



Tenant fees

If the Landlord allows pets to his rented property; there might be charge on each pet, the charge will be equivalent to a month rent or up to two month rent.

“Default of Rent” This fee will apply in regards to release the existing named tenant from the current tenancy agreement, new suitable tenant would have to take over the tenancy that will be discussed with the landlord for the final decision. This fee will be negotiable and we will always strive for a mutually benefit outcome for landlord and tenant. A charge of 1 month’s rent for early Release from the tenancy agreement.

Prior to the tenancy if the tenant/s order an additional key to be cut, there will be a charge of £15.00 Inc. VAT.

Replacing lost key (During Work Hours) there will be a charge of £45.00 Inc. VAT, alternatively the tenant may collect the master key from the office and have a set cut at their cost and return the keys to the office the same working day.

Lock Replacement will be as per Contractor’s charge. If the tenant loses their key and needs a replacement to be delivered.

If the agent is called to the property because of action or negligence caused by the tenant a call out charge will be added to the tenant’s account. Callout charge is £45.00 Inc. VAT.

Arrears Management Fees, interest of 3% above Bank of England base rate will apply to any rent due from the day of the default. A fee of £10 plus VAT being the reasonable costs of the landlord’s agent for each letter which has to be sent.

The charge for retrieval of archived files is £60.00 Inc. VAT. The request can be made under our data protection (GDPR) policy. Please contact us for more information.

Missed appointments charge is £45.00 Inc. VAT. That includes any appointments made with the tenant or organized by the tenant in writing or by the phone.

All our fees are in line with the Renting Homes (Fees Etc.) (Wales) Act 2019 and more information can be found here <https://gov.wales/sites/default/files/publications/2019-08/tenant-letting-fees-detailed-guidance.pdf>.

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All prices above are subject to prevailing rate of VAT

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