

Elwy Estates

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: | |
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| First Month's Rent | In Advance |
| Deposit | Equivalent to 5 weeks rent (or higher dependant on the terms of the tenancy) |
| Holding Fee | Maximum of 1 week's rent |
| Utilities, communication services, TV licence and council tax | Payable by tenant (unless stated in the terms of the tenancy) |
| Default charge - Breach of tenancy: Early termination when requested by the tenant | Equivalent to the costs incurred by the landlord plus £50 to administrate the requirements |
| Default charge - Late payment of rent | £15 charge per letter or email is permitted when requesting payment. 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 per hour taken to administrate the required replacements |
| Default charge - Avoidable or purposeful damage to the property | Equivalent to cost incurred plus £15 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 £20 plus any actual costs incurred |
| 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 per hour plus any actual costs incurred |

Client Money Protection is provided by Lonsdale Insurance.
Redress Scheme through The Property Ombudsman

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