RELIO

Tenant fees

Effective 22 November 2026

Apart from council tax and any bills your tenancy agreement says you pay, these are the only payments we or your landlord can ask you for. All are per property, not per tenant.

PAYMENT	AMOUNT
Holding deposit	One week's rent
Rent	As set out in your tenancy agreement
Deposit	Five weeks' rent. Six weeks if the annual rent is £50,000 or more

The following apply only if the situation arises.

CHARGE	AMOUNT
Late rent	Interest at 3% above the Bank of England base rate. Charged only once rent is more than 14 days late, and worked out from the day it was due
Lost keys or fobs	The reasonable cost of replacing them
Changing your tenancy agreement, at your request	£50, or our reasonable costs if higher
Changing who lives there, at your request	£50, or our reasonable costs if higher
Leaving without giving the notice your tenancy requires, if your landlord agrees	Your landlord's loss and our reasonable costs

You can use a deposit replacement instead of paying a deposit if you prefer. It is your choice and never a condition of the tenancy. You pay the provider, not us.

CLIENT MONEY PROTECTION

We are a member of the **Propertymark Client Money Protection Scheme**, membership number **C0142559**. Our certificate is on this website and available on request.

REDRESS

We are a full member of **The Property Ombudsman**, the government-approved redress scheme for property businesses. Membership number **T14730**, branch **T14730-0**. Please raise any complaint with us first. If we cannot put it right, you can take it to:

The Property Ombudsman, Unit 159756, PO Box 7169, Poole BH15 9EL
01722 333 306 · www.tpos.co.uk