

TENANT FEE SCHEDULE

*Applicable to all properties managed in Wales
All fees include VAT unless stated otherwise*

HOLDING DEPOSIT

A holding deposit may be taken to reserve a property. Amount: Equivalent to one week's rent.

TENANCY DEPOSIT

A tenancy deposit may be taken and protected in an approved scheme. Amount: Up to one month's rent.

CONTRACT CHANGES

No fee is charged for contract variations/amendments (including changes of sharer).

DEFAULT FEES (PAYMENTS IN DEFAULT)

These fees apply if the contract-holder breaches the occupation contract.

Late Payment of Rent

Applied when rent is more than 14 days overdue.

Fee: 3% above the Bank of England base rate, calculated daily.

Lost Keys or Security Devices

Fee: Actual cost of replacement.

Lock-Out / Call-Out Fee

Where access is required due to loss of keys or lock-out and an external party (e.g., emergency key holder/contractor) is called out to provide access. Fee: actual call-out/contractor cost (supported by invoice/receipt).

Breach of Contract Resulting in Landlord Costs

(e.g., misuse of communal areas, improper waste disposal, damages, exceeding fair usage utilities) Fee: Actual cost incurred, supported by evidence.

Excess Utility Usage (Fair Usage Policy)

Fee: Actual cost of excess usage, supported by billing evidence and usage.

Additional Written Statement

Fee: No Fee

LEGAL & DEBT RECOVERY COSTS

Where enforcement action is required due to non-payment. Fee: Actual cost of recovery, supported by invoices.

OTHER PERMITTED FEES

No payments are required from contract-holders other than those set out in this schedule, unless expressly permitted under the Renting Homes (Fees etc.) (Wales) Act 2019. Any such permitted payment will be limited to the amount and conditions allowed by the Act and will be supported by evidence where required.

MANDATORY MEMBERSHIP INFORMATION**Redress Scheme**

This agency is a member of the: Property Redress Scheme (PRS) Membership Number: PRS001979

Client Money Protection (CMP)

This agency is covered by: Propertymark Client Money Protection Membership Number: C0131404

Certificates are available on request and displayed in our office and online.

ACCESS TO THIS FEE SCHEDULE

This fee schedule is:

- Displayed on this notice board
- Available on our website: www.crm-students.com
- Available in printed form upon request
- Provided to all contract-holders before signing an occupation contract.

LEGAL NOTICE

This fee schedule is published in accordance with the Consumer Rights Act 2015 and the Renting Homes (Fees etc.) (Wales) Act 2019. It is a legal requirement to publish a complete and accurate list of all fees. Failure to do so is an offence.