

# CONTRACT HOLDER FEES

At WRIGHTS ESTATE AGENCY (SOUTH WALES) LIMITED, trading as WRIGHTS, we ensure full transparency regarding any fees during your tenancy, in line with the Renting Homes (Wales) Act 2016 and the Renting Homes (Fees etc.) (Wales) Act 2019. This page details all permitted payments, including rent, deposits, and any applicable charges. Please review the information carefully and contact us if you have any questions.

## APPLYING FOR THE TENANCY

### Holding Deposit

Max one weeks rent (Rent £ pcm / 4.35)

A holding deposit is payable when you apply for a property to reserve it during referencing. This secures the property for up to 15 days, with the occupation contract starting within this period unless a written agreement extends it (maximum four weeks from application). If the contract proceeds, the deposit is deducted from the first month's rent, payable on move-in day.

The holding deposit will be refunded unless:

- The contract holder withdraws from the application.
- The contract holder provides false or misleading information that materially affects their suitability to rent. This includes (but is not limited to) discrepancies between the information provided in their application and the results of reference checks, such as false references, misrepresentation of employment details (including overall employment status), or undisclosed CCJs when they have stated otherwise.
- The contract holder fails to take reasonable steps to enter into the contract within the agreed timeframe.

### Security Deposit

1 month's rent plus £100

The security deposit is payable before or at the time of signing the Occupation Contract. It is held by the Tenancy Deposit Scheme (TDS) unless stated otherwise and is refunded at the end of the contract, provided the property is in a satisfactory condition and all contract terms are met. If undisputed, refunds are processed within 10 working days. More information: [tenancydepositscheme.com](https://www.tenancydepositscheme.com).

### First Months Rent

As advertised

This is payable prior to, or at the point of signing the Occupation Contract, minus the holding deposit fee.

### Pets

£100 per pet, added to the deposit

If you wish to keep a pet at the property, this must be agreed upon in writing by the landlord. An additional security deposit of £100 per pet will apply to cover any potential damage or extra wear and tear.

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## DURING YOUR TENANCY

### Subsequent Months' Rent

As per terms of occupation contract

Rent is due on the tenancy contract date each month. Standing orders should be set up four days in advance to account for banking delays. If you prefer not to set up a standing order, you can pay cleared funds directly into our bank account. We do not accept cheques or cash for rental payments.

### Replacement Key & Locks

Cost upon invoice

Costs incurred when a contract holder loses keys, including cutting and delivery.

### Repair Costs for Contract Holder Caused Damage

Cost upon invoice

A charge may apply for repairs or maintenance required due to damage caused by the contract holder's actions or neglect. The charge will reflect the actual cost of repairs, including labour and materials, and will be billed separately.

### Utility and Service Responsibilities

Cost upon invoice

At the start of the contract, the contract holder is responsible for transferring the following into their name (unless otherwise stated): water charges, gas (if applicable), television licence (if needed), broadband, council tax, and electricity. We will notify the relevant utility companies with your details, move-in date, and opening meter readings. However, it is the contract holder's responsibility to ensure these accounts are set up correctly and completed.

### Early Termination

Est. 50% of the monthly rent (min fee £480)

If you wish to terminate your fixed-term tenancy early, the landlord's agreement is required. You will remain liable for rent, council tax, utilities, and any other charges related to the property until a suitable replacement tenant is found.

A fee for early termination is not permitted under the Renting Homes (Wales) Act 2016. However, you will be responsible for reasonable costs incurred in securing a new contract holder. This cost is typically 50% of one month's rent, subject to a minimum of £480, and reflects actual costs incurred in securing a replacement contract-holder. This charge must be agreed upon in writing and reflects actual costs incurred by the landlord. The security deposit cannot be used to cover early termination costs.

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## DURING YOUR TENANCY

### **Missed Appointments**

£54 per missed appointment

When a contract holder fails to allow access for pre-arranged contractor visits, leading to charges for the landlord. Only charged if our contractor charges us for the missed visit.

### **Emergency/out of hours call-out fees**

Cost upon invoice

Charges for urgent services requested by the contract holder, such as a locksmith or glazier, where the contract holder is responsible for the issue (e.g., lost keys or deliberate damage).