

Elwy Estates

Tenant Fees

Permitted charges in accordance with the Renting Homes (Fees Etc.) (Wales) Act 2019:

Under the terms of the Tenant Fee Act if you enter into an ASSURED SHORTHOLD TENANCY, payments which may apply will be as follows:	
First Month's Rent	In Advance
Deposit	Equivalent to 5 weeks rent (or higher dependent on the terms of the tenancy i.e. Pet)
Holding Fee	Maximum of 1 week's rent – This is to reserve the property. This can be withheld if any relevant person (including guarantor withdraw from the tenancy, provide material which is significantly false or misleading within 15 calendar days (or other agreed date)
Utilities, communication services, TV licence and council tax	Payable by tenant (unless stated in the terms of the tenancy)
Default charge - Late payment of rent	£15 (including VAT) charge per letter or email is permitted when requesting payment (after 7 days). Interest at 3% above the Bank of England Base Rate from the due date until paid on any outstanding sums in order to cover the agent costs associated with chasing unpaid rent
Default charge - Replacement of lost key or security device (or replacement locks)	Equivalent to cost incurred plus £15 (including VAT) per hour taken to administrate the required replacements
Default charge - Avoidable or purposeful damage to the property	Equivalent to cost incurred plus £15 (including VAT) per hour taken to administrate the required replacements
Default charge - Missed appointments	Where the action of the tenant result in a missed appointment the tenant is liable for the agent's time which is charged at £15 (including VAT) per hour plus any actual costs incurred e.g. contractor invoices
Default charge - Out of hours call out appointments	Where the action of the tenant result in the agent (or their nominated contractor) attending the property outside of normal office hours, the agent's time to remedy the situation is charged at £15 (including Vat) per hour plus any actual costs incurred e.g. contractor invoices

Client Money Protection is provided by Lonsdale Insurance.
Redress Scheme through The Property Ombudsman
Licenced Agents with Rent Smart Wales

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