

TENANTS FEES

www.portfieldgarrard.com

SINGLE APPLICANT FEE -	£180.00
JOINT APPLICATION FEE -	£270.00
THREE OR MORE APPLICANTS -	£360.00
GUARANTOR APPLICATION -	£ 90.00

(All fees inclusive of vat)

This is a fee that we charge to all applicants once an application is received. It includes the carrying out of financial credit checks, obtaining references from current or previous employers/landlords and any other relevant information to assess affordability.

Interest may be charged on unpaid rent/returned payments at the rate of 6% per annum, calculated from the date the payment was due up until the date payment is received.

If a tenant requires a reference providing, a charge of £30.00 including vat will be required beforehand.

Once the application forms and fee are received the property is reserved for you whilst the references are being carried out and all other viewings suspended. Should you withdraw from the application or your application is declined for any reason the fee is non-refundable. The fee would only be refunded if the withdrawal was instigated by the landlord.

In accordance with RICS regulations, Portfield Garrard & Wright Ltd operate a Complaints Handling Procedure. Any complaint should be sent in writing to the company's registered office addressed to the senior director.

If a complaint cannot be resolved by the company's Complaints Handling Procedure, there is a redress mechanism to the (TPO) or the Surveyors Ombudsman Service (SOS) for individual complainants or the Surveyors Arbitration Scheme (SAS) where the complainant is a business.

We pride ourselves as being a member of the TPO Scheme (www.tpos.co.uk). Any information you require please let us know.

Portfield Garrard & Wright Ltd will endeavour to acknowledge a complaint within 7 days of receiving same and to respond fully within 28 days of the receipt of the complaint.

Further details of the Complaints Handling Procedure can be obtained by contacting the company's registered office.

Client Money Protection (CMP) is provided by RICS