

## Permitted Payments and Tenant Protection Information

### Permitted Payments

For properties in England, the tenant fees act 2019 means that in addition to rent, letting agents can only charge tenants (or anyone acting on the tenants behalf) the following permitted payments.

- Holding deposits (maximum of one week's rent)
- Deposits (maximum of five weeks' rent for annual rent below £50,000 or six weeks' rent for annual rental of £50,000 and above)
- Payments to change a tenancy agreement e.g. change of sharer (capped at £50 or, if lower, any reasonable costs).
- Utilities, communication services (e.g. telephone, broadband), TV licence and Council Tax.
- Interest payments for the late payment of rent (up to 3% above Bank of England's annual percentage rate).
- Reasonable costs for replacement of lost keys or other security devices.
- Contractual damages in the event of the tenant's default of tenancy agreement and
- Any other permitted payment under the Tenant Fees Act 2019.

### Tenant Protection

In addition to publishing relevant fees, lettings agents are also required to publish details of the redress scheme they are members of:

Tenancy Deposit Scheme  
1 The Progression Centre  
42 Mark Road  
Hemel Hempstead  
Herts HP2 7DW

Telephone: 0300 0371000

And the name of the approved or designated Client Money Protection Scheme they are members of:

RICS Client Money Protection Scheme  
Reference: 000718

Exclusions and limitations to the Scheme can be found on <https://www.rics.org/uk/upholding-professional-standards/regulation/firm-regulation/client-money/cmp-scheme/>