

List of fees and important information for tenants

- **Lost your keys**, £30 for us to cut our set and replace your set of keys
- **Lost keys and borrow our set of keys**, £20 Holding fee if the tenant has to take office set of keys to gain access to their property, this will be refunded back once we receive our set of keys back.
- **Deposit**, we will charge a maxim deposit of 5 weeks.
- **Changes to contract**, if any changes are made to the tenancy contract whilst the AST is still in date and tenants request a new contract there is a fee of £50.
- **Early Termination of contract**, if for any reason tenant wants to terminate the AST contract earlier than the date of expiry, then the tenants will be liable for rent for the remaining period only.
- **Utility bills**, Once the contracts commence the tenants will be liable for all utility bills, tv licenses, communication services and council tax for the property.
- **Late Payments**, if late payments are made for rent there will be a charge of 3% of bank base Rate.
- **CMP**, we have client money protection (see below)
- **Complaints**, in the event of any clients having any disputes or complaints towards the company we encourage clients to make a formal complaint via email to the management and directors of the business. This can be emailed to officemanagement@btcint.com

Furthermore, if any clients want to take any disputes or complaints further they are able to lodge a complaint with property ombudsman. The contact details of the property ombudsman that BTC belong to is www.tpos.co.uk, 01722 335458.



CMP
Client Money Protect

Client Money Protection for Landlords and Tenants

This is to certify that

BTC LONDON LIMITED

is a member of Client Money Protect

Membership No: **CMP004938**

Date of Issue: **11/04/2020**

Expire Date: **10/04/2021**



Eddie Hooker
Client Money Protect



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