

This guide is intended to inform tenants of all fees and services related to renting a property through Portland Estate Agents Ltd. We aim to be transparent from the outset and look to disclose our services, procedures and fees.

Our lettings team will gladly answer any further questions or queries that you may have and you can contact them by calling 0208 451 9844.

Tenancy Application / References

When a suitable property to rent has been found, ALL persons aged eighteen or over will complete an Application Form and will be named on the tenancy agreement.

Holding Deposit

A payment to indicate your commitment is required when you submit your application and is held against expenses.

This deposit is non-refundable. Should your application be successful, then these monies will be deducted from the initial money. Please note that this payment in advance does not constitute a tenancy or offer of a tenancy but is proof of your serious intention to proceed.

Tenancy Agreement

Before any tenancy begins, you will sign a tenancy agreement setting out the

Landlords and Tenants obligations. Once the tenancy agreement has been executed by you and the Landlord it is binding.

Security Deposit

Before your tenancy commences, you will be required to pay a security deposit that will be a minimum of six weeks rent. This deposit will be held under the terms of a Tenancy Deposit Protection Scheme as chosen by Portland Estate Agents or your Landlord.

Inventory and Schedule of Condition

An Inventory and Schedule of condition of the property, its contents, furniture, fittings and effects will usually have been prepared. The detail of which will be checked and agreed with you at the commencement of your tenancy. It is important that you take care in agreeing to the Inventory and Schedule of Condition at this stage as it will form the basis of any claim for damages by your Landlord at the end of the tenancy.

A further check will be made at the end of your tenancy and we strongly recommend that you are present for both the initial check in and the check out.

Tenants Obligations

You should be aware that responsibility for the property rests with the Tenant during any tenancy, and that your obligations in regards to this are laid out within the Tenancy Agreement.

FEES to Tenants

WHEN YOU DECIDE TO TAKE A PROPERTY

Holding Deposit £500 (inc VAT) minimum (Some Landlords may request a higher figure)

BEFORE YOU MOVE IN

Rent The First Months' Rent in advance is required

Security Deposit Equivalent to a minimum of Six Weeks Rent

Set Up Fee £115 (inc VAT) per person Includes referencing (Identity, immigration and visa confirmation, financial credit check, obtaining referencing from current or previous Landlords / Employers and any other relevant information to assess suitability and affordability) as well as contract negotiation (amending and agreeing terms).

Tenancy Agreement £150 (inc VAT) per tenancy Arranging the tenancy and agreements to include all amendments.

Guarantor Fees £160 (inc VAT) per guarantor (if required). Covering credit referencing and preparing a Deed of Guarantee as a part of the tenancy agreement.

Check In/Out Fee £75 (inc VAT) minimum (dependant upon the property) Preparing an inventory and schedule of condition of the property explaining how appliances function and taking meter readings for utilities and services.

Company Set Up £195 (inc VAT) Includes referencing (Identity, immigration and visa confirmation, financial credit and affordability checks, obtaining referencing from current or previous Landlords and any other relevant information to assess suitability and affordability) as well as contract negotiation (amending and agreeing terms).

Pet License Fee £75 (inc VAT) Preparation of a Pet Addendum as a part of the Tenancy Agreement.

Saturday Move In £50 (inc VAT) Due to additional fees raised by external contractors (e.g Inventory Clerks, cleaners etc.).

DURING YOUR TENANCY

Change Of Sharer £300 (inc VAT) Includes referencing (Identity, immigration and visa confirmation, financial credit check, obtaining referencing from current or previous Landlords / Employers and any other relevant information to assess suitability and affordability) as well as contract negotiation (amending and agreeing terms) and arranging the tenancy and agreement.

Amendment Fee £150 (inc VAT) Contract negotiation, amending terms and updating your tenancy agreement during your tenancy.

Renewal Fee £150 (inc VAT) Contract negotiation, amending and updating terms and arranging a further tenancy and agreement.

ENDING YOUR TENANCY

Future Landlord Referencing Fee £50 (inc VAT) per reference Collating information and preparing a reference for a future Landlord or Letting Agent.

OTHER FEES AND CHARGES

Arrears Letter £50 (inc VAT) per letter Letter in respect of overdue rent or returned payments.

Unpaid Rent To pay interest at a rate of 8% per annum above the Bank of England base rate on any rent lawfully due that is paid more than 14 days after the date on which it became due. The interest will be payable from the date the rent should have been paid until the date rent is actually paid.

Professional Cleaning £150 (inc VAT) per hour (if required) This will be deducted will be deducted from the security deposit (Only charged where professional cleaning is necessary to return the property to the same condition as at the start of the tenancy).

Complaints and Redress Scheme

Although we will always strive to offer you the highest level of service we recognise that sometimes you may not be satisfied with the service we deliver for you. In the first instance, we would encourage you to discuss problems verbally and informally with your principle contact within the company. If this does not resolve your concerns, then the Company's formal procedure can be invoked. How do I make a formal complaint?

Stage 1 – Manager

If the verbal and informal approach does not satisfactorily deal with your concerns, we ask that you put your complaint in writing to the Manager responsible for the office that deals with the matter about which you wish to complain. If your complaint is about the person, please write to the Company's Directors.

We advise you to keep copies of all correspondence sent to us and notes of any conversations or telephone calls. In order that we can help resolve your concern as quickly and efficiently as possible, we ask you to provide the following information in the letter of your complaint:

- Your name, address and a daytime telephone number on which you can be contacted.
- The name of the individual within the company with whom you have been dealing.
- A clear description of your complaint, giving concise details of what you believe has gone wrong.
- Details of what you would wish to be put right.

Your letter will be acknowledged within 3 working days of receipt and you will be advised of the timescale for sending a full reply, which will usually be within 21 days. An internal investigation into your complaint will be undertaken and following completion of the same, you will be provided with a full response with details of what actions we have taken or will take.

It is hoped that this response will resolve the matter to your complete satisfaction.

Stage 2 – Directors

If your complaint is not satisfactorily resolved by stage 1 above or if you still have concerns, you can request the matter be referred to the Directors of the company. A separate review of your complaint will be undertaken and you will be contacted usually within a further 10 days to inform you of the conclusion reached. The response will represent the final viewpoint of the company.

What can I do if I am still not satisfied?

As a matter of final resolution, if you have exhausted our internal complaints procedure, we are regulated by The Property Ombudsman who will consider a formal complaint and give redress. Details about this scheme can be obtained from our office and will always be supplied to you should you have exhausted our internal complaints procedure without satisfaction.