

Tenants Standard Terms & Fees

The purpose of this document is to provide guidance on standard Tenant fees and obligations. This should be read alongside the Tenancy Agreement and the Terms of Offer.

Tenancy Agreement & referencing fee (£400.00 incl. VAT)

£400.00 (incl. VAT) for set up of the tenancy, per dwelling, including preparation and execution of the tenancy agreement which includes the reference fee of £26 + VAT (£31.20 incl. VAT) per tenant.

No further charges will be payable for the benefit of Greene & Co upon initial move in.

Deposit (6 weeks rent)

A deposit equivalent to six weeks' rent must be paid in cleared funds when you sign the Tenancy Agreement in accordance with the terms of the Tenancy Agreement. Where applicable, Greene & Co. will register the deposit monies with a Government-accredited tenancy deposit protection scheme on the Landlord's behalf.

All deposit deductions must be agreed in writing by both Landlord and Tenant upon the termination of the tenancy. The Tenancy Agreement is between the Landlord and the Tenant and therefore the Tenant cannot hold Greene & Co. liable for any deductions made from the deposit which may fall into dispute. Any interest earned on the deposit shall be retained by Greene & Co.

Payment of Rent

The Rent in cleared funds is due in advance of the Rent Due Date as specified in the Tenancy Agreement. Note that standing orders or payment plans must be set up so that the funds leave your account three days before the Rent is due.

A minimum of the first instalment of Rent must be paid upon signing the Tenancy Agreement.

Check-in or Check-out (£110.00–£240.00 incl. VAT)

If a professional inventory is done there will be a cost payable.

Typically, the Landlord will pay for the preparation of the inventory at the beginning of the tenancy and the tenant will be liable at the end of the tenancy.

Change of Tenants fee (£400.00 incl. VAT)

It is your obligation to obtain written consent from the Landlord for any change in the identity of the Tenants. Upon receipt of this consent Greene & Co. will draw up a Tenancy Agreement for signature by all parties.

A fee of £400.00 (incl. VAT) will be charged for this service. This charge covers preparation and execution of the tenancy agreement and includes reference fee. No further charges will be payable for the benefit of Greene & Co.

Renewal of Tenancy (£180.00 incl. VAT)

Please contact us in advance if you wish to extend your tenancy. If the tenancy is renewed, we will make charge of £180.00 (incl. VAT) to prepare the relevant paperwork for the renewal of the tenancy.

Arrears Fee (£30.00–£90.00 incl. VAT)

Any chasing of Rent Arrears will be subject to administration and recovery charges of £30.00 (incl. VAT) per letter up to the value of £90.00 (incl. VAT). If any charges remain outstanding at the end of the tenancy, Greene & Co. will deduct the amount due from the deposit.

Early Termination Cost

Should you terminate your tenancy before the end of the term and the Landlord agrees that you can terminate early, you will be responsible for the repayment of the pro-rata commission fee paid in advance by the Landlord for the unexpired portion of the tenancy, unless you are exercising a break clause which is contained in your Tenancy Agreement.

References/Identification

We will follow up with 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 about granting a tenancy.

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

Insurance

The Tenant is advised to take out and maintain appropriate insurance on all of his/her own furniture, contents and effects in the Property.



Utilities

You will be responsible for the payment of telephone, gas, water and electricity accounts and council tax at the Property during your tenancy. 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, if required.

Taxation

If your Landlord is resident outside the UK we recommend you contact HMRC (www.hmrc.gov.uk) to ensure you are compliant with the current regulations. Please note that Greene & Co. is not liable for the tax implications of rental payments to overseas Landlords.

These provisions do not apply where you are paying your rent to Greene & Co.

Anti-Money Laundering Regulations

We are required by the Money Laundering Regulations 2007 to undertake enquiries at the outset of our agreement (and possibly at later stages also) to ensure that we have ascertained and verified the identity of our Client, and have understood the source of all funding to be used by you in any transaction. We will discuss with you the materials we need you to provide to us and may also use an online ID verification website for Anti-Money Laundering purposes.

Please note that we are not permitted to commence or continue providing any services to you until all requested materials have been provided.

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 Greene & Co. 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, the Tenant is to inform the Property Management Team if they want to be present when works take place. However, where we do not hold keys or the contractor is not willing to collect keys, it is your responsibility to provide access.

If you are not available when contractors arrive or do not allow contractors to complete the job for any reason, there will be a cost of £60.00 (incl. VAT) payable by the Tenant (s). No contractors will be appointed to the Property until the charge is cleared.

Complaints Procedure

Customer service is taken very seriously at Greene & Co. and in light of this we have a three stage complaints procedure in place:

STAGE 1 INFORMAL

Wherever possible, complaints are dealt with quickly and informally. It is hoped the vast majority of complaints can be resolved at this stage.

An informal complaint can be made verbally, by email or in writing to the Lettings or Sales Manager of the respective branch you have transacted with (contact details may be found on our website). A person wishing to make a complaint should explain clearly what he or she is dissatisfied with, and what he or she wish Greene & Co. to do.

We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you.

STAGE 2 FORMAL

If a customer is dissatisfied with the response to their initial complaint they can request that a complaint is dealt with formally.

A formal complaint needs to be made in writing to Sam Lancaster, Head of Property, preferably by email Sam.Lancaster@greene.co.uk. It should state what the customer wants Greene & Co. to do. Sam will then liaise with those relevant, to help resolve your concerns.

Where appropriate, an apology will be given to the customer and it may be that a previous decision will be reviewed. The response to a formal complaint will deal with all issues which the customer has raised and set out what Greene & Co. proposes to do. We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure. A written response will be provided in 15 working days. If this period is exceeded the customer will be informed as to why this is the case.



Greene & Co. operate a client money protection scheme provided by NFoPP and an independent redress scheme provided by The Property Ombudsman.

STAGE 3 REVIEWS

If, after having received the response from Greene & Co. the customer remains dissatisfied, they can refer the complaint to Simon Jackson, Director, whose direct contact details appear on our company property details and website, so customers know who to write to.

If the customer still remains dissatisfied, they can refer the complaint to the Property Ombudsman within twelve months.

For more information please read the TPO's Consumer Guide. You can contact the TPO at:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP

Telephone: 01722 333306

Facsimile: 01722 332296

Website: www.tpos.co.uk

E-Mail: admin@tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

Amendments

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

VAT

All our fees are subject to VAT which is currently charged at 20%.



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