

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

From 01st 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 maintenance is required to attend a call out during working hours (Mon - Fri, between 9.00 am - 5.00 am), you will be charged £40 per hour for any work required due to 'user error' or getting locked out, as well as any further costs incurred e.g. replacement keys, replacement of damaged items, drain clearing chemicals etc.

If maintenance or any of the team are required to attend a call out outside of working hours Mon - Fri after 5.00 pm, Saturdays, Sundays and Bank Holidays, the charges will be:

- £50 set charge for anyone locked out - to be paid directly to person attending this call out at that time. This will be confirmed by the person answering the out of hours call. If your key is lost you will also incur a charge for a replacement key, which will be ordered the next working day.

- £90 for the first hour of any maintenance required, then £45 per hour after that (charges start from time maintenance leave to attend call out), minimum charge incurred is 1 hour, as well as any further costs incurred eg replacement keys, replacement of damaged items, drain clearing chemicals etc.

All charges for maintenance call outs and replacement items caused by damage or user error must be paid for at the time of replacement/repair.

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.