

Summary of Tenant Fees

Introduction

Jordan and Mason are delighted that you are considering a property with us and our aim is to ensure that your rental experience is positive, well-informed and clear from the commencement of tenancy and throughout your tenure. We have put this guide together to assist with the process and costs that exist for reserving a property with us and other costs that can occur owing to a breach of the tenancy or there are changes that you wish to make.

Its principal purpose is to be clear and transparent but should you have any questions that this summary does not confirm please contact a member of the Jordan and Mason property management team.

Permitted payments	Information	Cost
Rent	All rent is paid on the 1 st of each month by standing order in advance.	As indicated in your tenancy agreement.
Deposit	Deposit held for dilapidations or breaches to the tenancy and registered with a prescribed scheme.	5 weeks' rent will be payable in addition to rent.
Holding Deposit	We will only reserve a property upon receipt of the holding deposit which will be added to your main deposit.	1 weeks' rent as advertised.
Amended documents	If you require any changes to your agreement, assignment, variation or an additional person is added to the tenancy.	£50.00 per change inclusive of VAT payable in advance. (any change subject to landlord approval)
Lost keys/ Fobs (Office Hours only)	If you lose keys or fobs we can arrange for these to be replaced subject to repayment of the actual cost of the key cutting service in addition for our reasonable expense for the additional work created. If your keys are lost outside of business hours you will be required to contact a locksmith and any costs incurred remain your responsibility.	Cost of key cutting will vary dependent upon key type plus our reasonable cost of completing this work on your behalf (£20.00 plus VAT) payable in advance.
Late rental payment	To foster good relationships with your Landlord it is imperative that rent is paid on the 1 st of each month without delay. Rent falling later than 14 days will be subject to a charge of 3% above the Bank of England base rate.	A charge of 3% above the Bank of England base rate.
Early termination (I if you wish to end your lease before the end of your fixed term contract)	We understand the circumstances change and should you decide to end your fixed term lease early this will typically be agreed by the Landlord subject to them being no financially worse off and a new tenant being secured prior to your own tenancy ending. You will be responsible for the costs that the Landlord	Fee of 1 months' rent (subject to a min fee of £595.00) Setup fee £150.00 plus VAT Utility and council tax notification £35.00 plus VAT per provider

	<p>has to secure a new tenant, form the tenancy, complete referencing checks on new tenants, market the property in such a way that the Landlord/Agent feels is appropriate and to handle and manage the new tenant's deposit.</p> <p>Essentially ending a tenancy prematurely is possible subject to all of the Landlord's expenses being paid to the agent in advance. (Please refer to the summary of landlord fees and the tenant finding service)</p>	<p>New inventory report £75.00 - £175.00</p> <p>Salisbury Journal advertising £18.00 plus Vat per insertion.</p> <p>Setting up a new standing order with the new tenant £35.00 plus VAT.</p>
--	--	--

NB. From 1 June 2019 changes in legislation have restricted landlord and agents fees that are paid by tenants and this is an Act that we support. We believe it gives greater clarity to the position that as a Managing Agent we represent the Landlord and subsequently charge the Landlord for the services that we provide.

While we do support this change it is with sincere regret that we have had to withdraw a number of the services that were previously provided to Tenants as we are no longer lawfully allowed to charge for these additional services and advice that was previously provided.

It is for this reason that a number of services that we have previously been provided are now no longer available and we have listed these below for your information and to ensure that you keep documents safe and take the appropriate legal advice prior to signing a legally binding contract with us

- Please carefully store all of your documentation as we are not able to produce duplicates for you.
- We cannot offer advice regarding your tenancy and the legalities of the contract you are signing. Please check with your own legal representation for example a solicitor or citizens advice prior to entering a legally binding contract with us.
- If you lose your keys we cannot visit the property as no charge is allowed to be made. During working hours please make your way to our offices with a driving licence or passport which will be retained in deposit while you borrow a spare key. If keys are lost out of business hours please contact a local locksmith.
- Viewings are completed on a Tuesday and Thursday between the hours of 10 AM and 4 PM by appointment.
- Onward referencing. We are happy to complete telephone referencing for our existing tenants when they decide to move to alternative property. We are no longer able to complete formal references or provide letter references to outgoing tenants.
- Due to the volume of properties that we manage we cannot provide a postal collection or redirection service. Please ensure that you set this up at the end of your tenancy in order to make sure that no post is lost.
- Management inspections are completed on our clients properties frequently and you will be provided with a time that we are attending. We regret we cannot change these appointment times as we will be completing a number of visits in one go.

Thank you for your understanding of this position and we look forward to working with you now and throughout your tenancy with us.