



Permitted Payments & Tenant Protection Information

As well as paying the rent, tenants may also be required to make the following permitted payments.

England (Tenant Fees Act 2019)

- Holding deposit (maximum one week's rent).
- Tenancy deposit (maximum five weeks' rent where annual rent is below £50,000, or six weeks where annual rent is £50,000 or above).
- Tenancy amendments, such as a change of sharer (capped at £50 unless higher reasonable costs apply).
- Early termination costs (capped at the landlord's loss or the agent's reasonable costs).
- Utilities, communication services, TV licence and Council Tax where applicable.
- Interest on late rent (up to 3% above the Bank of England base rate).
- Reasonable costs for replacement of lost keys or security devices.
- Contractual damages for tenant default where permitted.
- Any other payment permitted under the Tenant Fees Act 2019.

Wales (Renting Homes (Fees etc.) (Wales) Act 2019)

- Holding deposit (maximum one week's rent).
- Security deposit.
- Utilities, communication services, TV licence and Council Tax where applicable.
- Late rent payments where provided for within the occupation contract.
- Charges for breach of contract where permitted.
- Any other payment permitted under the Renting Homes (Fees etc.) (Wales) Act 2019.

Tenant Protection

Letting agents are legally required to publish details of:

- The redress scheme they belong to.
- The approved Client Money Protection (CMP) scheme they belong to (where applicable).

Important: Letting agents must display their fees, redress scheme and Client Money Protection information on their website and on third party property portals such as Rightmove. If this information does not appear separately, it may be included within the property description. Agents are responsible for ensuring this information remains accurate and up to date.