

Tenant Fees and costs

Holding Deposit*	1 weeks' rent (capped at £399)
Security deposit	5 week's rent
Cost of replacing lost/stolen keys	The cost of replacing the item with a cost of £15 per hour for Complete's time spent dealing with the replacement
Surrender of Tenancy Agreement	Rent until a replacement tenant is found or until the fixed-term agreement has ended or in the case of a statutory periodic tenancy, until the notice required under the tenancy agreement elapses
Novation of Tenancy Agreement (including change of sharer)	£50 or reasonable cost
Rental arrears for 14 days	3% above the Bank of England base rate

**The holding deposit fee is taken to remove the property from the market to protect the negotiations from other potential viewings. This fee will be held for until 15 days to ensure the lettings process is completed in a timely manner and upon a successful application these monies will be used against the first months' rent. Complete will refund the holding deposit in full if for any reason if either us the agent or the landlord was to withdraw the application. Complete will withhold releasing the holding deposit back if Tenant(s) decide not to proceed, fails Right to Rent checks, provides a false statement or fails to provide all the correct information within the set deadline parameters.*

Tenants with pets:

Where a landlord agrees a pet, strictly subject to contract and seeking the Freeholder's consent where necessary, the landlord may levy a rent increase of 7.5% above market value.

Tenant protection:

Complete Prime Residential is a member of UKALA which is a client money protection scheme, and a member of PRS which is a redress scheme.

Non-housing Act Tenancy Fees

Holding Fee / Tenancy Fee	Where the tenancy is a non-housing act agreement, a fee of £399 including VAT is payable by the tenant to Complete for the work involved in negotiating and preparing the tenancy. This fee is treated as holding fee as above, except that the money will not automatically be returned even if the 'deadline for agreement' is surpassed.
Renewal Fee	A fee of £240 including VAT will apply for each tenancy renewal Complete arrange, negotiate and facilitate on your behalf with the Landlord.
Breach Fees	Please note that contractual breach fees may apply. Please refer to the draft tenancy agreement.

Contractors Commissions:

Please note that some contractors used by Complete pay a referral fee for work they perform on behalf of our landlords and tenants. The fee is not added to the bill, but merely paid to Complete for the referral of the business which negates the contractors need to advertise for additional work. You are not obliged to use these contractors where you are paying for the work.