01 / TENANT PAYMENTS

Your tenancy costs

Private residential assured periodic tenancies in England. All administration fees shown include VAT where applicable. The statutory limits apply to the total charged, including VAT.

Payment	Amount and conditions
Rent	As advertised and agreed in your tenancy agreement. Rent is accepted only after all parties have signed. Before the tenancy starts, no more than one month's rent is required in advance.
Refundable holding deposit	**Up to one week's rent per tenancy.** Reserves the property while checks are completed. This is not a referencing fee. See the refund rules on page 2.
Refundable tenancy deposit	**Up to five weeks' rent** where annual rent is below £50,000. **Up to six weeks' rent** where annual rent is £50,000 to £100,000. The limit is per tenancy, not per tenant.
Tenant-requested change to the tenancy	**£50 including VAT per agreed change.** Includes a change of sharer, assignment or other agreed variation requested by the tenant. If reasonable costs exceed £50, a higher charge may apply only with evidence supporting those costs. No duplicate variation and change-of-sharer charge for the same change.
Lost key, fob or access device	**Reasonable costs actually incurred, supported by written evidence.** May include necessary locksmith, lock and replacement-key costs resulting from the loss. Applies only where the tenancy agreement provides for this charge. No fixed penalty.
Late rent	**Interest at 3 percentage points above the Bank of England base rate per year.** Only where rent remains unpaid for 14 days and the tenancy agreement allows it. Calculated on the overdue balance for each day after the due date; adjusted for payments and base-rate changes. No additional arrears-chasing fee.
Ending the tenancy with insufficient notice, at your request	**Assessed individually; no fixed cancellation fee.** Any payment is limited to permitted landlord loss and reasonable agent costs, and will not exceed rent that would have been payable for the required notice period. Replacement rent and costs already recovered are taken into account.

How we calculate deposits

One week's rent = monthly rent × 12 ÷ 52. Multiply the unrounded weekly figure by five or six for the relevant deposit limit; the amount collected will not exceed that limit. Rent and refundable deposits do not attract an additional agency VAT charge.

For example, at £1,000 per calendar month: the holding-deposit limit is £230.76 and the five-week tenancy-deposit limit is £1,153.84, rounded down to the nearest penny.

02 / IMPORTANT INFORMATION

Clear terms. No hidden fees.

Please read both pages alongside your tenancy agreement. Contact our lettings team if you would like an explanation of any payment.

Your holding deposit

The usual deadline to enter into the tenancy is 15 calendar days from receipt, unless a different deadline is agreed in writing. On signing, the holding deposit is refunded or, with your consent, credited to rent or the tenancy deposit. Refunds are normally due within seven days of signing, the landlord's decision not to proceed, or the agreement deadline, as applicable.

Retention is allowed only on statutory grounds, such as withdrawal, material false or misleading information, a qualifying Right to Rent failure, or failure to take reasonable steps to enter into the tenancy where the landlord and agent have taken theirs. Written reasons must be supplied within the statutory seven-day period. An unsuccessful reference alone does not automatically justify retention. Statutory safeguards and exceptions apply.

Bills and the end of your tenancy

You pay utilities and communication services where required by your agreement. Any resale charges comply with the applicable limits and are not a source of profit. Council tax and TV licensing are paid to the relevant authority or licensing body unless included in rent; no separate agency administration fee is added.

An assured periodic tenancy normally requires two months' written notice, ending on the rent-due date or the day before, unless a shorter notice period is agreed in writing. Giving the correct notice does not incur an early-termination fee. If you ask to leave sooner, we will explain any permitted costs before an agreement is reached.

Services with no routine tenant fee

We do not charge tenants for viewings, initial referencing or Right to Rent checks, tenancy set-up, deposit registration, inventories, routine property inspections, check-in, check-out, ordinary tenancy continuation, landlord rent-increase or possession notices, or providing a tenancy reference. There is no mandatory professional-cleaning fee, pet administration fee or requirement to buy insurance from us.

A properly evidenced claim for damage or another breach is separate from an administration fee. Fair wear and tear is excluded. Any disputed deposit deduction is dealt with through the deposit scheme or the courts; the deposit is not automatically forfeited.

Our business & client protection

Apple Property Consultancy Ltd, trading as Apple Property Solutions
Apple House, 613 Walsall Road, Great Barr, Birmingham, B42 1EH
Redress: The Property Ombudsman.
Client money protection: Money Shield; cover valid until 1 December 2026.
Deposit protection: Deposit Protection Service (DPS), where we protect the deposit.

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Prepared with reference to the Tenant Fees Act 2019 (as amended), the Renters' Rights Act 2025 and GOV.UK guidance current on 22 October 2026. Read the government guidance on permitted tenant payments.