

The Rental Process

At City Quays, we are upfront with our fees and charges, and make it simple for you to calculate the costs associated with moving into a property let through us.

Once we have found you the perfect property, there will be some paperwork to complete and fees to pay. To make the charges clear for you, below is our comprehensive list of tenancy fees that may apply depending on your circumstances and the property you select. Charges are inclusive of VAT.

If you have any questions about our fees, contact our lettings team and we'll explain your tenant rights. We can do this over the phone, via email or in person, so **contact us** and we will be happy to help.

1. Before you move in

Set Up Fee (Tenant's Share)

£500.00 (inc VAT) for up to two tenants

Referencing up to two tenants (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

Additional Tenant Fee

£250.00 (inc VAT) per tenant

Processing the application, associated paperwork and referencing

Guarantor Fee

£250.00 (inc VAT) per guarantor (if required)

Covering credit referencing and preparing a Deed of Guarantee as part of the Tenancy Agreement

Permitted Occupier Fee occupier

£50.00 (inc VAT) per permitted

Explaining to any permitted occupier their rights and responsibilities towards the named tenant(s) and landlord as well as the provision of documentary guidance and assistance during the tenancy

Accompanied Check-in Fee

£70.00 (inc VAT)

Preparing an Inventory and Schedule of Condition of the property, explaining how appliances function and taking meter readings for utilities and services

Pet Deposit

Returnable additional Security Deposit of £500.00

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

2. During your tenancy

Amendment Fee **£50.00 (inc VAT)**
Contract negotiation, amending terms and updating your tenancy agreement during your tenancy

Renewal Fee (tenant's share) **£85.00 (inc VAT)**
Contract negotiation, amending and updating terms and arranging a further tenancy and agreement

3. Ending your tenancy

Check out Fee (tenant's share) **£150.00 (inc VAT)**
Attending the property to undertake an updated Schedule of Condition based on the original inventory and negotiating the repayment of the security deposit(s)

Future Landlord Reference Fee **£30.00 (inc VAT) per reference request**

Collating information and preparing a reference for a future landlord or letting agent

Other Fees & Charges:

Lost Security Items **£25.00 (inc VAT) plus item cost**
Obtaining necessary permissions, sourcing providers and travel costs

Out of Hours Services **£10.00 per hour (inc VAT) plus any actual costs incurred**
Where actions of the tenant results in the agent (or nominated contractor) attending the property, time to remedy the situation is charged at the hourly rate

Unpaid Rent / Returned Payments **Interest at 8% above Bank of England Base Rate from date due**

Professional Cleaning (if required) **£130.00 (in VAT) per hour which 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.

IF YOU HAVE ANY QUESTIONS ON OUR FEES, PLEASE CONTACT OUR TEAM