



020 7431 8000

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Before the tenancy starts payable to Property Divas Limited (“The Agent”)

Holding Deposit: One week's rent is required to reserve a property, with your permission this will form part of the overall security deposit for the property. This will be withheld if any relevant person (including any guarantor(s)) withdraw from the tenancy, fail a Right to-Rent check, provide materially significant false or misleading information.

Security deposit: 5 weeks for tenancies where the annual rent is below £50,000 per annum
 6 weeks for tenancies where the annual rent exceeds £50,000 per annum

During the tenancy payable to Property Divas Limited (“The Agent”)

Variation of contract (Tenant's request)

£50 inc vat per variation, this is to cover the costs associated with taking the landlord's instructions and preparing and executing the new legal documents.

Tenant substitution (Tenant's request)

£50 (inc vat) per substitution or any reasonable costs if higher. To cover the costs associated with taking the landlord's instructions, referencing and right to rent checks, preparing and executing the new legal document.

Payment of interest for the late payment of rent

A default fee can be charged for late payment of rent where the rent payment has been outstanding for 14 days or more (from the date set out in the tenancy agreement) The fee charged will be 3% above the Bank of England's base rate for each day that the payment is outstanding.

Loss of keys/security devices

Tenants are liable to the actual cost of replacing any lost key(s) or other security device(s). If the loss results in locks needing to be changed, the actual costs of a locksmith, new lock and replacement keys for the tenant, landlord any other persons requiring keys will be charged to the tenant. If extra costs are incurred there will be a charge of £15 per hour (inc. VAT) for the time taken replacing lost key(s) or other security device(s).

Early Termination (Tenant's Request)

Should the tenant wish to leave their contract early, they shall be liable to the landlord's costs in re-letting the property as well as all rent due under the tenancy until the start date of the replacement tenancy. These costs will be no more than the maximum amount of rent outstanding on the tenancy.

During the tenancy (payable to the provider) if permitted and applicable

Utilities – gas, electricity, water

Communications – telephone and broadband

Installation of cable/satellite

Subscription to cable/satellite supplier

Television licence

Council Tax

Any other service which a tenant may wish to avail for their own use.

Other permitted payments

Any other permitted payments, not included above, under the relevant legislation including contractual damages. The Tenant Fees Act 2019 does not affect the landlord's entitlement to recover damages for breach of the tenancy agreement by way of a deduction from the tenancy deposit or court action.

Tenant Protection

Property Divas Limited is a member of Client money protection (CMP) provided by safeagent, which is a client money protection scheme, and also a member of The Property Ombudsman (TPO) which is a redress scheme. You can find out more details on the agent's website or by contacting the agent directly.

Complaints procedure We are confident of providing a high quality of service in all respects. If, however, you have any queries or concerns about our work for you, please raise them in the first instance with the Lettings Negotiator. If that does not resolve the problem to your satisfaction or you would prefer not to speak to that person, then please contact one of our client care directors, Michelle Barr or Helen Duncan. Any complaint made by you will be handled in accordance with our complaints procedure. In the event that we do not handle any complaint to your satisfaction, you are able to have recourse to the OMBUDSMAN FOR ESTATE AGENTS (TPO Ltd) www.tpos.co.uk



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