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Our commitment to tenants: under the Tenant Fees Act 2019, as amended by the Renters' Rights Act 2025, we can only ask you for the payments listed in this guide. We do **not** charge tenants for viewings, referencing, credit checks, administration, inventories, check-in or check-out, renewals or professional cleaning. This guide applies to assured periodic tenancies and licences in England with rent of up to £100,000 a year.

Before you move in

Payment	What we can charge and when
Holding deposit (max 1 week's rent)	Reserves the property while we carry out reference and Right to Rent checks. Weekly rent is the annual rent divided by 52. Only one holding deposit is taken per property at any time. We will hold the property for 15 calendar days (the 'deadline for agreement') unless you agree a different date in writing. It will be refunded within 7 days, or put towards your first month's rent or tenancy deposit with your agreement, **unless** you fail a Right to Rent check, give false or misleading information that affects your suitability, withdraw from the tenancy, or do not take reasonable steps to enter the agreement by the deadline. If any of it is kept, we will tell you why in writing within 7 days.
Rent in advance (max 1 month)	No rent will be requested or accepted until the tenancy agreement has been signed by you and the landlord or us. Between signing and the start date we may ask for the first month's rent only (or the first 28 days if rent is paid weekly). Once the tenancy starts, rent is due on the dates in your agreement and we cannot require you to pay it early.
Tenancy deposit (max 5 or 6 weeks' rent)	Up to 5 weeks' rent where the annual rent is below £50,000, or 6 weeks' rent where it is £50,000 to £100,000. Your deposit will be protected with the Deposit Protection Service (DPS), a government-approved scheme, within 30 days, and you will receive the prescribed information about the scheme.

During your tenancy

Payment	What we can charge and when
Late payment of rent	Only if written into your tenancy agreement. Charged once rent is 14 days or more overdue, as interest at 3% above the Bank of England base rate on the overdue amount only, for each day it remains unpaid.
Lost keys or security devices	Only if written into your tenancy agreement. The reasonable cost of replacing lost keys, fobs or other security devices (and any locksmith or lock change needed as a result). We will give you written evidence of the cost, e.g. receipts or invoices.
Changes to the tenancy (at your request)	£50 including VAT, for example to add or replace a tenant or amend a term. A higher charge can only be made where we can show the reasonable costs actually incurred were higher.
Leaving before your notice ends	Under the Renters' Rights Act you can end your tenancy by giving two months' notice. If you ask to leave earlier and the landlord agrees, the charge will be no more than the rent the landlord would have received for the remainder of your notice period (or the landlord's reasonable, evidenced costs, if lower).

Utilities, communications, council tax and TV licence	Payable by you directly to the supplier, council or TV Licensing unless your tenancy agreement states they are included in the rent. Where utilities are included or recharged, we cannot make a profit on them.
Damage and breaches of contract	Only your landlord's actual, evidenced losses arising from a breach of the tenancy agreement, usually settled from the deposit, with free independent dispute resolution available through the DPS. Fair wear and tear is allowed for. We do not charge fixed penalty fees.

Your other rights under the Renters' Rights Act 2025

- **Advertised rent is the rent.** Every property is advertised with a set rent. We will not invite, encourage or accept offers above it (no rental bidding).
- **Fair treatment.** We will not refuse to let, or treat applicants differently, because they receive benefits or have children.
- **Guarantors.** A guarantor may be requested; you are free to use a professional guarantor service. We will never require you to buy insurance, a loan or any other service.
- **Rent increases** are limited to once a year, need at least two months' notice on the prescribed form (section 13), and can be challenged at the First-tier Tribunal (Property Chamber).
- **Pets.** You can ask to keep a pet, and the landlord must not unreasonably refuse.
- **Ending your tenancy.** Fixed terms and section 21 'no-fault' evictions have been abolished. You can leave by giving two months' notice.

Lettings not covered by this guide

Company lets (where the tenant is a company), lettings with an annual rent above £100,000, holiday lets and non-residential lettings fall outside the Tenant Fees Act. Any charges for these will always be set out in writing before you commit.

Questions or concerns

If you think we have asked for a payment that is not permitted, please contact us first so we can put it right. You can also contact your local Trading Standards or council, which can issue penalties of up to £5,000 (or up to £30,000 for repeat breaches), and you can apply to the First-tier Tribunal to recover any prohibited payment. For full government guidance, search 'Fees you can charge as part of a tenancy' on GOV.UK.

Client Money Protection: Client Money Protect – membership no. CMP009943
Tenancy deposits: protected with the Deposit Protection Service (DPS)
Independent redress scheme: The Property Ombudsman (TPO) – membership no. D10573. If we cannot resolve a complaint, you can refer it to TPO: www.tpos.co.uk
Company: R B Gates Limited, registered in England & Wales, company no. 08200520. Registered office: 97 London Road, Leicester LE2 0PF