



ESTATE AGENTS

50 Andover Road, Tivoli, Cheltenham, GL50 2TL

Tel: (01242) 523000

TENANT FEES

When you decide to rent a home you need to budget, not just for the monthly rent and household bills, but also the initial costs. Charterhouse will ask you to pay a deposit and an administration charge, in addition to the first month's rent. A full breakdown of our fees can be found further down this page.

Application Fee

When you find a property that you like, Charterhouse will ask you to pay an application fee in order to process your application. This will be used to cover the costs of referencing and initial checks, and a contribution towards the preparation of the tenancy agreement. This payment will not be refunded to you if you decide not to progress with the tenancy application (i.e., *this is a non-refundable payment*) depending on the time that has passed between you submitting your application and withdrawal as we reserve the right to retain this fee to meet any reasonable costs or loss of rent whilst the property was withdrawn from the market. This will apply whether you withdraw from the tenancy, or are unable to proceed due to adverse references. It will be returned to you, in full, in the event the landlord is unable to proceed.

Deposit

When the tenancy starts you will be asked to pay a deposit. This will be held as security for the performance of the agreement and can be used against any costs or damages at the end of your tenancy, as detailed in your agreement. The value of the deposit will vary depending on your personal circumstances, but will be at least the value of 6 weeks rent (an additional deposit will be due if a pet is being allowed into the property). *This payment must be in cleared funds to enable the tenancy to commence.*

Guarantor

If you are a student, or on a low income, you will need a guarantor. We will need to carry out reference checks on the guarantor, and we charge an extra administration fee for this to cover our costs. *This fee is also non-refundable.*

The guarantor will be asked to read your tenancy agreement before the tenancy starts. The guarantor will need to be present to sign the tenancy agreement.

Renewal Charge

As your tenancy agreement comes to an end you will be asked if you would like to renew your tenancy for a further fixed term and we make a charge for this. This charge is payable in advance and must be received prior to a new contract being signed.

Late Payment of Rent

We reserve the right to charge a fee for chasing any rents that are received more than three days late from the due date.

Early Release from Tenancy

If you want to leave the property before the end of the tenancy the landlord may agree to this, but may ask you to continue to pay the rent and all household bills until the date a new tenant moves in, or your tenancy comes to a natural end, whichever is sooner. You may also be asked to pay reasonable costs in re-letting the property.

Mortgage/Landlord References

We are normally pleased to provide a reference for the above purpose. We may charge a fee to cover our costs in administration for this service.

Check-Out

We may charge a fee for the check-out appointment if we are unable to complete the agreed check-out appointment due to unreasonable delays by you on the day of the appointment. Please also note that rent is payable until the day you move out of the property and surrender the keys.

If we need to arrange for any work at the end of the tenancy because of damage to the property caused by you, we will charge you an arrangement fee of 10% of the cost of the work. This is subject to a minimum charge.

Overpayment of Rent

We do not have the authority to cancel your standing order at the end of the tenancy so this is your responsibility. If we need to refund your rent because you have not done this, we may charge you an arrangement fee to cover the cost of administration.

Please note:- At times we may accept payment for some of these fees by credit card. Should this be the case there will be a charge added to reflect the amount that we will have to pay for the transaction. We will always tell you if we have to make any charges when accepting payments.

Our tenant fees are as follows:-

	Charge (inclusive of VAT where applicable)
Administration Fee – Single Person	£270.00
Administration Fee - Couple	£330.00
Administration Fee – Additional Applicant	£108.00
Guarantor	£108.00
Renewal Charge	£50.00
Late Payment of Rent	£30.00
Early Release from Tenancy (Re-Let)	£300.00
Abandoned Check-Out	£42.00
Overpayment of Rent	£10.00
Company Application Fee	£330.00
Check-Out Fee (if applicable)	£42.00