

Fees for Tenants

ML Estates is committed to offering a fair and transparent service to our tenants. Standard fees payable by tenants are listed below and you'll find property specific fee information on window cards and website particulars. We do not charge tenants for landlord references when you are moving out.

Inventory and check-in

Inventories are conducted by an independent inventory clerk. Inventory costs vary according to the size of property:

- Studio - £95
- 1 bed - £110
- 2 bed - £130
- 3 bed - £150
- 4 bed - £170
- 5 bed+ - by separate negotiation

Contracts & Referencing

Fees are per tenant:

- Studio - £150 inc VAT
- 1-3 beds - £180 inc VAT
- 4 beds+ - £180 inc VAT
- If a Guarantor is required then an additional £120.00 Inc VAT will be charged per Guarantor.

Substitution of Tenant

If a substitution of Tenant is required there is a charge of £150 Inc VAT for each and every substitution to cover contract costs and administration.

Payment

ML Estates accept the following methods of payment:

- Debit card (No surcharge)
- BACS
- Faster Payments
- Credit card (2% surcharge)
- Cash

RESERVATION FEE

The equivalent of two weeks' rent will be held by Michael Leonard Estates until the commencement of the Tenancy; this fee is non-refundable in the event that the applicant(s) do not proceed with the Tenancy or unsatisfactory references responses are obtained.

When the Tenancy proceeds the reservation fee will be offset against the check-in monies due to be paid in cleared funds. Should you offer be rejected by the Landlord, any monies paid will become fully refundable (less any applicable bank or credit/debit card administration charges) once we are in receipt of cleared funds.

Payments can be made to our bank as follows:

HSBC Bank

Sort Code: 40-20-16

Acc No: 53669297

Name: Michael Leonard Estates Client A/c

Ref: *Property Address*

Should tenants extend, renew or hold over the Tenancy then an Administration Fee of £120 Inc VAT will be payable to Michael Leonard Estates on each subsequent renewal.

Tenants Information Guide

Management Service

Where we provide a full management service to the Landlord it is our obligation to visit the property once a year. In accordance with your Tenancy Agreement, Michael Leonard Estates will give prior notice of our intention to visit the property to carry out a written inspection report. This will be done by email notification only so we would be grateful if you could advise us if your email address changes. Whilst it is preferred, you do not need to attend. Our management team will carry keys to your property which will be used to gain access if you are not present and have given consent for them to be used. The primary purpose of these visits is to keep us aware of any minor repairs and maintenance that may be necessary.

If we do not hold the keys and you fail to keep a pre-arranged appointment without giving 24 hours' prior notice to cancel or postpone in writing then you may incur an Administration Charge of £60 Inc VAT to cover our costs for the abortive visit.

Tenants Liability

If the Tenants are sharers then each individual Tenant forming the Tenancy renting the property will be responsible for all the rent and any costs incurred for any breach of the Tenancy Agreement. If a party wishes to vacate then that person will remain liable for all obligations of the Tenancy Agreement until the Agreement ends. The remaining party/parties will also be responsible for full payment of the rent and any other obligations under the Tenancy Agreement. At no time can a person be moved into the property without written prior consent, references being sought and a new Tenancy Agreement being signed.

Should a sharer wish to replace themselves with another party then there will be a fee of £150 Inc VAT for each change. This fee covers reference/credit check of the new party. There will also be an Administration Charge of £120 Inc VAT for preparing a Deed of Amendment of the Tenancy Agreement.

Utilities

Unless written in your Tenancy Agreement you will have to pay for water (including sewerage) and environmental charges, council tax, gas, telephone and electricity. If Michael Leonard Estates is managing the property we will inform all of these services regarding the occupation, however telephone and TV licence will be your own responsibility. If Michael Leonard is not managing the property informing all utility suppliers will be your own responsibility. Failure to do so may mean that a utility supply is disconnected or you could be prosecuted for non-payment of council tax.

Repairs and Maintenance

It is your responsibility to promptly report any repairs or maintenance that may be required to the managing agent or Landlord direct if he/she manages the property. If the Landlord is managing the property you will be given contact details at the start of the Tenancy. You should not, except in an emergency, instruct any contractor to carry out any works to the property. If you do so without prior approval from the Landlord or the managing agent then you may have to pay the contractor's invoice yourself; the amount may not be repayable to you by the Landlord nor be deductible from future rent payments.

If Michael Leonard Estates is managing the property, repairs must be reported in writing to michaellleonard@clienthelp.co.uk

End of Tenancy

Prior to the end of the Tenancy you must prepare the property. By the last day of your Tenancy you must have removed all your belongings from the property, leave the garden (if applicable) in a good condition with the borders weeded and the grass cut and clean the property. You cannot go back to the property after the end of the Tenancy to carry out any cleaning or gardening. If the property is not left clean or the garden is untidy then you may be charged for carrying out these works – this money will be deducted from the Deposit.

Deposits

Provided the property is handed back to our agency as outlined in your Tenancy Agreement and to the satisfaction of the Landlord, the Security Deposit will be returned to you within 14 days. However, we reserve the right to hold back any monies required to return the property to a satisfactory condition.

Complaints

We are confident that you will be happy with our service. If you are dissatisfied in any way please advise us immediately. If the complaint is not rectified to your satisfaction please put this in writing addressed to Leonard Wood, ML Estates
367 West End Lane London, NW6 1LP