

# Standard Fees & Terms for Tenants



We strive to be transparent and upfront about any possible fees that may be payable, helping you to make informed decisions with no surprises.

## Administration fees

A documentation charge of £270 inc VAT will be due and payable per person (Subject to a minimum of 1.25 weeks rent + VAT) at the point of placing your Fee of Intent.

Any proposed change of tenants is conditional to the consent from the landlord and subject to our documentation charges as above. Upon receipt of this consent Jigsaws will draw up an amended tenancy agreement for signature by all parties. A contract fee of £210 inc VAT will be charged for this service payable by the tenant.

An administration fee of £50 inc VAT will be charged for each letter sent by Jigsaws regarding late or non-payment of rent. Should a payment not clear an unpaid item fee of £50 inc VAT shall further apply.

A reference may be requested by a tenant at any time. The administration fee for this service is £35 inc VAT and is payable upon request.

If any overdue charges or fees remain outstanding at the end of the tenancy, Jigsaws will deduct the amount due from the deposit.

If the tenancy is for a company then the documentation charge is the equivalent of 1.25 week's rent + VAT, in addition a contract fee of £210 inc VAT shall further apply.

If you have a pet and the Landlord is in agreement to the pet living at the property, you may be asked at the commencement of the tenancy to pay a pet cleaning charge.

## References/identification

We will take up references based on the details that you have supplied to us. These references may be passed to our client so that they can make a decision on granting a tenancy.

You are responsible for any administration charges levied by your own bank in relation to obtaining a reference (if applicable).

Before the tenancy can proceed you need to provide us with photo identification in the form of a passport or EU driving licence.

## Management of the property

At the start of the tenancy we will advise you who is responsible for managing the property. This is not always Jigsaws. Where we are not managing the property we cannot authorise any repairs or maintenance or guarantee the speed at which repairs will be carried out. Where we are managing the property, we may have to obtain the landlord's consent before proceeding with a repair.

Where we manage a property and hold keys, we can usually provide access to Jigsaws approved third party contractors (with your permission and/or 24 hours notice). Where we do not hold keys or the contractor is not willing to collect keys, it is your responsibility to provide access.

## Deposit

A deposit equivalent to six weeks rent (unless agreed otherwise) must be received in cleared funds when you sign the tenancy agreement and is held by Jigsaws (where applicable) as Stakeholder for the duration of the tenancy in accordance with the terms of the tenancy agreement. Where applicable Jigsaws will register the deposit monies with a deposit protection scheme on the landlord's behalf. Jigsaws do not accept liability in relation to loss caused by the insolvency of a financial institution which holds deposits in its contracts with landlords and tenants.

All deposit deductions must be agreed in writing by both landlord and tenant upon the termination of the tenancy. The tenancy agreement entered into is between the landlord and the tenant and, therefore, the tenant cannot hold Jigsaws liable for any deductions made from the deposit which may fall into dispute. Any interest earned on the deposit shall be retained by Jigsaws.

## Check-in, check-out and professional clean

Jigsaws will be instructed by the landlord as to what arrangements are to be made for the inventory and check-in. Unless agreed otherwise, the landlord will be responsible for the cost of the inventory and check-in and the tenant will be liable for the cost of the check-out and professional cleaning charges. We advise you to make yourself available for the check-in and check-out.

Where Jigsaws organise an end of tenancy check-out, a fee to the tenant(s) will apply as follows:

- Room/Studio: £150
- One Bed: £165
- Two Bed: £180
- Three Bed: £200
- Four Bed: £225
- Five Bed+ : £250

(Where a landlord organises this inspection independently of Jigsaws, the charge may vary).

Where Jigsaws organise an end of tenancy professional clean, a fee to the tenant(s) will apply as follows (price may vary upon inspection):

- Room/Studio: £108
- One Bed: £150
- Two Bed: £210
- Three Bed: £270
- Four Bed: £330
- Five Bed+ : £400

(Where a landlord organises the professional cleaning of a property independently of Jigsaws, the charge may vary).

## Renewal of tenancy

We aim to contact you 4-6 weeks prior to the expiry of your fixed term contract however should you wish to extend your tenancy please contact us in writing at the earliest point possible. If the tenancy is renewed, we will make a charge of £210 inc VAT to cover our administration.

## Insurance

It is your responsibility to insure your own belongings throughout the tenancy (commonly known as contents insurance).

## Right to Rent

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On the acceptance of an agreeable offer you must provide evidence of your right to remain in the UK, and thus your 'Right to Rent' in England. This is a requirement for all occupants aged 18 and over. This information will be passed to the landlord so that they can make a decision on granting a tenancy. Right to Rent checks have been introduced as part of wider Government reforms to the immigration system. For more information you can visit the Home Office website.

## Payment of rent

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The first instalment of rent must be received in cleared funds before you sign the tenancy agreement. Thereafter, rent is payable by standing order (unless agreed otherwise) to arrive in cleared funds on the due date as stated in the tenancy agreement. The full rent must be paid by a single standing order, we are unable to accept multiple payments.

## Utilities

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You will be responsible for the payment of telephone, gas, water and electricity accounts at the property during your tenancy, as well as the council tax (unless agreed otherwise). It is your responsibility to notify the relevant companies and the local authority that you are moving into/out of the property. You are also responsible for ensuring that a valid television licence remains in place for the duration of the tenancy. Utility companies will also always require the occupant to provide access for any visit. This will also include any other contracts put in place by the tenant during the tenancy such as internet, cable television etc.

## Taxation

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If you pay rent directly to your landlord's bank account and your landlord is resident overseas, you will be responsible for applying the provisions of the HM Revenue and Customs Non-Resident Landlords scheme for taxing UK rental income and should seek advice on this. These provisions do not apply where you are paying your rent to Jigsaws.

## Anti-Money Laundering Regulations

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Jigsaws is subject to the Money Laundering Regulations 2017. As a result we will need to obtain and hold evidence confirming your identity, proof of your address and source / destination of funds. We will be unable to proceed with any offer until we are in receipt of this information and have completed a satisfactory AML check. Your identity may be subject to an electronic identity check, which may leave a soft footprint on your credit report. Where appropriate, proof of ownership of the property may also be requested.

## Subletting

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You confirm that you intend to enter into a private residential tenancy in your name and that you will not (i) sublet the property; (ii) advertise the property on any print or other media, including (but not limited to) internet-based marketing website, or other social media or messaging website or app; or (iii) take in paying guests or lodgers, without the prior consent of the landlord.

## VAT

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All charges levied by Jigsaws are subject to VAT at the prevailing rate of 20%, unless advised otherwise.

## Complaints procedure

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Should you have any problems with Jigsaws' service which you are unable to resolve with either the member of staff dealing with your enquiry and/or branch/department manager, you should write to the Company Director. This complaint will be acknowledged within 3 working days of receipt and an investigation undertaken. A formal written statement expressing Jigsaws' final viewpoint will be sent to you within 15 working days and will include the resolution proposed. This letter will confirm that you are entitled, if dissatisfied, to refer the matter to The Property Ombudsman (TPO) within 12 months for a review. For the avoidance of doubt, TPO will only review complaints made by consumers.

## Data protection and privacy policy

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Jigsaws complies with all applicable data protection and privacy laws in dealing with your personal data. In the provision of our services, we may instruct other organisations to process personal data on our behalf and/or share personal data with law enforcement agencies, which may also involve the transfer of data outside the European Economic Area. We are committed to ensuring that your personal data is always dealt with securely and in strict compliance with the Act. Occasionally, we may contact you by letter, telephone, email or otherwise to inform you about other products and services we offer. We try to limit this contact to acceptable levels, but if you wish to exercise your right to opt out, you can email us at [info@jigsawsestateagents.com](mailto:info@jigsawsestateagents.com).

## Consequences of early termination

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Should you wish to terminate your tenancy before the end of the contracted term and the landlord agrees that you can terminate early, you will also be responsible for the repayment of any pro-rata commission fees that have been or will be incurred by the landlord for the unexpired portion of the tenancy (this fee is calculated on a case by case basis).

If you vacate the property prior to the end of the term, you will remain liable to pay rent until the term expires or the property is re-let whichever is the soonest. You will also be responsible for any other reasonable costs (e.g. telephone lines, satellite television contracts, TV licences, cleaning, admin fees etc), incurred from that point until the end of the term.

For the avoidance of doubt this clause shall not take effect where you are operating a break clause within your Tenancy Agreement.

## Commission

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Any commission or other income earned by Jigsaws while carrying out its duties as agent for the landlord in the letting and management of the property will be retained by Jigsaws.

## Client Money Protection Scheme

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We are not a member of any such scheme.

## Amendments

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We reserve the right to change the schedule of fees and these terms of business upon providing reasonable notice in writing.