Contract-holder Fees and Permitted Payments Schedule

This schedule sets out the payments that prospective contract-holders and existing contract-holders may be required to make before, during and at the end of an occupation contract.

All payments are subject to the Renting Homes (Fees etc.) (Wales) Act 2019, the Renting Homes (Wales) Act 2016 and associated regulations.

How Payments Are Applied

Unless otherwise stated, rent, holding deposits and security deposits are calculated per property and per occupation contract, not separately for each contract-holder.

Where two or more contract-holders jointly occupy a property under one occupation contract, these payments are not charged individually to each person.

Charges relating to lost keys, security devices or other legally recoverable losses are calculated according to the actual circumstances and evidenced costs incurred. They are not automatically charged separately to each contract-holder. Any payment required will be confirmed before it becomes payable, where applicable.

1. Payments Before Occupation

Holding Deposit

Maximum: **One week's rent.**

Calculated as:

Up to Monthly rent ÷ 4.35, rounded down where necessary to ensure the amount does not exceed the statutory maximum.

The holding deposit is refundable in accordance with the applicable legislation. Where the occupation contract proceeds, it will ordinarily be credited towards the security deposit with the contract-holder's agreement.

Security Deposit

The amount will be stated in the property advertisement and confirmed before the occupation contract is entered into.

Grey Orchid Properties Ltd ordinarily requests a security deposit equivalent to one month's rent plus £100, although this may vary depending on the property and agreed circumstances.

Deposits are protected in an approved deposit protection scheme.

Rent in Advance

The first rent payment is payable in accordance with the occupation contract, normally one month's rent in advance. The exact amount and due date are confirmed before occupation.

No fees are charged to prospective contract-holders for referencing, credit checks, administration, guarantor arrangements, property viewings, preparing an occupation contract, inventories or check-in appointments.

2. Payments During Occupation

Rent

The rent payable is the amount stated in the property advertisement and occupation contract, payable on the agreed dates.

Council Tax

Payable directly to the relevant local authority where the contract-holder is responsible.

Utilities and Communication Services

Contract-holders are responsible for the actual charges for services specified in their occupation contract, which may include gas, electricity, water, sewerage, television licensing, broadband and telephone services.

Charges are determined by the relevant provider's tariffs, consumption and contractual arrangements.

3. Default Payments During Occupation

Default payments are only charged where provided for in the occupation contract, legally permitted and supported by the applicable circumstances.

3.1 Late Payment of Rent – Clause 2.4

Where rent remains unpaid for more than 14 days after its contractual due date, interest may be charged at an annual rate of 3% above the Bank of England base rate.

Interest is calculated daily on the outstanding rent, from the original due date until payment is received.

Calculation:

Outstanding rent × ((Bank of England base rate + 3) ÷ 100) × days overdue ÷ 365.

No fixed late-payment administration fee is charged.

3.2 Lost Keys, Locks and Security Devices – Clause 2.61

Where keys or security devices are lost and replacement is required because of the contract-holder's breach of the occupation contract, the actual cost of replacement may be charged.

Where replacement, changing, adding or removing a lock is reasonably necessary, the actual cost incurred may also be charged.

Calculation: Actual cost of replacement keys, security devices, locks and necessary associated work, supported by invoices or receipts.

No additional administration fee or markup is charged.

3.3 Recovery Costs, Notices, Bank Charges and Other Contractual Breaches – Clause 2.3

Fixed administration charges: £0.00

Grey Orchid Properties Ltd does not charge fixed administration fees for recovering rent arrears, issuing breach notices, failed payments or enforcing occupation contract terms.

Where a contractual breach results in a genuine financial loss, reasonable compensation may be sought only where legally recoverable.

Any compensation sought will be based on actual, evidenced losses, rather than an automatic administration fee or penalty.

Court costs, where applicable, are subject to the relevant court's determination.

4. Payments at the End of Occupation

4.1 Unreturned Keys and Security Devices – Clause 3.1

All keys and security devices must be returned at the end of the occupation contract.

Where they are not returned and replacement is reasonably necessary, the actual costs of replacement keys, security devices or locks may be recovered, subject to the occupation contract and applicable legislation.

Calculation: Actual evidenced replacement costs, without an additional administration fee.

4.2 Check-out Inspections and Missed Appointments – Clause 3.3

Charge: £0.00

Grey Orchid Properties Ltd does not charge contract-holders for check-out inspections or missed check-out appointments.

Inspections are undertaken by the managing agent, with or without the contract-holder present, using management keys where lawful and appropriate.

No missed appointment or rearrangement fee is charged.

4.3 Damage, Cleaning and Other Losses

Contract-holders may be responsible for reasonable costs arising from damage, missing items or other contractual breaches, excluding fair wear and tear and matters for which the landlord is responsible.

Calculation: The reasonable, evidenced cost of remedying the loss or damage, allowing for the age and condition of items and avoiding betterment.

Any proposed deposit deductions are subject to the rules and dispute resolution procedures of the relevant deposit protection scheme.

5. Additional Copies of Occupation Contracts

Clause 8.4 – £0.00

Contract-holders may request additional electronic copies of their occupation contract at any time.

Grey Orchid Properties Ltd provides these free of charge. No administration or document reproduction fee is charged.

6. Other Fees Not Charged

Grey Orchid Properties Ltd does not charge contract-holders for:

- Property viewings or referencing.
- Preparing, renewing or amending occupation contracts.
- Inventories or routine property inspections.
- Standard check-in or check-out appointments.
- General administration or guarantor arrangements.

7. Client Money Protection and Redress Scheme

Client Money Protection

Grey Orchid Properties Ltd is a member of:

Client Money Protect

Membership number: CMP00939

Independent Redress Scheme

Grey Orchid Properties Ltd is a member of The Property Redress Scheme (PRS).

Membership number: PRS029722

Membership certificates and further information are available on request and through the relevant links on our website.

8. Further Information

All fees and payments are subject to applicable legislation. No payment prohibited by Welsh legislation will be requested or charged.

Grey Orchid Properties Ltd

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