

Administration fees

An administration fee of £250.00 inc VAT will be payable on reservation of any property.

Should you wish to terminate your tenancy before the end of the term and the landlord agrees that you can terminate early, you will be responsible for the repayment of the pro-rata commission paid in advance by the landlord for the unexpired portion of the tenancy, unless you are exercising a break clause which is contained in your tenancy agreement.

If any charges remain outstanding at the end of the tenancy, Fields of Shifnal will apply to deduct the amount due from the deposit.

Renewal of tenancy

Please contact us in advance if you wish to extend your tenancy. If the tenancy is renewed, we will make a charge of £75.00 inc VAT to cover our administration.

Payment of rent

The first instalment of rent must be paid in cleared funds when you sign the tenancy agreement. Thereafter, rent is payable by standing order (unless agreed otherwise) to arrive on the due date as stated in the tenancy agreement. This means that the standing order must be set up so that the funds leave your account three before the rent is due. The full rent must be paid by a single standing order, we are unable to accept multiple standing orders.

Deposit

A deposit, usually equivalent to six weeks' rent, must be paid in cleared funds when you sign the tenancy agreement, and is held by Fields of Shifnal as Stakeholder for the duration of the tenancy in accordance with the terms of the tenancy agreement. Where applicable Fields of Shifnal will register the deposit monies with a deposit protection scheme on the landlord's behalf. Fields of Shifnal excludes liability in relation to loss caused by the insolvency of a financial institution which holds deposits in its contracts with landlords and tenants.

All deposit deductions must be agreed in writing by both landlord and tenant

upon the termination of the tenancy. The tenancy agreement entered into is between the landlord and the tenant and, therefore, the tenant cannot hold Fields of Shifnal liable for any deductions made from the deposit which may fall into dispute. Any interest earned on the deposit shall be retained by Fields of Shifnal.

Fields of Shifnal Ltd is a member of My Deposits, Deposit Protection Scheme.

<https://www.mydeposits.co.uk>

A charge of £50.00 inc VAT is payable as the tenant's share of the cost of registering the deposit with the TDS.

References/Identification

As part of your application for a tenancy you will be required to complete a reference with a third party referencing agency. A charge of £75.00 inc VAT applies per tenant for this service. These references may be passed to our client so that they can make a decision on granting a tenancy.

You are responsible for any additional administration charges levied by your bank, current landlord/agent or employer in relation to obtaining a reference.

Before the tenancy can proceed you need to provide photo ID in the form of a passport or EU driving licence, and proof of your most current address.

Inventory check-in and check-out

Fields of Shifnal will be instructed by the landlord as to what arrangements are to be made for the inventory and check-in. Unless agreed otherwise, the landlord will be responsible for the cost of the inventory and check-in and the tenant will be liable for the cost of the check-out (and any missed appointments).

We advise you to make yourself available for the check-in and check-out.

Where Fields of Shifnal organise an end of tenancy inventory check-out, a fee may be charged. The cost of this will depend on the size of the property you are renting, and the cost will be made clear to you prior to the commencement of your tenancy. Where a landlord organises this inspection independently of Fields of Shifnal, the charge may vary.

Management of the property

At the start of the tenancy we will advise you who is responsible for managing the property. This is not always Fields of Shifnal . Where we are not managing the property we cannot authorise any repairs or maintenance, or guarantee the speed at which repairs will be carried out. Where we are managing the property, we may have to obtain the landlord's consent before proceeding with a repair.

Where we manage a property and hold keys, we can usually provide access to Fields of Shifnal contractors (with your permission). However, where we do not hold keys or the contractor is not willing to collect keys, it is your responsibility to provide access.

Insurance

It is your responsibility to insure your own belongings throughout the tenancy.

Utilities

You will be responsible for the payment of telephone, gas, water and electricity accounts at the property during your tenancy, as well as the council tax. It is your responsibility to notify the relevant companies and the local authority that you are moving into/out of the property. You are also responsible for ensuring that a valid television licence remains in place for the duration of the tenancy. Utility companies will also always require the occupant to provide access for any visit.

Taxation

If you pay rent directly to your landlord's bank account and your landlord is resident overseas, you will be responsible for applying the provisions of the HM Revenue and Customs Non-Resident Landlords scheme for taxing UK rental income and should ask us for advice on this. These provisions do not apply where you are paying your rent to Fields of Shifnal .

Anti-Money Laundering Regulations

Fields of Shifnal is subject to the Money Laundering Regulations 2007. As a result we will need to ask you for suitable identification, and will be unable to proceed with any work on your behalf if we are unable to obtain this from you.

VAT

All charges levied by Fields of Shifnal are subject to VAT at the prevailing rate of 20%.

Complaints procedure

If you are dissatisfied with Fields of Shifnal's service or handling of a transaction, and you are unable to resolve this with the member of staff involved, please report the matter to the Partner/Manager of the Fields of Shifnal office. This complaint will be acknowledged within three working days of receipt and an investigation undertaken. A formal written response will be sent to you within 15 working days.

This letter will confirm that you are entitled, if dissatisfied, to refer the matter to The Property Ombudsman (TPO) within six months for a review. For the avoidance of doubt, TPO will only review complaints made by consumers.

Amendments

Fields of Shifnal reserves the right to change the schedule of fees and these terms of business upon providing reasonable notice in writing.