

## TENANT SCALE OF CHARGES

### Payments permitted under the Renting Homes (Fees Etc.) (Wales) Act 2019 by Tenants or Contract-holders under a Tenancy or occupation contract

Rent	Payable monthly in advance (unless agreed otherwise).
Default fee for late payment of rent	Rental payments overdue by more than 7 days will be subject to interest at the rate of 3% over the Bank of England Base Rate calculated from the date the payment was due up until the date payment is received.
Deposit	Payable before the start of the Tenancy and held under a government approved scheme for the duration of the agreement. It will be repaid in full provided all obligations have been fulfilled. Equivalent to five weeks rent (or higher) dependent on the term of the contract.
Holding deposit	Equivalent to one week's rent (as statutorily prescribed). This will be withheld if any relevant person (including any guarantor(s)) withdraws from the Tenancy, provides materially significant false or misleading information, or fails to sign their contract (and/or guarantor agreement) within the Deadline for Agreement where one has been mutually agreed in writing, or 15 calendar days if there is no Deadline for Agreement.
Default payments	<p>If the Tenant breaches any of the requirements of the agreement, the Tenant may be liable to pay the Landlord for any losses incurred as a result of: a failure by the Tenant to make a payment by the due date to the Landlord or, a breach by the Tenant of a term of the contract, both subject to any statutorily prescribed limit.</p> <p>The losses the Landlord may claim may include, damages, costs, charges, and expenses incurred as a result of the breach, that the Landlord was unable to mitigate, to put the Landlord back in the same position as if the Tenant had not breached the agreement.</p>
Council Tax	Payable to the billing authority if the Tenant is liable.
Utilities	Including water, sewerage, gas (or other heating fuel) and electricity including any Green Deal costs) payable in respect of the Property, and if required in the Tenancy. This may be payable to the Landlord or to the utility provider.

Television licence	Payable if the Tenant is contractually required to make a payment to the British Broadcasting Corporation.
Communication services	Payable to a provider of: internet, cable or satellite television, telephone services, other than mobile, if the payment is contractually required.
Loss of keys or other security device	The actual costs, as evidenced by invoice or receipt, related to a breach of contract leading to the requirement for a lock to be added or replaced or a key or other security device giving access to the Property to be replaced.
Missed appointments	Losses, as evidenced by invoice or receipt, suffered by the Landlord if the Tenant fails to attend appointments agreed by the Tenant and arranged by the Letting Agent or Landlord for contractors or others to attend or to carry out work at the Property.
Damage to the Property	The Tenant will be liable for any losses, as evidenced by invoice or receipt, from damage to the Property caused by the activity, or failure to act, by the Tenant or their guests.
Emergency/out of hours call-out fees	Any losses or additional losses suffered by the Landlord, as evidenced by invoice or receipt, as a result of the Tenant arranging an emergency, out of hours contractor call-out where the work was not an emergency, or the works were required as a result of the Tenant's actions.

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