

# FEES TO: TENANTS

<a href="http://www.johntaylors.com">www.johntaylors.com</a>	
<b>Applicable for tenancies that began before 1<sup>st</sup> June 2019 and Company lets</b>	
<b>BEFORE YOU MOVE IN:</b>	
Referencing (identity, immigration and visa confirmation, financial credit checks, obtaining references from current or previous employers / landlords and any other relevant information to assess affordability) as well as contract negotiation (amending and agreeing terms) and arranging the tenancy and agreement	£50 per person per application (inc. VAT)
Processing the application, associated paperwork and referencing	£100 (inc. VAT)
<b>PET DEPOSIT:</b>	
To cover the added risk of property damage, this will be protected with your security deposit in a Government authorised scheme and may be returned at the end of the tenancy returnable additional security deposit of	£100 (inc. VAT)
<b>DURING YOUR TENANCY:</b>	
Amendment Fee	
Contract negotiation, amending terms and updating your tenancy agreement during your tenancy	£50 (inc. VAT)
Renewal Fee	£70 (inc. VAT)
<b>ENDING YOUR TENANCY:</b>	
Future landlord reference fee	
Collating information and preparing a reference for a future landlord or letting agent	£24 (inc. VAT) per reference request.
<b>OTHER FEES AND CHARGES:</b>	
If we have to send you a letter because you have broken your Tenancy Agreement	£20 (inc. VAT).
If your bank returns a cheque, standing order or direct debit unpaid	£20 (inc. VAT)
If we send you a Section 8 Housing Act 1988 notice because you have broken your Tenancy Agreement	£35 (inc. VAT)
If you do not respond to the Notice as a result we have to visit your home	£60 (inc. VAT)
If we have a genuine reason to believe that you have abandoned the property and we have to visit the property	£60 (inc. VAT)
Contractor's call out charges if you fail to keep an appointment or wrongfully ask for a contractor to come to the property	£52.87 (inc. VAT) plus any actual cost incurred
Unpaid Rent Interest at 8% above Bank of England Base Rate from date due	
Where actions of the tenant results in the agent (or nominated contractor) attending the property, time to remedy the situation is charged at the prevailing rate of	£60 per hour (inc. VAT) plus any actual costs incurred
<b>Applicable for tenancies that began from 1<sup>st</sup> June 2019</b>	
<b>DEFAULT FEES:</b>	
Where rent is unpaid 14 days after it is due, interest at Bank of England Base rate plus 3% will be charged.	
Where keys are lost, if we wish to assist you, we will charge the actual cost of a replacement if you collect it at our office. If we have to meet you at the property we will charge our time at £15 (inc. VAT) per hour plus the cost of the lost key. If the key is lost outside of business hours you must contact an emergency locksmith and pay the cost yourself. We have neither a contractual or statutory obligation to assist with lost keys. If you want extra keys for other family occupiers, you will have to arrange and pay for these yourself.	
<b>DAMAGES FOR BREACH OF CONTRACT:</b>	
The law allows us to recover our reasonable costs from a tenant if conditions of the tenancy are not kept to. The costs are as follows :	
<ol style="list-style-type: none"> <li>1. If (other than by using a solicitor) we send you a Section 8 Housing Act 1988 notice because you have broken this agreement, you must pay our reasonable costs of not more than £35 (inc. VAT).</li> <li>2. If your Bank returns a cheque, standing order or direct debit unpaid, you must pay our reasonable costs of not more than £35 (inc. VAT).</li> <li>3. If we have a genuine reason to believe that you have abandoned the property and we have to visit the property and speak to neighbours and authorities, our reasonable costs of not more than £50 (inc. VAT).</li> <li>4. Damage to the property caused by tenant neglect or neglect of persons invited to the property by the tenant, our costs will include the bill from the workman plus up to £50 (inc. VAT) admin costs for our time in arranging these matters.</li> <li>5. Failure to keep appointment such as Gas Safety Inspections, periodic inspections which had been previously agreed, unless cancelled no later than 12 hours beforehand, our charge is £50 (inc. VAT).</li> <li>6. If you leave without giving notice you must pay rent for the period you should have given notice. This will be claimed against the deposit if possible.</li> <li>7. Leaving early is a breach of the tenancy and we will charge 1/12<sup>th</sup> the cost of our letting fees for each month left on the fixed term tenancy, plus rent due until a suitable new tenant moves in, plus £75 (inc. VAT) for the cost of advertising for new tenants, showing them around the property, conducting credit and Right to Rent checks, preparing a new AST and protecting a new deposit and arranging a new Inventory.</li> <li>8. Where rent has been overpaid during the tenancy and we incur administrations costs in dealing with its calculation and repayment a fee of £25 (inc VAT) will be charged.</li> <li>9. For replacement of the Tenancy Agreement we will provide a copy for £6 (inc. VAT).</li> <li>10. You will be responsible for any reasonable call out charges if you wrongfully ask for a workman to come to the property and this is due to incorrect information or against our or our agent's advice. The most you will have to pay is the contractors invoice.</li> <li>11. Reasonable legal costs as ordered by the court if we have to evict you for rent arrears.</li> <li>12. We will provide future landlords or Lettings Agents with a reference about how you conducted the tenancy and our charge to them will be £25 (inc. VAT)</li> </ol>	
<p><b>IF YOU HAVE ANY QUESTIONS ON OUR FEES, PLEASE ASK A MEMBER OF STAFF</b></p> <p>Redress: This firm is a member of Property Redress scheme, 1<sup>st</sup> Floor, Premiere House, Elstree Way, Borehamwood WD6 3JH</p> <p>Client Money Protection: This firm is a member of RICS client money protection scheme</p>	

## Emergency Repair Procedures

If you rent a fully managed property please contact either our Louth or Market Rasen offices on the contact details provided and we will coordinate emergency repairs on your behalf during the following office hours:

Monday – Friday 9.00am – 5.00pm

Saturday 9.00am – 12.00pm (Market Rasen) / 9.00am – 1.00pm (Louth)

If you rent a non-managed property, please contact your landlord.

### OUT OF HOURS EMERGENCY GUIDE:

**Gas leak & carbon monoxide alert** – Evacuate the property and contact National Gas Service on 0800 111 999

**Electric power failure** – Check whether there is a power cut via National Grid on 105. Check your fuse box to see whether any fuses or mini circuit breakers have blown/tripped.

**Water leak** – Turn off the water at the stop cock located on your schedule of condition. If the leak cannot be stopped call our maintenance contractor on 07546 111 721 and switch the power off at your fuse box if it is safe to do so.

**Fire** – Evacuate the property and call emergency services on 999.

**Blocked drains (including sinks & toilets)** – if this is causing damage to the property call Block Free 01507 606 443 or 07887 555 025 otherwise please contact the office during opening hours. If the blockage is proved to be due to your misuse of the property then the responsibility for the contractors invoice will be yours.

**Locks** – If the lock is no longer working or has been damaged due to a break in and you are locked out, please contact our maintenance contractor on 07546 111 721. If you have locked yourself out then you will be responsible for the contractors invoice.

**Broken windows** – if the window has been broken as a result of vandalism/break in and not due to your actions, please report the crime to the police and obtain a crime number and contact maintenance contractor on 07546 111 721 to arrange for making the window secure.

**No heating or hot water** – Call the office during working hours or leave a message during out of hours.

**Appliances not working** – Firstly check there is neither a power cut or a fuse/mini circuit breaker has not been tripped on your fuse box. Switch the appliance off and contact the office during working hours or leave a message during out of hours.

**Other repair issues** – Unless it is a genuine emergency, please call the office either during working hours or by leaving a message during out of hours.

**Please remember that if a contractor is called out as an emergency when a repair is not a genuine emergency then you will be liable for a charge of £52-82 including VAT.**

[www.johntaylors.com](http://www.johntaylors.com)

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