

Tenant fees.

The payments a tenant can be asked to make through H Prestige Estates, published under the Tenant Fees Act 2019 and the Renters' Rights Act 2025. Applies to tenancies in England.

PERMITTED PAYMENTS · ASSURED PERIODIC TENANCIES

What we may ask you to pay.

In connection with an assured periodic tenancy, these are the only payments we or the landlord may ask you to make. Every cap is set by the Tenant Fees Act 2019, as amended by the Renters' Rights Act 2025.

PAYMENT	THE CAP	WHAT IT MEANS
Rent	As agreed max one month in advance	The rent set out in your tenancy agreement. Rent periods run monthly or shorter, and no more than one month's rent can be requested in advance.
Refundable tenancy deposit	Five weeks' rent six weeks where the annual rent is £50,000 or more	Held against damage or unpaid rent, protected in a government approved deposit scheme and returned at the end of the tenancy, less any agreed deductions.
Refundable holding deposit	One week's rent at most	Reserves a property while your application is processed, then goes towards your first rent or deposit, or is refunded, within the timescales the Act sets.
Changes to the tenancy at your request	£50 or evidenced reasonable costs	Only for a change you ask for, such as adding or replacing a tenant, or varying a term of the agreement.
Ending the tenancy early	The landlord's loss and never more	Tenancies are periodic, so you can end yours at any point with two months' written notice. Leave without the notice due and any charge is capped at the rent the landlord would have received.
Default fee: late rent	3% over base interest, once 14 days overdue	Interest on rent more than fourteen days overdue, charged from the date it fell due. Never a flat fee for a reminder letter, call or email.
Default fee: lost key or security device	The actual cost evidenced to you	The reasonable cost of replacing a lost key, or another security device that gives access to the property, shown to you with evidence.
Utilities, council tax, television licence and communication services	The provider's charge no mark-up	Where your tenancy requires it, paid to the relevant provider: a utility company, the local authority, TV Licensing, or a broadband or telephone provider.

PROHIBITED PAYMENTS

Any payment not listed above is prohibited for an assured tenancy under the Tenant Fees Act 2019. We will never charge you a fee to view a property, to reference or set up your tenancy, to renew it, or to check out at the end. We will never ask for more than one month's rent in advance, and we will never ask for a pet deposit or pet insurance on top of your tenancy deposit.

CLIENT MONEY PROTECTION

Propertymark Client Money Protection
propertymark.co.uk



INDEPENDENT REDRESS

The Property Redress Scheme
theprs.co.uk



DEPOSIT PROTECTION

The DPS
depositprotection.com



NON-HOUSING ACT TENANCIES

Company lets and tenancies over £100,000 a year.

The Tenant Fees Act 2019 and the Renters' Rights Act 2025 apply to assured tenancies. A tenancy taken in a company name, or with rent above £100,000 a year, runs as a contractual, non-Housing Act tenancy outside them, and this schedule, agreed with you in writing, applies instead. H Prestige Estates Ltd is not VAT registered, so no VAT is added to any charge.

BEFORE YOUR TENANCY BEGINS

Set-up and referencing	£300 per tenancy, up to two tenants	Identity and Right to Rent checks, credit referencing, employer and landlord references, an affordability assessment, and negotiating, preparing and signing the tenancy agreement.
Each additional tenant	£48 per tenant	The same referencing and checks for every tenant beyond the first two.
Guarantor	£48 per guarantor	Credit referencing and preparing the deed of guarantee, or the guarantee provisions within the tenancy agreement.
Inventory and schedule of condition	By size confirmed in writing	Priced by the size of the property, its bedrooms and any outbuildings, and confirmed before the tenancy begins.
Pet deposit	Two weeks' rent held with your deposit	An additional deposit where a pet is agreed, returned at the end of the tenancy less any damage attributable to the pet.

DURING YOUR TENANCY

Renewal of the tenancy	£150 per tenancy	Negotiation, updated terms, and the preparation and signing of a further agreement.
Variation at your request	£150 per request	The landlord's instructions and the preparation and execution of the revised documents.
Change of sharer	£150 per replacement tenant	The landlord's instructions, referencing and Right to Rent checks for the incoming tenant, re-registration of the deposit and the new documents.

ENDING YOUR TENANCY

Check-out	By size confirmed in writing	The check-out inspection against the inventory and negotiating the return of your deposit.
Early termination	Up to £1,000 plus rent until re-let	Where the landlord agrees to release you early: the amount plus the rent due until a replacement tenancy begins, and never more than the rent outstanding on yours.

OTHER CHARGES

Lost keys or security devices	£50 plus item cost	The permissions, sourcing and attendance involved in replacing lost keys or security devices.
Out-of-hours attendance	£96 an hour plus costs incurred	Where something within your control requires us or a contractor to attend the property outside office hours.
Unpaid rent and returned payments	£50 a reminder plus 8% over base as interest	Each reminder letter, telephone call or email, plus interest on the outstanding amount from the due date until it is paid.

Unsure which schedule applies to your tenancy? Call the lettings team on 01344 283300 and we will confirm in writing.

CLIENT MONEY PROTECTION

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INDEPENDENT REDRESS

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