



RESIDENTIAL LETTING SCHEDULE OF FEES AND TENANT COSTS

We charge fees to both landlord and tenant. A full list of all the permitted tenant fees and charges which may apply appear below:

Holding Deposit

A holding deposit equivalent to one week's rent is payable on Tenancy Application. It will form part of your first month's rent in the event that your application is successful.

The tenant/s must complete referencing and right-to-rent checks within 7 days of paying the Holding Deposit and thereafter sign the Tenancy Agreement prepared within 15 days of paying the Holding Deposit. If the applicant provides false or misleading information or fails to comply with these strict timescales the Tenancy Application is deemed to have been withdrawn and the Holding Deposit will be retained by the agent.

Security Deposit

For tenancies with rents under £50,000 per annum: Five weeks' rent. This covers damages or defaults on the part of the tenant during the tenancy.

Rent

The rent must not be more than the advertised amount, and must clearly explain what is included. The rent period must be a maximum one calendar month. A tenant will be able to end a tenancy by giving two months' notice in writing and the end date of the tenancy must align with the end of the rent period.

Rent in Advance of move in date

No more than one month's rent may be requested in advance and rent should not be paid before a tenancy agreement is executed.

Council Tax, Utilities and Communications Services

Unless otherwise stated, the Tenant will be fully liable to pay Council Tax, utility bills, TV licence and, where required, payments for communications services.

Lost Key fee

In the event of lost keys, the cost of replacement locks and all keys will be payable by the Tenant. This includes any access cards, fobs, garage remotes and the replacement of any unique Quay Living key tags. Maintenance time in organising is charged at £48 inc vat per hour or part thereof.

Late payment of rent interest

An interest charge will be levied on any outstanding rent that remains unpaid for 14 days or more after the rent due date, equivalent to 3% above the then Bank of England base rate for each day rent is late.

Variation, assignment or novation of a tenancy

A charge of £50 including VAT is payable for any changes to the tenancy, or addendum agreements entered into to reflect changes such as a adding a permitted occupant, adding a pet, or permission to re-decorate.

Surrender of Tenancy

If a Landlord agrees to a surrender (prior to the required two months' notice period for Assured Periodic Tenancies), this charge is likely to cover all the Landlord's costs in remarketing and agreeing a new tenancy including a re-listing fee, inventory fees and any loss of rent (covering a rental void, or a lower amount of rent agreed with a replacement tenant). Quay Living's fee for drawing up the Surrender documentation is £50 including VAT.

Damages

The Tenant remains responsible for any damages to the Property which exceed fair wear and tear. Failure to pay promptly for the cost of rectifying such damages will mean the cost being deducted from the Security Deposit at the end of the Tenancy.

Notes:

VAT is applicable to all Quay Living's fees.

The costs will vary from time to time - you should check the current rates with our office.

Quay may receive a referral commission from third party suppliers including Goodlord

Affiliations:

- Royal Institute of Chartered Surveyors (RICS)
- National Association of Estate Agents (NAEA)
- Association of Residential Letting Agents (ARLA)
- Client Money Protection (CMP)
- Property Redress Scheme

Updated: May 2026

Quay Living Ltd

Orchard Plaza, 41 High Street, Poole, Dorset BH15 1EG

(Registered Office)

Registered in England No: 07271044

VAT Reg: 504 2255 32

Tel: 01202 683444

Email: info@quayliving.co.uk