Touchstone Tenant Charges (Wales)



Occupation Contracts under the Renting Homes Wales Act (2016)

The charges below are the maximum applicable unless otherwise stated. All charges stated are inclusive of VAT where applicable.

	Wales
	Maximum one week's rent
Holding deposit	Please Note: This will be withheld if any applicant (including any guarantor(s)) withdraws from the tenancy, fail to provide materially significant false or misleading information, or fail to sign their Occupation Contract (and / or Deed of Guarantee) within 15 calendar days (or other Deadline for Agreement as mutually agreed in writing)
Maximum security deposit	No limit
Agreed rent	Payable in advance
Utilities, communications services, council tax, TV licence	As per the agreement with the service provider
Further written statement of contract	£10.00
Late rent payment	Interest at 3% above the Bank of England Base Rate applied to the amount unpaid – each day after due date. Please Note: This will not be levied until the rent is more than 7 days in arrears
Bank Charges	A cost not exceeding the bank charges incurred to the landlord (or agent), where a cheque or payment made by the Contract-Holder (or third party on behalf of the Contract-Holder) is dishonoured due to insufficient funds or problems with the Contract-Holder (or third party on behalf of the Contract-Holder) bank account.
Contract-Holder leaves without agreement before valid notice expires, or prior to end of agreed fixed term.	A charge no more than the maximum amount of rent outstanding on the Fixed Term Contract or relevant valid notice period.
Cost for replacement of lost key, security device or lock change due to breach of Contract-Holder.	The actual costs of a locksmith, new lock and replacement keys for the Contract-Holder, landlord any other persons requiring keys.
Cost for second check-out appointment where Contract-Holder fails to keep a mutually agreed appointment for check- out. Including where Contract-Holder has failed to remove items from the property which prevents the check-out Inspection taking place.	A cost not exceeding the financial loss to the landlord
Removal of personal effects belonging to the Contract-Holder or members of their household which have not been removed from the Premises within 14 days after the termination of the contract.	A cost not exceeding the financial loss to the landlord
Loss incurred by the Landlord as a result of a breach by the Contract-Holder which renders the Landlords insurance policy void or causes an increased premium to be paid.	A cost not exceeding the financial loss to the landlord
Reinstatement of utility meters in Premises changed by the Contract-Holder without permission.	A cost not exceeding the financial loss to the landlord
Reconnection of utility services which have been disconnected due to non- payment by the Contract-Holder	A cost not exceeding the financial loss to the landlord

PLEASE CONTACT US IF YOU HAVE ANY QUESTIONS ABOUT OUR FEES:

CLIENT MONEY PROTECTION:	INDEPENDENT REDRESS:
https://www.rics.org/regulation/regulatory- schemes/client-money/cmp-scheme	https://www.tpos.co.uk/
RICS®	The Property Ombudsman

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