

## CONSUMER RIGHTS ACT - WHAT YOU NEED TO KNOW

### CHARGES TO TENANTS

#### Entering into a Tenancy

Student Tenants wishing to reserve a room or a flat from Westmanor are required to pay a reservation fee of £100 (inclusive of VAT). This enables a AST contract to be issued and you will be given 7 days to complete and return the paperwork. Once the tenancy agreement is signed, this £100 (inclusive of VAT) forms part of your damage deposit for the property which will need to be paid on return of your contract. If you choose to not enter into the Tenancy for whatever reason, the £100 (inclusive of VAT) will NOT be refunded to the tenant. Non Student Tenants wishing to enter into a tenancy will be required to pay a Tenant referencing and credit check fee of £100 (inclusive of VAT), this is payable in addition to any Damage Deposit. Where the proposed tenant fails to meet the requirements of the company and is refused the accommodation due to poor credit checks or bad references, the £100 (inclusive of VAT) will NOT be refunded to the Proposed Tenant..

#### Direct Debits

Tenants may pay their rent by Direct Debit or Cheque. Where tenants opt to pay by Direct Debit, a set up fee of £30 (inclusive of VAT) will be charged.

#### Deposit Refunds

All tenant Deposits are registered with the TDS. At the end of the Tenancy, your property will be inspected and an assessment of charges (if any) will be made available to you prior to your Damage Deposit being refunded. An administration fee of £18 (inclusive of VAT) will be deducted from your Damage Deposit prior to any other charges being made.

#### Finding a replacement tenant

Where a tenant chooses to vacate the property prior to the end of the term, they must find a replacement tenant who will commit to take over the terms of the AST contract. Where this happens, the vacating tenant will be charged £25 for the administration of the change of tenancy.

#### Failed payments

Where a tenant's cheque or Direct Debit is returned unpaid by the bank a charge of £20 will become liable and will be added to the tenant's account.

### CHARGES TO LANDLORDS

Landlords wishing to utilise the services of Westmanor Student Living are required to enter into one of the following:

- A Management Agreement, which is charged at 9% (inclusive of VAT) on income received
- A short term Lease for a minimum 3 year period, which is charged for at 7.5% (no VAT)
- A Lettings Agreement which is charged for at £300 per "tenant find" inclusive of VAT

In all cases Landlords are responsible for any property specific costs e.g. cleaning, maintenance, security, Health and Safety Compliance services, utilities/internet services which are reached by Westmanor at cost and are deducted from Client funds prior to these being paid over to the landlord.

All Landlords are required to meet the cost of Tenant Deposit Registrations with the TDS

All funds are held in a dedicated Client Account

#### Westmanor Student Living is a member of the following:

- NALS (National Approved Lettings Scheme),
- Client Money protections Scheme
- The Property Ombudsman
- Westmanor Student Living is registered SAFE Agent