

Information for Tenants:

Relevant letting fees and terms for tenants

In addition to paying rent for the property, you may also be required to make the following permitted payments:

Before the tenancy starts:

- Holding Deposit: 1 week's rent; and/or
- Deposit: 5 weeks rent (or in the case of rental income of more than £50,000 per annum 6 weeks rent).

During the tenancy:

- Payments to other third parties: such as Council Tax, utilities or payments for communications services;
- Default Charges: such as payments for the replacement of lost keys or interest at 3% above the Bank of England Base Rate from rent due date until paid;
- Tenancy Transaction Charges: such as tenants requests to vary or assign the tenancy. **£50 inc vat per agreed variation.**

Tenant Protection

Phillip Shaw Ltd is a member of SAFEAGENT CMP scheme (No.A3478), which is a client money protection scheme, and also a member of The Property Ombudsman, which is a redress scheme. You can find out more details on our website or by contacting us directly.

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 Phillip Shaw. 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 our nominated contractors (with your permission). However, where we do not hold keys or the contractor is not willing to collect keys, it is your responsibility to provide access.

Insurance

It is your responsibility to insure your own belongings throughout the tenancy. Phillip Shaw highly recommend that all tenants take out some form of contents insurance to protect their belongings - TVs and gadgets, food in the freezer and the clothes in your wardrobe

Utilities

You will be responsible for the payment of telephone, internet, gas, water and electricity accounts at the property during your tenancy, as well as the council tax unless agreed otherwise. Unless stated otherwise, we will 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.

Anti-Money Laundering Regulations

Phillip Shaw Ltd is subject to the Money Laundering Regulations 2007. As a result we will need to ask you for suitable photographic identification & documentation, and will be unable to proceed with any work on your behalf if we are unable to obtain this from you.

Complaints procedure

If you are dissatisfied with Phillip Shaw's service or handling of a transaction, and you are unable to resolve this with the member of staff involved, please report the matter to the Director/Manager of the office, so they can work with you to resolve the situation. This complaint will be acknowledged within three working days of receipt and an investigation undertaken. A formal written response will be sent to you within 15 working days.

You can lodge your complaint by emailing us on Info@phillipshawltd.co.uk or write to us with your concerns/comments at: Phillip Shaw Ltd, 146 Kenton Road, Harrow, Middlesex, HA3 8AZ.

This letter will confirm that you are entitled, if dissatisfied, to refer the matter to The Property Ombudsman (TPO) within six months for a review. For the avoidance of doubt, TPO will only review complaints made by consumers.