

The following information applies only to Assured Periodic Tenancies (APT's) in England from 1 May 2026 in line with Tenant Fees Act 2019 and Renters' Rights Act 2025.

Holding deposit (per tenancy)	One week's rent. This is to reserve a property. Please note this will be withheld if any relevant person (<i>including any guarantor</i>) withdraws from the tenancy, fails a Right to Rent check, provides materially significant false or misleading information, or fails to sign their tenancy agreement (<i>and/or deed of guarantor</i>) within 15 calendar days (<i>or other deadline for agreement as mutually agreed in writing</i>).
Security deposit (per tenancy – where rent is less than £50,000 pa)	Five weeks' rent. This covers damages or defaults on the part of the tenant during the tenancy.
Security deposit (per tenancy – where rent is more than £50,000 pa)	Six weeks' rent. This covers damages or defaults on the part of the tenant during the tenancy.
Rent	The rent payable must not be more than the advertised amount. The rent period must either be one calendar month or a shorter period of up to 28 days. A tenant will be able to end a tenancy by giving two months' notice in writing. The end date of the tenancy must align with the end of the rent period.
Rent in advance of move-in date	Rent is payable following signing of the tenancy agreement and in accordance with the agreed tenancy terms. For tenancies entered into on or after 1 May 2026, no more than one months' rent may be requested in advance.
Unpaid rent	Interest at 3% above the Bank of England Base Rate from the rent due date until paid in order to pursue non-payment of rent. Please note this will not be levied until the rent is more than 14 days in arrears.
Lost keys or other security devices	Tenants are liable to the actual cost of replacing any lost key(s) or other security device(s). If the loss results in locks needing to be changed, the actual cost of a locksmith, new lock and replacement keys for the tenant, landlord and any other persons requiring keys will be charged to the tenant. If extra costs are incurred there will be a charge of £15 per hour (<i>inc VAT</i>) for the time taken replacing the lost key(s) or other security device(s).
Variation of contract (at Tenant's request)	£50 (<i>inc VAT</i>) per agreed variation. To cover the costs associated with taking landlords instructions as well as the preparation and execution of new legal documents.
Change of sharer (at Tenant's request)	£50 (<i>inc VAT</i>) per replacement tenant or any reasonable cost incurred if higher. To cover the costs associated with taking landlords instructions, new tenant referencing and Right to Rent checks, deposit registration as well as the preparation and execution of new legal documents.
Early termination (at Tenant's request)	Should the tenant wish to end the tenancy early (<i>including where less than the required notice period is given</i>), they will be liable for the landlord's reasonable costs. Under the Assured Periodic Tenancy, then the landlord can charge a fee if their tenant does not give the correct amount of notice. The usual amount of notice is two months. The landlord can charge up to the amount of the rent they would have received if the tenant had given the correct amount of notice.
Client Money Protection	Propertymark (www.propertymark.co.uk)
Independent Redress	The Property Redress Scheme (www.theprs.co.uk)
Methods of payment	We are able to accept payments by cheque or online banking, however payments by cheque will require at least eight clearing days to show as cleared funds in our account. We recommend payments are made using online banking. Please note that rent and deposit payments cannot be made by cash.

The following information applies only to Non-Housing Act Tenancies.

Company let: referencing fee	£300 (+ VAT)
Tenancy set-up fee	£360 (+ VAT)
Renewal Fee (or variation)	£240 (+ VAT)
Check-out fee	Charged at cost, plus an administration fee of £36 (+ VAT)