

Cloud Lettings Tenancy Fees Information

There are no holding deposits payable to reserve a property or room.

Residential Property Deposits – Up to five weeks’ rent. This covers damages or defaults on the part of the tenant during the tenancy.

Student and Professional Sharer Deposits - £200 per person. This covers damages or defaults on the part of the tenant during the tenancy.

Unpaid Rent - May result in interest at **3% above Bank of England Base Rate** being charged from the due date. Please Note: This will not be levied until the rent is more than 14 days in arrears.

Variation of Contract (Tenant’s Request) - £50 (inc. VAT) per agreed variation. To cover the costs associated with taking landlord’s instructions as well as the preparation and execution of new legal documents.

Change of Sharer (Tenant’s Request) - £50 (inc. VAT) per replacement tenant or any reasonable costs incurred if higher. To cover the costs associated with taking landlord’s instructions, new tenant/guarantor referencing and Right-to-Rent checks, deposit registration as well as the preparation and execution of new legal documents. New applicants will be subject to referencing, approval from the Landlord and other named tenants in the agreement. Such consent will not be unreasonably withheld. The fee is charged per name change.

Early Termination (Tenant’s Request) - Should the tenant wish to leave their contract early, they shall be liable to the landlord’s costs in re-letting the property as well as all rent due under the tenancy until the start date of the replacement tenancy.

Contractor Out of Hours (weekdays 5pm – 9am, weekends & Bank Holidays)

Where the actions of the tenant results the requirement for a contractor attending out of hours you will be responsible for the cost to remedy the situation. We have contractors on standby available to you, more information on who to contact can be found [here](#). Payment is due to the contractor. It can be paid directly to the contractor or via Cloud Lettings. Please note no additional costs or commission is charged on top of the contractor invoice by Cloud Lettings.

You will be instructing the contractor and you are not obligated to use our contractors to rectify any damage, if you choose to instruct an alternative contractor please ensure any work is done to a professional manner and at all time must satisfy all national and local rules, laws and legislation. The works undertaken must observe all Health and Safety at Work Regulations, COSHH regulations, British Standards and HSE guidance as relevant and applicable. The contractor shall fully indemnify the Landlord and Agent and at all times maintain a £1 million minimum Public Liability insurance.

- **£40.00** for a lock out where you can be let back in with management keys. You will be responsible for cutting a new set of keys if required. (Where we hold a management set of keys and you can wait until the next working day you can borrow a spare key from the office for free. If we do not hold management keys you will be charged for the cost of the lock change as noted below.)
- **£75.00** for a lock change. Where the lost keys result in the locks being changed for tenant’s security. Three keys will be supplied with each lock. Additional keys are charged at £3 per key.
- **£90.00 including VAT** for an electrical emergency.
- **£90.00 including VAT** to attend and turn the water off for a serious water leak.
- **From £132.00 including VAT** dependent on glass size to board a window or door with broken glass. (Additional charges will be quoted separately to replace the glass)

Where the cost of works required are not stated above you will be provided with the invoice from the contractor to recover the cost.

Costs for damage to the property.

If you breach your tenancy agreement by causing any damage beyond fair wear and tear either maliciously or by accident you will be responsible of the cost to the contractor to attend and remedy the situation or for a contribution of the cost for the Landlord to replace the item. The Landlord is not entitled to betterment of any items. Where a repair is required payment is due to the contractor. It can be paid directly to the contractor or via Cloud Lettings. Please note no additional costs or commission is charged on top of the contractor invoice by Cloud Lettings. You are not obligated to use our contractors to rectify any damage, if you choose to instruct works yourself please ensure it is done to a professional manner and at all time must satisfy all national and local rules, laws and legislation. The works undertaken must observe all Health and Safety at Work Regulations, COSHH regulations, British Standards and HSE guidance as relevant and applicable. The contractor shall fully indemnify the Landlord and Agent and at all times maintain a £1 million minimum Public Liability insurance.

The costs below are an indication of the contractors usual prices. If you are responsible for the cost of a repair, replacement item/s or compensation the cost will agreed with you.

Unblock drain or toilet jammed with tenant waste - **£42.00 including VAT**

Electrician Labor – **from £42.00 including VAT** parts charged separately

General Repairs – **from £27.60 including VAT** parts charged separately

Professional cleaning (if required) is charged at **£15.00 including VAT per hour**. This will only be charged where professional cleaning is required to return the property to the same condition as the start of the tenancy.

Repair broken bed slat - **£35.00 including VAT**

Contribution per burn to carpet or worktop where the damage does not require replacement- **£25.00**

Rubbish Removal – including VAT

£10 per bin bag

£20 per TV or monitors

£50 per shopping trolley

£20 per road signs/cones

Carpet and Upholstery Cleaning – including VAT

Small Room - **£30.00**

Halls, stairs landing - **£54.00**

Two Seater sofa - **£36.00**

Clean stained mattress - **£18.00**

Large Room - **£48.00**

Dining or computer chair - **£12.00**

Three Seater Sofa - **£48.00**

Chewing Gum - **£30.00**

Replace damaged furniture that cannot be repaired. The price shown is the maximum price as the cost will vary depending on the age of the items. – **including VAT**

Queen or Double mattress – **£132.00**

Two seater sofa - **£220.00**

Computer Chair - **£35.00**

Queen or Double Bedframe – **£149.00**

Three seater sofa – **240.00**

Decoration – including VAT

Paint one wall - **£30.00**

Paint walls and ceiling per room - **£120.00**

Paint all walls in per room - **£84.00**

Paint Ceiling - **£30.00**

The list is not exhaustive as it is not possible to cover every scenario of damage. Where the cost of works required are not stated above you will be provided with the invoice from the contractor to recover the full cost. Payment is due to the contractor. It can be paid directly to the contractor or via Cloud Lettings. Please note **no** additional costs or commission is charged on top of the contractor invoice by Cloud Lettings.

If you have any questions on our fees, please ask a member of staff.