

Easymove Standard Fee's

Fee of Intent

We will take a holding deposit from a tenant to reserve a property whilst reference checks and preparation for a tenancy agreement are undertaken. We will request a fee of intent to the value of one week's rent as a holding deposit (this cap is based on the total agreed rent for the property).

Should you wish to terminate your tenancy before the end of the term and the landlord agrees that you can terminate early, the tenant will be liable for the landlord's reasonable costs of re-letting, capped at the actual financial loss suffered.

Change to the tenancy

It is your obligation to obtain written consent from the landlord for any change in the identity of the tenants. Upon receipt of this consent Easymove will draw up a tenancy agreement for signature by all parties. An Amendment fee of £50 inc VAT will be charged for this service.

If any charges remain outstanding at the end of the tenancy, Easymove will deduct the amount due from the deposit.

Renewal of tenancy

Please contact us in advance if you wish to extend your tenancy. If the tenancy is renewed, there will be no charge to the tenant.

Payment of rent

The first instalment of rent must be paid in cleared funds when you sign the tenancy agreement. Thereafter, rent is payable by standing order (unless agreed otherwise) to arrive on the due date as stated in the tenancy agreement. This means that the standing order must be set up so that the funds leave your account three days before the rent is due. The full rent must be paid by a single standing order; we are unable to accept multiple standing orders.

Deposit

A deposit equivalent to 5 week's rent must be paid in cleared funds when you sign the tenancy agreement and is held by Easymove on managed properties, as Stakeholder for the duration of the tenancy in accordance with the terms of the tenancy agreement and where applicable Easymove will register the deposit monies with a deposit protection scheme on the landlord's behalf. Easymove excludes liability in relation to loss caused by the insolvency of a financial institution which holds deposits in its contracts with landlords and tenants.

All deposit deductions must be agreed in writing by both landlord and tenant upon the termination of the tenancy. The tenancy agreement entered into is between the landlord and the tenant and, therefore, the tenant cannot hold Easymove liable for any deductions made from the deposit which may fall into dispute. Any interest earned on the deposit shall be retained by Easymove.

References/identification

We will take up references based on the details that you have supplied to us. These references may be passed to our client so that they can make a decision on granting a tenancy.

You are responsible for any administration charges levied by your own bank in relation to obtaining a reference.

Before the tenancy can proceed you need to provide us with a photo ID in the form of a passport or EU driving licence.

Management of the property

At the start of the tenancy we will advise you who is responsible for managing the property. This is not always Easymove. Where we are not managing the property we cannot authorise any repairs or maintenance or guarantee the speed at which repairs will be carried out. Where we are managing the property, we may have to obtain the landlord's consent before proceeding with a repair.

Where we manage a property and hold keys, we can usually provide access to Easymove's contractors (with your permission). However, where we do not hold keys or the contractor is not willing to collect keys, it is your responsibility to provide access.

Insurance

It is your responsibility to insure your own belongings throughout the tenancy.

Utilities

You will be responsible for the payment of telephone, gas, water and electricity accounts at the property during your tenancy, as well as the council tax. It is your responsibility to notify the relevant companies and the local authority that you are moving into/out of the property. You are also responsible for ensuring that a valid television licence remains in place for the duration of the tenancy. Utility companies will also always require the occupant to provide access for any visit.

Taxation

If you pay rent directly to your landlord's bank account and your landlord is resident overseas, you will be responsible for applying the provisions of the HM Revenue and Customs Non-Resident Landlords scheme for taxing UK rental income and should ask us for advice on this. These provisions do not apply where you are paying your rent to Easymove.

Anti-Money Laundering Regulations

Easymove is subject to the Money Laundering Regulations 2007. As a result we will need to ask you for suitable identification, and will be unable to proceed with any work on your behalf if we are unable to obtain this from you.

VAT

All charges levied by Easymove are subject to the addition of VAT at the prevailing rate.

Complaints procedure

Should you have any problems with Easymove's service which you are unable to resolve with the Negotiator involved or the branch/department Manager, you should write to the Director for the area/department in question. This complaint will be acknowledged within three working days of receipt and an investigation undertaken. A formal written outcome of the investigation will be sent to you within 21 working days. If you remain dissatisfied, you should write to the Complaints Officer of Easymove (CO) who will respond to your complaint within 15 days. Following the CO's investigation, a written statement expressing Easymove's final view will be sent to you and will include any offer made. This letter will confirm that you are entitled, if dissatisfied, to refer the matter to The Property Ombudsman (TPO) within six months for a review. For the avoidance of doubt, TPO will only review complaints made by consumers.