



ESTATE AGENCY

Information for tenants including permitted fees

HOLDING DEPOSIT

Having decided on a property, you will be provided with a copy of the basic AST agreement and will be required to pay a refundable holding deposit (capped at no more than one week's rent) whilst referencing checks take place. We will also cease marketing the property once the deposit has been paid.

Landlords will usually have 15 days to enter into a tenancy agreement with a tenant once a holding deposit has been received by us.

We will set out in writing if we are retaining a tenant's holding deposit, within 7 days of the decision being made.

Your deposit may be retained if:

- You provide false or misleading information which you can reasonably consider when deciding to let a property.
- You fail a right to rent check
- You withdraw from the property
- You fail to take all reasonable steps to enter into a tenancy agreement and the landlord or agent takes all reasonable steps to do so

The deposit will be refunded in full within 7 days of:

- The landlord entering into a tenancy agreement with the tenant
- The landlord chooses to withdraw from the tenancy agreement
- The deadline for agreement passes without a tenancy having been entered

With agreement from the tenant in writing the holding deposit can be put towards the first month's rent or the tenancy deposit

Mother Goose Estate Agency Ltd

144 London Road, Southborough, Tunbridge Wells, Kent TN4 0PJ

Tel: 01892 521611, Email: properties@mothergooseestates.co.uk, Web: www.mothergooseestates.co.uk

Registered in England and Wales, Company number 7464322, VAT registration number: 105 6774 14



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TENANCY DEPOSIT

A refundable tenancy deposit (capped at no more than five weeks' rent where the total annual rent is below £50,000) is required prior to occupation.

All deposits are forwarded to the government authorised custodial body at The Deposit Protection Service unless it is lodged with your Landlords chosen scheme. You will be informed by the DPS when your deposit has been received with them and receive your own repayment ID.

The deposit provides a landlord with security if a tenant causes damage to a property, does not return it to its original condition, does not pay their rent or breaks the terms of their tenancy agreement.

DEFAULT FEES

A tenant is late paying their rent

- A default fee can be charged for late payment of rent where the rent payment has been outstanding for 14 days or more. The fee charged must be no more than 3% above the Bank of England's base rate for each day that the payment has been outstanding.

A tenant has lost a key and/or security device for the property

- A default fee can be charged for the loss of a key and/or security device. They will be responsible for covering the reasonable costs of replacement.

CHANGES TO THE TENANCY AGREEMENT

Where a tenant requests a change to the tenancy agreement (eg a change of sharer or permission to keep pets on the property) the agent is entitled to charge up to £50 for the work involved in amending the tenancy agreement or the amount of reasonable costs if they are higher.

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EARLY TERMINATION FEES

If a tenant requests to leave before the end of their tenancy the agent is entitled to charge an early termination fee. Generally, the costs charged for early termination must not exceed the loss incurred by the landlord (usually the loss in rent resulting from a tenant's decision to leave and/or the costs of re-advertising or referencing), or the reasonable costs to the agent (such as referencing or marketing costs).

RENT / UTILITY BILLS

Rents are usually quoted on a calendar month basis. In addition, the tenant is usually responsible for Council Tax, utilities and communication services.

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