

TENANT FEES

- **Rent**
- **A deposit / damage bond** with a maximum of 5 weeks rent, the monthly rent being worked out as Rent x 12 divided by 52 (rounded down to the nearest pound)
- **A holding deposit** of no more than one week's rent worked out as in the rent calculation above.
- **Charge for lost keys or security fob** replacement charged at the cost of replacement of said key or Fob and this will be subject to the tenants arranging for the replacement key or Fob themselves. A £50 inclusive of VAT fee will be payable if Castlegate are engaged to arrange a replacement.
- **Charge for late payment of rent.** After 14 days rent interest payments on late rent will be 3% above the Bank of England base rate but backdated to the date the rent first became due.
- **A charge of £50 for a change of tenancy**, such as adding a new person to the tenancy agreement at the tenant's request, or amendment to including pets after the tenancy has already been issued.
- **All utilities to be paid for by the tenants** in full including Council tax, Gas, electric, water, telephone bills etc.
- **Company let administration fees...**a none refundable amount paid to remove the property from the market whilst referencing and administration is completed of £300 inclusive of VAT.
- **Early release fees...** The landlord will be able to charge for any loss suffered from the agreed termination, which would be any rent due to the agreed termination date or until such time as the property is re let and secondly an agent fee for any works involved with the termination of the tenancy i.e. drawing up a surrender document of £50 plus vat.

A copy of the full tenancy agreement will be sent to you BEFORE the start of your tenancy. You must be happy with this document and want to be bound by its terms and conditions before you sign it and we strongly advise you to seek solicitor's advice and approval before signing same if there is anything about it that you are unsure or unhappy about regarding any of its terms and conditions.

Customer Service

We treat Tenants as valued customers and we recognize that Tenants may be Landlords clients of ours in the future. If you believe that you have a grievance, please write in the first instance to the Lettings Manager, Castlegate Estates & Lettings Ltd, 118 – 120 Main Street, Bulwell, Nottingham, NG6 8ET. The grievance will be acknowledged within 3 working days, investigated thoroughly and a full response sent to you within fifteen working days. Further details of what action you can take if you remain dissatisfied can be found on the Property Ombudsman website – www.tpos.co.uk. We are members of the Property Ombudsman.