

# Tenants' Guide to Services and Fees

We are committed to being upfront with our charges and fees. The table below shows all Tenant fees shown both inclusive and exclusive of VAT. For more details, please contact your local branch and speak to a member of our team.

Countrywide is a member of and covered by the RICS Client Money Protection Scheme. Countrywide is also a member of a redress scheme provided by The Property Ombudsman [www.tpos.co.uk](http://www.tpos.co.uk). Copies of the TPO Code of Practice plus our complaint handling procedure is available from any of our branches.

Please note the charges listed below are the MAXIMUM fees that will be applied depending on your circumstances and the number of tenants (unless otherwise stated).

DESCRIPTION OF FEE	COST (INCLUSIVE OF VAT)	NET (EXCLUSIVE OF VAT)
<b>TENANCY SET UP FEE (INITIAL MONIES)</b>	The Initial Money will be detailed in the confirmation letter and must be paid by debit card, or bank transfer.	
<b>First month's rent</b> (in advance)	<b>PLEASE NOTE WE DO NOT HAVE THE FACILITIES TO ACCEPT CASH.</b>	
<b>Security Deposit</b> (up to one and a half month's rent)		
<b>Referencing Fee</b> (inc verification of details, credit check, employer, landlord and accountant reference [If available])	(per tenant) £75.00	£62.50
<b>Check-in Fee</b> (checking into the property and reviewing inventory)	minimum of £72.00	£60.00
<b>Tenancy Agreement and Setup</b> (drafting and execution of document if supplied by us)	£300.00	£250.00
<b>Administration Fee</b> (set up of monthly standing order for rental payments, collecting and holding the Security Deposit as Stakeholder, issuing protection certificates.)	£50.00	£41.67
<b>IF THERE ARE ANY GUARANTORS FOR THE TENANCY:</b>		
<b>Guarantor Referencing Fee</b> (inc verification of details, credit check, employer and accountant reference [If available])	(per guarantor) £100.00	£83.33
<b>Deed of Guarantee Fee</b> (drafting Deed, negotiating clauses and executing document)	£75.00	£62.50
<b>AND, IF THE TENANT IS A COMPANY:</b>		
<b>Company Referencing Fee</b> (inc verification of details, credit check and Companies House check)	£175.00	£145.83
<b>OTHER CHARGES DURING YOUR TENANCY:</b>		
<b>Change of Sharer Fee</b> (negotiating/drafting tenancy agreement for a change of tenant)	£300.00	£250.00
<b>Extension Agreements Fee</b> (negotiating and drafting extension to the fixed term)	£125.00	£104.17
<b>Landlord Reference Fee</b> (reference request from an alternative agent reference [managed properties only])	£24.00	£20.00
<b>Arrears Fee</b> (activation and costs of process to chase unpaid rent)	£30.00	£25.00
<b>Damage Fee</b> (checking replacement item with inventory and arranging for damage to be rectified on conclusion of tenancy)	£90.00	£75.00
<b>Over Paid Rent Fee</b> (conducting an audit of rent paid incl bank charge for refund)	£25.00	£20.83
<b>OPTIONAL EXTRAS:</b>		
<b>Pet Licence Fee</b> (negotiating and drafting an addendum for a pet)	£75.00	£62.50

Countrywide Residential Lettings Ltd trading as John Francis, Registered Office Greenwood House, 1st Floor, 91-99 New London Road, Chelmsford, Essex, CM2 0PP. Registered in England Number 02995024 which is an agent and subsidiary of Countrywide Estate Agents, Registered Office Greenwood House, 1st Floor, 91-99 New London Road, Chelmsford, Essex, CM2 0PP. Registered in England Number 789476