

Tenants' Guide to Charges

Countrywide is a member of and covered by the RICS Client Money Protection Scheme. Countrywide is also a member of a redress scheme provided by The Property Ombudsman www.tpos.co.uk. Copies of the TPO Code of Practice plus our complaint handling procedure are available from any of our branches.

Please note the charges listed below are the MAXIMUM fees that will be applied unless otherwise stated.

Permitted Charges in accordance with the Tenant Fee 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	
Tenancy Deposit	5 or 6 weeks depending upon the rental amount	
Holding Deposit	maximum one week's rent	
Early termination when requested by the tenant	a charge not exceeding the financial loss experienced by the landlord	
Utilities, communication services, TV licence and council tax		
Default charge for late payment of rent	limited to interest charged at 3% above Bank of England base rate, when rent is more than 14 days late	
Default charge for replacement of lost key or security device	equivalent to cost incurred	
Changing the tenancy documents after the commencement of the tenancy	£50 inc. VAT	£41.67 excl. VAT

A Non Housing Act Tenancy is formed when one of the following criteria is in place:		
• The annual rent exceeds £100,000	• The property is occupied by an entity (Company let) rather than an individual	
• The property is not used as a main or primary home	• There is a Resident Landlord	
If you are in any doubt as to the type of tenancy which will apply to you, please speak to our branch staff.		

Under the terms of the Tenant Fee Act if you enter into a NON HOUSING ACT TENANCY, payments which may apply will be as follows:		
	Cost (inclusive of VAT)	Net (exclusive of VAT)
Check-in Fee checking into the property and reviewing inventory	minimum of £72	minimum of £60
Tenancy Agreement and Setup drafting and execution of document if supplied by us	£300	£250
Administration Fee set up of monthly standing order for rental payments, collecting and holding the Security Deposit as Stakeholder, issuing protection certificates	£50	£41.67
Company Referencing Fee inc verification of details, credit check and Companies House check	£175	£145.83
Individual Reference Fee (per person)	£75	£62.50
Extension Agreements Fee negotiating and drafting extension to the fixed term	£125	£104.17
Damage Fee checking replacement item with inventory and arranging for damage to be rectified on conclusion of tenancy	£90	£75
Arrears Fee	£30	£25
Overpaid Rent Fee	£30	£25
Pet Licence	£75	£62.50
If there are any guarantors for the tenancy:		
Guarantor Referencing Fee inc verification of details, credit check, employer and accountant reference (if available)	£100 per guarantor	£83.33 per guarantor
Deed of Guarantee Fee drafting Deed, negotiating clauses and executing document	£75	£62.50

Please note: The Initial Monies will be confirmed and must be paid by debit card or bank transfer. **WE DO NOT HAVE THE FACILITIES TO ACCEPT CASH**

Countrywide Residential Lettings Ltd trading as Chappell & Matthews, Registered Office Greenwood House, 1st Floor, 91-99 New London Road, Chelmsford, Essex, CM2 0PP. Registered in England Number 02995024 which is an agent and subsidiary of Countrywide Estate Agents, Registered Office Greenwood House, 1st Floor, 91-99 New London Road, Chelmsford, Essex, CM2 0PP. Registered in England Number 789476