



Renting with Confidence: Your Guide to Fees

We believe in a transparent and fair rental journey, so we've made sure our fees are as clear as your double-glazed windows.


Getting Started

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- **Holding Deposit:** To reserve your apartment, a holding deposit is required. It'll never be more than the equivalent of one week's rent, if your application is successful this is used to reduce your first months rent.
 - **Security Deposit:** We offer two options to make moving in easier:
 - **Traditional Deposit:** This is equal to five weeks' rent. We'll register your deposit with the government-approved Tenancy Deposit Scheme (TDS) Custodial scheme within 30 days of receiving your deposit at no extra cost to you.
 - **"Alternative Deposit" Option:** We've partnered with Flatfair to give you more choice and help you avoid a large upfront deposit. With this option, you'll pay a one-time fee of 28% of one month's rent (plus VAT). This is subject to the outcome of our reference checks. You are still liable for damages at the end of your tenancy.

During Your Tenancy

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- **Changes to Your Tenancy:** If you need to make a change, such as adding or changing a flatmate, there is a small charge of £50 (inc VAT) per request to cover the administrative costs.
 - **Late Rent Payments:** We understand that sometimes things happen. If a rent payment is late or unpaid, charges will be applied. These are calculated at 3% above the Bank of England's base rate, per year, and calculated daily. If you are ever worried about paying your rent please reach out to your resident team who can support you on next steps and key resources.
 - **Replacement Keys and Fobs:** We only charge for the cost to us of replacing any lost keys, fobs, or other security devices.

Built-in Safeguards



As part of our commitment to you, we want you to have peace of mind. We are a member of The Property Redress scheme. If you're not satisfied after following our complaints procedure, you can refer it to The Property Redress scheme within 12 months.

We also have a Client Money Protection scheme, provided by Propertymark (no. C0138045), to safeguard your funds