



Information for Tenants



Payment of Rent

The first instalment of rent must be paid in cleared funds when signing the tenancy agreement.

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



Permitted Payments

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



Before the Tenancy Starts

Holding Deposit

A **holding deposit** of **one week's rent** is payable to secure the property. This amount will be deducted from your first rent instalment at the start of the tenancy.

- 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 in **full within 7 days** unless:
 - You withdraw from the tenancy
 - You fail Right to Rent checks
 - You provide false or misleading information
 - You fail to supply required referencing documents within the 15-day timeframe (despite reminders)

If both parties agree, this 15-day period may be **extended in writing**.

Once the holding deposit is received and supporting documents submitted, the property will normally be placed **on hold** and future viewings will be cancelled. However, we reserve the right to continue marketing until referencing is completed, where applicable.

Please note: We only accept **one holding deposit per property** under application at any given time.

Tenancy Deposit

A security deposit equivalent to **one month's rent** is typically required and must be paid in cleared funds before the tenancy starts.

- This deposit will be registered with the **Deposit Protection Service (DPS)** in accordance with legal requirements.
- Any deductions must be **agreed in writing** by both landlord and tenant at the end of the tenancy.
- If the landlord consents to **pets**, the deposit may increase to **five weeks' rent**.
- A week's rent is calculated as: $(\text{monthly rent} \times 12) \div 52$

Please note: The tenancy agreement is between the landlord and tenant. Northgates acts as the agent and cannot be held responsible for any deductions made by the landlord that may later be disputed.



During the Tenancy

Payments to Third Parties

You are responsible for paying:

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

Default Fees

- **Lost keys/security device:**

Reasonable replacement costs will be charged by the landlord, supported by receipts.

- **Unpaid rent:**

Interest of **3% above the Bank of England base rate** may be charged on arrears **after 14 days**, backdated to the due date.

- **Tenancy changes:**

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



Tenant Protection

Northgates Letting Agency is a registered member of:

- **Client Money Protect (CMP)** – ensuring your rent and deposits are safeguarded

- **Property Redress Scheme (PRS)** – providing independent dispute resolution

For more information, visit our website or contact us at:



01493 855426



yarmouth@north-gates.co.uk