

## Tenants Charges/Fees List:

*\*All fees noted are inclusive of VAT and are chargeable to each tenant\**

### Move in Charges:

- Madison Oakley do not charge any move in fees!
- Withdrawal fee due to tenant(s) providing false information thus failing referencing or chooses to pull out for reason of their own – **£150 (will be deducted from holding monies)**

### Tenancy Charges:

- Assignment fee – **£150 payable by outgoing tenant (removal or swopping only) or incoming tenant (adding only) inc. covering all unforeseen administration and documentation**
- Tenant fails to keep an agreed appointment – **£50**
- Tenant refuses entry of an agreed appointment – **£50**
- Failure to obtain written permission to allow a pet in the property that was not authorized by the Landlord, Madison Oakley or a pre-signed pet disclaimer – **£50**

### Maintenance/Repair Charges:

- Repairs for tenant damage – **Contractor's invoice plus Madison Oakley charge of £50 for management of repair**
- Failure to monitor and report maintenance issues – **Contractor's invoice plus Madison Oakley charge of £50 for management of repair**
- Failure to seek permission to change or add to the property fabric – **Contractor's invoice to remove and make good plus Madison Oakley charge of £50 for management of repair**
- If they have locked themselves out Mon-Fri 9am-5pm –  
**£15 if key collected from office**  
**£30 if Managing Agent has to go to property**
- If tenant has locked themselves out outside of Mon-Fri 9am-5pm working hours – **£100**
- Full lock change – This will include extra keys so that one set is provided to each Tenant, Landlord and Madison Oakley – **Contractors cost plus £50 Madison Oakley charge (charges are same if at move out)**
- Replacement key during & after tenancy ended –  
**£10 per Yale style key cut**  
**£15 per Mortice style key cut**  
**Specialist and/or security keys at cost of specialist locksmith plus £25**
- Preparation for any legal action that may or may not be taken due to breach of the Tenancy Agreement by the Tenant i.e. rental arrears – **£100 per hour**

## Tenants Charges/Fees List cont:

- If Madison Oakley carries out a home visit at Tenants request for a matter that is or transpires to be the tenant's liability then unless otherwise agreed in writing, prior to arrival, a charge may be made –

**Mon-Fri 9am - 5pm – £50**

**All other times – £100**

### Dispute Charges:

- Neighbour disputes e.g. investigating complaint – **£30 per hour**
- Block manager disputes e.g. failing to close communal fire doors – **£30 per hour**
- Investigating complaint received from BANES e.g. rubbish in garden, bins left on pavement – **£30 per hour**
- Tenant vs Tenant disputes where inability to resolve amicably between tenants requiring Managing Agent involvement – **£30 per hour**

### Rent Arrears Charges

For each phone call / letter / text / email / electronic communiqué etc. chasing late rent – **£10 for each chase to a maximum of £50 per month (exc. preparation for any legal action that may or may not be taken due to breach of the Tenancy Agreement due to rental arrears which as aforementioned is charged at £100 per hour)**

- Late rent fee or part payment only – **Interest at 8% over the base rate of Lloyds bank from time to time on any rent not paid within 14 days of the due date. Payable retrospectively from 15<sup>th</sup> day back to due date and any day following.**
- Not including the correct unique reference for a rental payment in your payment description i.e. unallocated payment – **£10 for each occasion this occurs**

### End of Tenancy charges

- Professional cleaning – **Contractors cost plus £50 Madison Oakley management of repair**
- Appliance cleaning – **Contractors cost plus £50 Madison Oakley management of repair**
- End of tenancy charge where any pet/s have been kept at the property regardless of the length of stay – **Contractor's cost to clean the whole property plus any repair costs plus £50 Madison Oakley management of repair**
- New shower curtain – **Contractors cost plus £50 Madison Oakley management of repair**
- Disposal of tenant's rubbish or items left behind – **Contractors cost plus £50 Madison Oakley management of repair**
- Dealing with any utilities for tenant's accounts due to non-payment or closure of account by tenants – **£30 per utility**