

## Contract-Holder Permitted Payments – Wales

For properties in Wales, the Renting Homes (Fees etc.) (Wales) Act 2019 means that in addition to rent, landlord's agents can only charge contract-holders the following permitted payments:

Security deposit (per contract, rent under £50,000 per year)	Five weeks' rent This covers damages or defaults on the part of the contract-holder during the contract.
Security deposit (per contract, rent of £50,000 or over per year)	Six weeks' rent This covers damages or defaults on the part of the contract-holder during the contract.
Holding deposit	One week's rent.
Early termination (contract-holder's request)	Should the contract-holder wish to leave their contract early, they shall be liable for all rent due under the contract until the start date of the replacement contract.  These costs will be no more than the maximum amount of rent outstanding on the contract. Please discuss with agent.
Unpaid rent	Interest at 3% above the Bank of England Base Rate from rent due date until paid, in order to pursue nonpayment of rent. Please note: this will not be levied until the rent is more than 14 days in arrears.
Breach of term in the contract as a result of the contract-holder's actions	Where required in the contract. Payment request to be made in writing with evidence of actual costs of remedying the breach shown by provision of invoice/receipt.
Lost key(s) or other security device(s)	Contract-holders are liable to the actual cost of replacing any lost key(s) or other security device(s). If the loss results in locks needing to be changed, the actual costs of a locksmith, new lock and replacement keys for the contract-holder, landlord any other persons requiring keys will be charged to the contract-holder.

**Please note:** Where required, the contract-holder is responsible for the payment of council tax, utility costs (for example electricity, water, gas or other fuel, sewerage), communication services (telephone, broadband) and TV licence.

<p><b>Client Money Protection</b></p> <p>As a Regulated Firm under the Royal Institution of Chartered Surveyors (RICS) we are members of the RICS Client Money Protection Scheme. Detailed rules about the scheme can be found <a href="#">here</a>.</p> <p>View our Client Money Protection Scheme certificate <a href="#">here</a>.</p>	 <p>Regulated by <b>RICS</b></p>	<p><b>Independent Redress</b></p> <p>We are members of Property Redress, an independent organisation dedicated to resolving disputes between consumers and property agents. They provide impartial mediation and resolution, promoting transparency and trust within the property industry.</p> <p>View our Complaint Handling Procedure <a href="#">here</a> and our Property Redress certificate <a href="#">here</a>.</p>	
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Please ask a member of staff if you have any questions about our fees.