

## Tenant Charges, Fees and Important Information

*Updated for the Renters' Rights Act changes from 1 May 2026*

This information explains the payments that may be required from tenants and guarantors before, during and at the end of a tenancy. It has been updated to reflect the Renters' Rights Act changes taking effect from 1 May 2026.

### Reserving a Property

To begin the rental application process, you will be asked to complete an initial application form and return it to us.

If your application is successful, a holding deposit equivalent to one week's rent will be required to reserve the property and allow referencing to commence. This is in line with the Tenant Fees Act 2019.

The holding deposit may be retained if any relevant party, including a proposed tenant or guarantor:

- withdraws from the tenancy
- fails a Right to Rent check
- provides false or misleading information
- fails to provide requested information or documentation
- fails to take reasonable steps to enter into the tenancy within 15 calendar days, or within any other agreed Deadline for Agreement

If the tenancy proceeds, the holding deposit will usually be put towards the first month's rent or tenancy deposit.

### Referencing

All prospective tenants, guarantors and occupiers aged 18 or over must complete referencing through our approved referencing provider.

Referencing will usually include identity checks, Right to Rent checks, credit checks, affordability checks, employment, income or student status checks, and previous or current landlord references where applicable. In some cases, a guarantor may be required.

### Identification and Right to Rent Checks

All prospective tenants, guarantors and adult occupiers must provide suitable identification before the tenancy can proceed.

To comply with Right to Rent legislation, we must verify the identity, immigration status and Right to Rent status of all adults aged 18 or over who will occupy the property. This may include checking original documents, biometric residence documents, passports, national identity cards, share codes or any other acceptable evidence.

Without satisfactory identification and Right to Rent confirmation, we cannot legally allow the tenancy to commence.

### Rent

Rent is usually quoted on a calendar monthly basis and is payable monthly in advance by standing order.

From 1 May 2026, landlords and agents cannot ask for, encourage or accept rent in advance before the tenancy agreement has been signed. Once the tenancy agreement has been signed, tenants can be asked to pay a maximum of one month's rent in advance before the tenancy starts.

Unless stated otherwise in the tenancy agreement, tenants are responsible for all utilities and outgoings connected with the property, including Council Tax, water, gas, electricity, broadband, telephone and television licence costs.

For some properties, particularly rooms within Houses in Multiple Occupation, certain bills may be included within the rent. Where this applies, this will be clearly stated in the property advert and tenancy terms.

### Tenancy Deposit

A tenancy deposit will be required before the tenancy begins.

For most tenancies where the annual rent is below £50,000, the maximum tenancy deposit is equivalent to five weeks' rent. Where the annual rent is between £50,000 and £100,000, the maximum deposit is equivalent to six weeks' rent.

Wulstans Inventory & Property Services are members of The Deposit Protection Service, and deposits will be protected in accordance with the relevant deposit protection rules.

### Payments Required Before Move-In

Before the tenancy can commence, the following must be received in cleared funds:

- the tenancy deposit, less any holding deposit already paid and agreed to be transferred
- the first month's rent in advance, after the tenancy agreement has been signed
- any other permitted payment that has been clearly agreed and is lawful under the Tenant Fees Act 2019

All payments must be made by bank transfer. We do not accept cash payments.

### Tenancy Type from 1 May 2026

From 1 May 2026, new private rented tenancies will generally be assured periodic tenancies. These tenancies run on a rolling basis, for example monthly, rather than for a fixed term with a set end date.

Tenants wishing to end an assured periodic tenancy must give two months' written notice. Rent remains payable during the notice period unless an earlier end date is agreed in writing.

### Permitted Tenant and Guarantor Charges

In accordance with the Tenant Fees Act 2019, we may only charge tenants or guarantors permitted payments.

#### Unpaid Rent

If rent is more than 14 days overdue, interest may be charged at a rate of 3% above the Bank of England base rate, calculated from the rent due date until payment is received.

#### Lost Keys, Fobs or Security Devices

Tenants are responsible for the reasonable cost of replacing any lost keys, fobs, access cards or security devices. Where locks need to be changed, the tenant will be responsible for the reasonable cost of the locksmith, replacement locks and replacement keys required for the landlord, agent, tenant and any other relevant party.

#### Variation of Tenancy at the Tenant's Request

Where a tenant requests a variation to the tenancy agreement, and the landlord agrees, a charge of up to £50 including VAT may be payable, or a higher reasonable cost where evidence of that cost can be provided. This may include the cost of obtaining the landlord's instructions, preparing amended documentation and administering the agreed change.

#### Change of Sharer at the Tenant's Request

Where a tenant requests a change of sharer, and the landlord agrees, a charge of up to £50 including VAT per replacement tenant may be payable, or a higher reasonable cost where evidence of that cost can be provided. This may include referencing, Right to Rent checks, deposit registration updates, obtaining landlord consent and preparing new legal documentation.

#### Ending the Tenancy Without Giving the Correct Notice

If a tenant wishes to leave without giving the correct notice, or asks to end the tenancy earlier than the required notice period, this will be subject to the landlord's agreement.

Where agreed, the tenant may be responsible for the landlord's reasonable costs and any rent due up to the date the tenancy legally ends, or until a replacement tenancy begins, whichever is sooner. Any payment required will not exceed the amount of rent that would have been payable had the tenant given the correct notice.

### Important Information

All applicants should ensure that the information provided during the application and referencing process is accurate and complete.

Providing false or misleading information, failing to disclose relevant information, failing Right to Rent checks, or withdrawing from the tenancy may result in the holding deposit being retained, where permitted by law.

This information is intended as a guide to our tenant charges and application process. It does not replace the tenancy agreement or any statutory information that must be provided before or during the tenancy. Requirements may change and this document should be reviewed regularly to ensure it remains up to date.