



Information for Tenants



Payment of Rent

The first payment of rent must be made in cleared funds following execution of the tenancy agreement and prior to the start of the tenancy.

Thereafter, rent is payable by standing order (unless otherwise agreed) and must be received on the due date specified in your tenancy agreement.



Permitted Payments

Under current legislation, you may be required to make the following permitted payments:



Before the Tenancy Starts

Holding Deposit

A holding deposit equivalent to one week's rent may be requested to reserve the property.

This will be credited towards your first rent payment if the tenancy proceeds, subject to contract and in accordance with current legislation.

The landlord has 15 calendar days to make a decision once the holding deposit is received.

A full receipt and balance statement will be provided prior to tenancy commencement.


If the tenancy does not proceed, the holding deposit will be refunded within 7 days, unless:

- You withdraw from the application
- You fail Right to Rent checks

- You provide false or misleading information
- You fail to provide required information within the agreed timeframe

If both parties agree, the 15-day deadline may be extended in writing.

Once the holding deposit is received, the property will usually be placed on hold. However, we reserve the right to continue marketing until referencing is completed.

 Please note: Only one holding deposit is accepted per property.

Tenancy Deposit

A tenancy deposit equivalent to up to five weeks' rent is required and must be paid in cleared funds before the tenancy begins.

The deposit will be protected in a government-authorized scheme.

Deposit funds will be held and returned in accordance with scheme rules and the terms of the tenancy.

Any proposed deductions must be agreed between landlord and tenant or resolved via the scheme's dispute process.

A week's rent is calculated as:
(monthly rent × 12) ÷ 52

Please note: The tenancy agreement is between the landlord and tenant. Northgates Letting Agency acts as agent and administers the tenancy on the landlord's behalf.

During the Tenancy

Payments to Third Parties

You are responsible for payment of:

- Council Tax
- Utility bills (gas, electricity, water)
- Communications services (e.g. broadband, telephone, TV licence)

Default Fees

Lost keys or security devices:

Tenants will be responsible for the reasonable cost of replacement, supported by evidence.

Unpaid rent:

Interest may be charged at 3% above the Bank of England base rate on rent arrears exceeding 14 days, calculated from the due date.

Tenancy changes:

If you request a change to the tenancy (e.g. change of tenant), a fee of £50 or reasonable costs incurred (if higher) may apply.




Tenant Protection

Northgates Letting Agency is a member of:

- Client Money Protect (CMP) – safeguarding rent and deposits
- Property Redress Scheme (PRS) – providing independent dispute resolution

For more information, please contact us:

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