Hatfield Shaw & Co
INDEPENDENT ESTATE AGENTS

Tenant Fees:

We believe in being clear about what you will pay. Apart from your rent, the only payments we may ask you to make are the ones permitted by the Tenant Fees Act 2019, listed below. We do not charge tenants for referencing, administration, inventories, check-in or check-out, guarantors, renewals, viewings or Right to Rent checks.

All fees include VAT at the current rate of 20%.

Payment	Amount	Charged	What it covers
Rent	As stated in your tenancy agreement	Per tenancy, monthly	Rent for the property. We take no more than one month's rent in advance, and none before the tenancy agreement is signed.
Holding deposit	Up to one week's rent	Per tenancy, not per tenant	Reserves the property while we carry out referencing and Right to Rent checks. It is refunded within 7 days of the tenancy agreement being signed, or counted towards your first rent payment. We may keep it only if you withdraw, fail a Right to Rent check, give false or misleading information, or do not take reasonable steps to sign the agreement within 15 days of paying it (unless a different deadline is agreed in writing).
Tenancy deposit	Up to five weeks' rent (six weeks if the annual rent is £50,000 or more)	Per tenancy	Security for the landlord against damage, unpaid rent or other breaches of the tenancy. It is refundable and is protected in a government-authorised TDS Custodial Deposit Scheme.
Late rent	Interest at 3% above the Bank of England base rate, per year	Per tenancy, only if rent is more than 14 days late	Interest on rent that remains unpaid more than 14 days after it is due, calculated daily from the due date.
Lost keys or security devices	The reasonable cost of replacement	Per replacement	The cost of replacing lost keys, fobs or other security devices, including changing a lock where needed. We will provide evidence of the cost.
Change to your tenancy (at your request)	£50 including VAT, or our reasonable costs if higher (we will provide evidence)	Per change	Updating the tenancy agreement when you ask for a change, such as adding or replacing a tenant. We make no charge if the change is requested by the landlord or us.

Ending your tenancy without the required notice	The landlord's reasonable costs, capped at the rent the landlord would have received had you given the correct notice.	Per tenancy	Applies only if you leave without giving the notice required. A periodic tenancy can be ended by the tenant giving two months' notice, in which case no payment applies.
Utilities, council tax, TV licence and communications	As charged by the provider	Per property	Payable to the supplier or, where the tenancy agreement says so, to the landlord. We make no charge for arranging these.

Client Money Protection: Hatfield Shaw & Co is a member of Propertymark CMP Scheme, membership number C0142265. Please click link to view the Hatfield Shaw & Co Propertymark CMP Certificate

Redress: Hatfield Shaw & Co is a member of The Property Ombudsman, membership number T14477.