



# TENANT FEES SCHEDULE (WALES)

NEW ASSURED SHORTHOLD TENANCIES (AST's)  
SIGNED ON OR AFTER 1<sup>st</sup> SEPTEMBER 2019

**Early Termination (tenant's request)**  
Should the tenant wish to leave their contract early, they shall be liable to the landlord's costs in re-letting the property as well as rent due under the tenancy until the start date of the replacement tenancy. These costs will be more than the maximum amount of rent outstanding on the tenancy.

**Rent Arrears / Returned Payments**  
£15.00 (inc. VAT) per letter, telephone call or email requesting payment plus interest at 3% above the Bank of England Base Rate from the Due Date until paid on any outstanding sums in order to cover the agent's costs associated with chasing unpaid rent.

**Missed appointments**  
Where the actions of the tenant results in a missed appointment, the tenant is liable for the agent's time in remedying the situation which is charged at £20.00 (inc. VAT) per hour plus any actual costs incurred (such as contractor charges).

**Avoidable or purposeful damage to the property**  
Tenants are liable to the actual cost of remedying any damage incurred (as detailed in a contractor's invoice) plus the agent's costs in obtaining any necessary permissions, sourcing providers and travel costs which will be charged at £20.00 (inc. VAT) per hour.

**Lost key(s) or other Security Device(s)**  
Tenants are liable to the actual cost of replacing any lost key(s) or other security device(s) plus the agent's costs in obtaining any necessary permissions, sourcing providers and travel costs which will be charged at £20.00 (inc. VAT) per hour. If the loss results in locks needing to be changed, the actual costs of a locksmith, new lock and replacement keys for the tenant, landlord any other persons requiring keys will be charged to the tenant.

**Emergency/out of hours call-out fees**  
Where the actions of the tenant results in the agent (or their nominated contractor) attending the property outside of normal office hours, the agent's time to remedy the situation is charged at £30.00 (inc. VAT) per hour plus any actual costs incurred (such as contractor invoices).

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