

## Fees and Charges – What do I have to pay and when?

From 01<sup>st</sup> June 2019, Student Places will no longer be charging tenants a letting fee. Any permitted payments are listed below and are in accordance with the Tenant Fees Act 2019.

### **Tenancy Related Payments -**

Whilst there are no charges for setting up your tenancy with us, the following will apply:

- when you call to reserve your property, you will be required to pay a holding deposit per property - this will equate to £50.00 per person (e.g. a 4 bedroom house will have a holding deposit of £200.00) and this can then be used towards the security deposit due.
- when you sign your contract, you will be required to pay the balance of the security deposit for your property.

### **Change of Tenant (Tenant's Request)**

If after you have signed your tenancy contract you wish to transfer your place on the tenancy to someone else, there is a fee of £50.00. You will need to have found a person to transfer to before we can do this.

### **Unpaid Rent**

Interest at 3% over the Bank of England Base Rate on any rent in arrears for more than 14 days, calculated from the date upon which it was due to the date it is actually paid.

### **Lost Key(s) or other Security Device(s)**

Tenants are liable for the full costs of replacing any lost key(s) or other security devices(s). If the loss results in the locks needing to be changed, the full costs of a locksmith, new lock and replacement keys for the tenants, landlord and any other persons requiring keys will be charged to the tenant.

### **Call outs and Out of Hours Service**

Whilst most maintenance/call outs for repairs etc are covered under your tenancy, you may experience a problem that is not the Landlord's responsibility. For example, things like lost keys and getting locked out, faults caused by you or your appliances, blockages to drains caused by fat and hair, WC blockages from too much tissue or foreign objects etc. In these situations you will be offered the services of our maintenance company, EHG Maintenance. If you use them during office hours you will be charged £20.00 per hour and for outside office hours you will be charged £40.00 per hour, plus any further costs incurred, e.g replacement keys, drain clearing chemicals etc. Their minimum charge is for one hour.

### **Damages**

You will be liable for the costs to cover any damages to the property and its contents caused by you and your visitors throughout the tenancy.

**You are responsible for ensuring that the property is returned in the same condition as it was when the first person moved in, aside from any fair wear and tear. If the property is not left in a fit condition, we can recover costs associated with returning the property to its original condition and/or carry out necessary repairs, by claiming against your security deposit. These costs also relate to cleaning and removal of rubbish, food and possessions.**