Before the tenancy can proceed you need to provide us with a photo ID in the form of a passport or an EU driving licence and proof of address i.e. Utility bill, bank statement etc.

Check in & check out

Theydons will be instructed by the landlord to make arrangement to carry out an inventory of the property. Unless agreed otherwise, the landlord will be responsible for this cost. There will not be a check in or check out fee charged for properties managed on our landlord's behalf, but a fee of £60 inc VAT will be charged for failure to attend an end of tenancy checkout appointment. Once the check out appointment has taken place, should we need to instruct contractors to clean or repair any damaged caused during the tenancy then, in this instance, a £60 inc VAT arrangement fee will be charged.

Management of the property

At the start of the tenancy we will advise you who is responsible for managing the property. This is not always Theydons. Where we are not managing the property we cannot authorise any repairs or maintenance or guarantee the speed at which repairs will be carried out. Where we are managing the property, we may obtain the landlord's consent before proceeding with a repair.

Where we manage a property and hold keys, we can usually provide access to Theydons contractors (with your consent). However, where we do not hold keys or the contractor is not willing to collect keys, it is your responsibility to provide access.

Insurance

It is your responsibility to insure your own belongings throughout the tenancy.

Utilities

You will be responsible for the payment of gas, electricity, water, telephone accounts including council tax at the property during the tenancy. It is your responsibility to notify the relevant companies and local authority that you are moving into or out of the property. You must ensure that valid television licence remains in place for the duration of the tenancy.

Anti-Money Laundering Regulations

Theydons is subject to Money Laundering Regulations 2017. As a result we will need to ask you for suitable identification, and will be unable to proceed on your behalf if we are unable to obtain this from you.

VAT

All changes levied by Theydons are subject to VAT at the prevailing rate of 20%

Amendments

Theydons reserve the right to change the schedule of fees and these terms of business upon providing reasonable notice in writing.

Subletting

By entering into a tenancy agreement with Theydons you confirm that you will not (i) sublet the property; (ii) advertise the property on any print or media, including (but not limited to) internet based marketing websites or other social media including messaging website and apps (iii) take in paying guests or lodgers, without the prior consent of the landlord.

Complaints procedure

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

What will happen next?

We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.

We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgment letter.

If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.

We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you remain dissatisfied, you can contact the Property Ombudsman to request an independent review – The Property Ombudsman Ltd, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP – 01722 333 306 – www.tpos.co.uk

Please note the following:

You will need to submit your complaint to the Property Ombudsman within 12 months of receiving our final viewpoint letter, including evidence to support your case. The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before submitted for an independent review.