

**TENANCY FEES** - In accordance with Tenant Fees Act 2019 the only charges that you will be asked to pay are as follows:

- The rent
- A refundable tenancy deposit capped at no more than five weeks' rent where the annual rent is less than £50,000 or six weeks' rent where the total annual rent is £50,000 or above.
- A refundable holding deposit (to reserve a property) capped at no more than one week's rent.
- Payment to change the tenancy when requested by the tenant capped at £50, or reasonable costs incurred if higher.
- Payments associated with early termination of the tenancy, when requested by the tenant.
- Payments in respect of utilities, communication services, TV licence and council tax
- A default fee for late payment of rent
- Replacement costs of a lost key/security device

### **APPLICATION PROCESS**

- All viewings are accompanied by a member of staff from Stuarts Homes between the hours of 9am and 4.45pm Monday to Friday and Saturday mornings between 9am and 11.45am and are subject to gaining access from the current occupant if applicable.
- If you wish to proceed with an application the process is as follows:-
  - Telephone our office to express your interest and we will confirm back to you in accordance with specific landlord requirements.
  - We will take a holding fee equivalent to one weeks' rent from you to reserve the property which is offset from your first months' rent when you move in. This is non-refundable if you fail referencing or withdraw from the property once referencing has commenced.
  - You will receive an email from us confirming your interest, an invite to join PropertyFile and with a link to our application form. You will receive required information onto your PropertyFile including EPC, How to Rent booklet, Sample TA, and our referencing criteria.
  - We will hold the property for you for up to 48 hours whilst you complete the application forms and provide us with all requested documents. All future viewings will be cancelled, and the property will be withdrawn from the market during this time.
  - To proceed with your application for a tenancy, we must adhere to various legislations; Proceed of Crime Act 2002, Terrorism Act 2000, Money Laundering Regulations 2007, and the Immigration Act 2014 including The Right to Rent legislation for which we will require identification documents from you. Full details are on our application form.
  - Upon receipt of your application forms and other requested documents, we will commence the referencing process in accordance with our referencing criteria. This process usually takes around 3-5 days but is subject to your referees responding quickly.
  - On completion of successful referencing, we will contact you to arrange a move in date with you.

### **MEMBERSHIPS**

- **Redress Scheme:-**  
The Property Ombudsman Ltd:- Milford House, 43 - 55 Milford Street, Salisbury, Wiltshire, SP1 2BP  
Tel:- 01722 333 306  
Our membership number is L00306
- **Client Money Protection:-**  
Safe Agent:- Cheltenham Office Park, Hatherley Ln, Cheltenham GL51 6SH  
Tel:- 01242 581712  
Our Scheme details are:- A1007