

TENANTS' GUIDE TO SERVICES AND FEES

urbanspaces

The following guide is designed to show tenants (residents) the procedures, requirements and fees relating to a typical tenancy. Please read it carefully so you understand the contents and help us process the administration of your tenancy smoothly.

Any charges shown below are the **MAXIMUM** fees that will be applied and will be dependent on circumstances and the number of people wishing to enter into a tenancy. It is our aim to be as transparent as possible in the disclosure of our services, products and fees. Whilst every care is taken, changes may occur to this publication periodically, so please liaise with us closely for an accurate assessment of your rental needs.

Description of Fee	Gross (inclusive VAT)	Net (exclusive VAT)
Tenancy Arrangement Fee	£300 inc VAT	£250 + VAT
Tenancy Arrangement Fee per additional tenant	£180 inc VAT	£150 + VAT
Tenancy Renewal Fee	£192 inc VAT	£160 + VAT
Guarantor Referencing Fee per person	£90 inc VAT	£75 + VAT
Check-Out Fee per tenancy	£180 inc VAT	£150 + VAT

Tenancy Application References

When a suitable property to rent has been found ALL persons aged eighteen (18) or over must be shown on the Offer Form and will be named in the Tenancy Agreement. We will take up references on behalf of our client (landlord), which may include a bank reference for which your bank may charge a nominal fee, a credit reference, an employer's reference, an accountant's reference and a previous landlord reference.

A payment to indicate your commitment to taking on the tenancy is required when your submitted offer application has been accepted by our client and is held against expenses and fees incurred. If your offer and referencing are successful, the amount paid is deducted from your Pre-Tenancy Monies. The payment is non-refundable under particular circumstances which are detailed in your confirmation notification. Referencing fees, once commenced are non-Refundable. Please note that all offers are subject to contract and therefore this payment in advance does not constitute a tenancy being agreed.

Tenancy Agreement

Before any tenancy begins you will sign a Tenancy Agreement setting out the landlord and tenant's obligations. A maximum charge of £300 (inc VAT) or £250 + VAT per tenancy is made for the preparation of the original Agreement, with a charge of £180 (inc VAT) or £150 + VAT per additional tenant and a further £192 (inc VAT) or £160 + VAT is charged for each subsequent renewal beyond the original term.

Should you wish to change tenants (residents) at any point during the tenancy (including at a renewal) you must inform us and, subject to your landlord's agreement (which may include the need to undertake new references), we will prepare new documents for signature. Our fee for this will be equivalent to issuing a completely new Tenancy Agreement.

Security Deposit

Before your tenancy commences (payment is usually required **7** days prior to your move-in date), you will be required to pay a minimum of six weeks' rent. This deposit is held by us as Stakeholders in a legally protected scheme.

The deposit is held against any damages or expenses arising from your tenancy and will not be released until after you vacate the property. This will be subject to your tenancy ending as per your contract, all rent paid and up to date and upon receipt of written agreement of any costs for damages from both parties. No interest is payable on the deposit to either party.

When Do You Sign and What Do You Pay?

Once acceptable references have been received and approved, a date will be agreed for the commencement of the tenancy. It is essential that you sign the Tenancy Agreement and pay your Pre-Tenancy Monies before this date.

We are members of the Property Ombudsman and abide by the Property Ombudsman Code of Practice. You agree that we may disclose information relating to the rental of your property to the Property Ombudsman if they ask for them, to assist in their monitoring of our compliance with the Code of Practice.

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Pre-Tenancy Monies Consist of:

- First Month's rent in advance
- Security Deposit (six weeks' rent)
- Referencing Fee per applicant
- Check-out fee
- Tenancy Agreement

If there are any guarantors to the tenancy:

- Guarantor referencing fee

Other Charges

- Change of Sharer
- Renewal Fee
- Outgoing Reference Fee

Optional Extras if Agreed

- An additional 2 weeks rent for Pet occupancy in Security Deposit
- Contribution to furnishing

Pre-Tenancy Monies

Any Pre-Tenancy Monies will be detailed upon acceptance of your offer and you will be asked to pay an initial fee equal to two weeks' rent to commence the drafting of your Tenancy Agreement and referencing. The amount can be paid by bank transfer or by card. Please note we do not have the facility to accept cash

Inventory and Schedule of Condition

An Inventory and Schedule of Condition of the property, its contents, furniture, fittings and effects will have been prepared. This will be checked and agreed with you at the start of your tenancy and following your check-in at the property. It is important that you take care in agreeing the Inventory and Schedule of Condition at this stage as it will form the basis of any claims for damages by your landlord at the end of the tenancy. It will be referred to again at the end of your tenancy. It is recommended therefore that you are present at both the check-in and check-out appointments.

Rental Payments

All rent is payable in advance by standing order. Please note that all payments should be made three days prior to your rent due date to allow for clearance. Should you experience any financial problems during the course of your tenancy, it is essential that you contact us immediately.

Any chasing of Rent Arrears will be subject to administration and recovery charges of £30 (inc VAT) per letter up to the value of £90 (inc VAT).

Tenants' Obligations

Responsibility for the property rests with tenants (residents) for the duration of the tenancy. Full details of these are listed and explained in the Tenancy Agreement. In the main, it is essential to report any maintenance as soon as it is noticed and you should fully secure the property and advise us if you are away at any time for more than seven consecutive days. In leasehold properties (mainly flats and maisonettes), the tenant (resident) will also be bound by rules and regulations affecting all residents in the block and are contained in the head lease.

Agents Obligations

Our obligations may vary dependent on the type of contract we have with your landlord. You will be advised which type of service applies to your tenancy prior to it commencing. Should you need any further details, please do not hesitate to contact us

Miscellaneous

Property Visits: Properties are subject to a visit a minimum of once a year. The purpose is to check the condition of the property, its cleanliness, garden maintenance (where applicable) and the way in which the tenancy is being conducted generally. A mutually agreeable appointment time will be made in advance with the tenant

Pets: Should you wish to keep one or more pets in the property, we will negotiate this with your landlord and include a specific clause in your Tenancy Agreement. Please note that not all buildings permit the keeping of pets (see Tenants' Obligations) as noted in the head lease.

Council Tax: It is the tenant's (resident's) responsibility to pay the Council Tax to the local authority

Insurance: It is the tenant's (resident's responsibility) to insure his/her own personal effects and furnishings. Should you require insurance, a quote can be provided on a non-advisory basis.

Burglary: Should the property be burgled during your tenancy, you should contact the Police and Urban Spaces immediately.

Other Resident Costs

One months rent in advance*

Calculation = weekly rent x 52 ÷ 12

Variable according to rental value

Security Deposit*

6 weeks' rent = weekly rent x 6

Variable upon circumstances

A draft Tenancy Agreement is available for anyone to read prior to the commencement of an offer or tenancy. We will also send one out once you have submitted an offer to give as much time as possible for you to fully read and understand the contents. If there is anything that is unclear, please do not hesitate to contact us.

Consequences of early termination

If you vacate the property prior to the end of the term, you will remain liable to pay rent until the term expires or the property is re-let whichever is earlier. Should the property be re-let during the fixed term, you will also be responsible for the repayment of any pro-rata commission fees that have been or will be incurred by the landlord for the unexpired portion of the tenancy AND if the new tenancy is for a lesser rent, an amount equal to the difference between the original rent and new lower rental figure up to the end of the original term. You will also be responsible for any other reasonable costs (e.g. telephone lines, satellite television contracts, TV licences, cleaning, admin fees etc) incurred from that point until the end of the term. For the avoidance of doubt this clause shall not take effect where you are operating a break clause within your Tenancy Agreement.