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## SCALE OF CHARGES TO TENANTS

### Holding Deposit (per tenancy) - One week's rent.

This is to reserve a property.

Please Note: 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, or fail to sign their tenancy agreement (and / or Deed of Guarantee) within 15 calendar days (or other Deadline for Agreement as mutually agreed in writing).

### Security Deposit - Five weeks' rent

(per tenancy, rent under £50,000 per year). This covers damages or defaults on the part of the tenant during the tenancy.

### Security Deposit - Six weeks' rent

(per tenancy, rent of £50,000 or over per year). This covers damages or defaults on the part of the tenant during the tenancy.

### Unpaid Rent

Interest at 3% above the Bank of England Base Rate from Rent Due Date until paid in order to pursue non-payment of rent.

Please Note: This will not be levied until the rent is more than 14 days in arrears.

### Lost Key(s) or other Security Device(s)

Tenants are liable to the actual cost of replacing any lost key(s) or other security device(s) for the tenant, landlord, agent and any other persons requiring keys and if the loss results in locks needing to be changed, the actual costs of a locksmith and new lock. The actual costs will also include costs of £15 (incl VAT) for up to one hour of time making the necessary arrangements and if extra time is required there will be a charge of £15 per hour (incl VAT). A tenant who temporarily loses keys will be given the option to pay a **fully-refundable** security deposit of **£60** to borrow the Agent keys. The refund will be made when the keys are returned.

### Variation of Contract (Tenant's Request)

£50 (inc. VAT) per agreed variation. This is to cover the costs associated with taking landlord's instructions as well as the preparation and execution of new legal documents.

### Change of Sharer (Tenant's Request)

£50 (inc. VAT) per replacement tenant or any reasonable costs incurred if higher.

This is to cover the costs associated with taking landlord's instructions, referencing and performing Right-to-Rent checks on the proposed new tenant, deposit registration as well as the preparation and execution of new legal documents.

### Early Termination (Tenant's Request)

£50 (inc. VAT) per tenancy

This is to cover the costs associated with taking landlord's instructions and liaison with tenant. 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.

### Optional Services

#### Accompanied move in

£50 (inc. VAT) per tenancy. Service includes walking with you around the property and carrying out the following - supporting you with checking off the inventory; showing you location of utility meters and verifying meter readings; showing you the location of the boiler and all supporting manuals for the boiler and other appliances; testing the smoke alarm(s) and CO alarm(s); showing you the location of the stop tap; identifying the keys with the locks.

#### Redress and Client Money Protection

IMPORTANT: Letting Agents are required to be a member of a redress scheme and are required to have Client Money Protection.

Redress: - We belong to The Property Ombudsman Ltd, ref N00914. You can seek redress by contacting them at [admin@tpos.co.uk](mailto:admin@tpos.co.uk) or call 01722 333306 or write to them at Milford House, 43-45 Milford Street, Salisbury, Wiltshire, SP1 2BP

Client Money Protection: - Our provider is Propertymark Client Money Protection Scheme, ref C001959. You can contact them at <https://www.propertymark.co.uk/> or call 07926 496 800

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