

Professional Credentials

- **Client Money Protection:** Money Shield (Member #58325529)
- **Independent Redress Scheme:** The Property Ombudsman (Member #D8635)
- **Welsh Property Licensing:** Rent Smart Wales (Licence #A2-000-17717)

Permitted Payments – England

- **Rent:** As agreed in tenancy
- **Security Deposit:** 4 weeks' rent (under £50,000 annual rent)
- **Variation of Contract:** £60 (inc. VAT) per change
- **Change of Sharer:** £60 (inc. VAT) per replacement tenant
- **Lost Keys:** Actual replacement cost + £21.60/hr staff time (inc. VAT)
- **Unpaid Rent:** 3% interest above Bank of England base rate (after 14 days)
- **Early Termination:** Landlord's re-letting costs + rent until new tenant found

Permitted Payments – Wales

- **Rent:** As agreed in occupation contract
- **Security Deposit:** Value of one month's rent
- **Late Rent:** 3% interest above Bank of England base rate (after 7 days)
- **Lost Keys:** Actual replacement cost only
- **Utilities/Taxes:** Council tax, water, gas, electricity, and TV licence

