

## **Standard Fees & Terms for Tenants**

### **Introduction (Agents) Fee**

An Introduction Fee of 35% plus Vat (42% including VAT) of a full month's rental is payable upon acceptance of a property.

### **References/identification**

We will take up references based on the details that you have supplied to us, these references will be undertaken by an external referencing Company. The final report may be passed to the Landlord so that they can make a decision on granting a tenancy.

You are responsible for the administration charges levied in relation to obtaining a reference, this cost is currently £36.00 including VAT.

In the event of any a bank reference being required, you will be responsible for any administration charges levied by your own bank in relation to obtaining a reference.

Before the tenancy can proceed you need to provide us with a photo ID in the form of a valid passport and where applicable a copy of a valid visa.

### **Deposit**

A deposit normally equivalent to 1 month's rent must be paid in cleared funds when you sign the Tenancy Agreement. All deposits must be protected within 30 days of receiving it in full. Please ask a member of our Lettings Team for more information on which service is used for a specific property.

### **Payment of rent**

The first instalment of rent must be paid in cleared funds when you sign the Tenancy Agreement. Thereafter, rent is payable by standing order (unless agreed otherwise) to arrive on the due date as stated in the Tenancy Agreement. This means that the standing order must be set up so that the funds leave your account three days before the rent is due.

### **Inventory/Check-in and Check-out**

Where we are instructed by the Landlord to arrange for an inventory and check-in / check-out service, unless agreed otherwise, the Tenant will be liable for a contribution of no more than 15% of 1 month's rental normally payable either in the last payment of rental or deducted from the deposit (and any missed appointments). We advise you to make yourself available for the check-in and check-out.

Where a Landlord organises this inspection independently of Flatline, the charge may vary.

For more information or exact cost associated to a specific property please contact a member of our Lettings Team.

### **Utilities**

You will be responsible for the payment of telephone, gas, water and electricity accounts at the property during your tenancy, as well as the council tax. It is your responsibility to notify the relevant companies and the local authority that you are moving into/out of the property. You are also responsible for ensuring that a valid television licence remains in place for the duration of the tenancy. Utility companies will also always require the occupant to provide access for any visit.

### **Management of the property**

At the start of the tenancy we will advise you who is responsible for managing the property. This is not always Flatline. Where we are not managing the property we cannot authorise any repairs or maintenance or guarantee the speed at which repairs will be carried out. Where we are managing the property, we may have to obtain the Landlord's consent before proceeding with a repair.

### **Maintenance on Managed Properties**

Where we manage a property and hold keys, we are able to offer a Lock Out service to Tenants during the hours of 09:30 to 18:30 Monday to Friday at a cost of £36.00 including VAT.

Where a contractor is requested to attend a property and either no fault or the fault attributed to user error the Landlord may ask the Tenant to settle the account.

### **Insurance**

It is your responsibility to insure your own belongings throughout the tenancy.

### **Late payment fee**

An administration fee of £36 inc VAT will be charged for each letter (excluding the first request for payment) sent by Flatline regarding late or non-payment of rent or administration charges.

### **Change of tenancy**

If during the fixed term of your tenancy you are wishing to change the identity of the Tenants or wish to cancel the tenancy early, it's your obligation to obtain the Landlord's approval and written consent.

Upon the Landlord's approval and a new signed Letting Agreement with Flatline, we will draw up a new Tenancy Agreement for signature by all parties. An administration fee of £300.00 inc VAT will be charged for this service.

References maybe required to be undertaken and in these cases the references/identification costs will take effect.

### **Tenancy Renewal**

If you are on a Fixed Term Tenancy and wish to renew the Tenancy Agreement an administration fee of £60.00 including VAT is payable by each Tenant.

You are unable to renew a Tenancy Agreement where there is a change of Tenant. In this situation you must re-apply for the property and will be subject to the Agents Fee and where required referencing fee as listed above.

### **VAT**

All charges levied by Flatline are subject to VAT at the prevailing rate of 20%.