



Pineflat Limited
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Pineflat Limited is a SAFE agent - Safe Agent Fully Endorsed - denoting a firm that protect landlords and tenants money through a client money protection scheme. Full details can be obtained from the scheme operator www.safeagents.co.uk.

Pineflat is a member of The Tenancy Deposit Scheme, a government approved deposit protection scheme protecting tenancy deposits. Full details of the scope of the scheme can be obtained from the scheme operator www.tds.gb.com.

Pineflat is a member of The National Approved Letting Scheme (NALS), a completely independent licensing scheme. Full details of the scope of the scheme can be obtained from the scheme operator www.nalscheme.co.uk.

Pineflat is a member of The Property Ombudsman Scheme which provides a free, fair and independent service for dealing with unresolved disputes between letting agents who have joined the TPO and consumers. The TPO scheme has been approved by the Office of Fair Trading (OFT). Full details of the scope of the scheme can be obtained from the scheme operator www.tpos.co.uk.

Standard Fees & Terms for Tenants

In this statement you will find information about:

- [Administrations fees](#)
- [Renewal of tenancy](#)
- [Payment of rent](#)
- [Holding Deposit](#)
- [Deposit](#)
- [References/identification](#)
- [Check-in and check-out](#)
- [Management of the property](#)
- [Insurance](#)
- [Utilities](#)
- [VAT](#)
- [Complaints procedure](#)
- [Amendments](#)

Administration fees

Pineflat Limited will charge:

- A fixed tenancy fee of £100 per applicant
- A holding deposit equivalent to one week's rent, but which will be offset against the deposit should the tenancy be accepted (please go to 'Holding Deposit' and 'Deposit' for more information).

You will be required to also pay, prior to move in:

- One month's rent (unless a longer period is agreed)
- A security deposit usually equivalent to 6 weeks' rent (if a holding deposit was paid initially it will be offset against this)

(Please be aware the above may alter depending on individual circumstances).

Additionally to these charges, the tenants will also have to pay for the [inventory check out](#) at the end of the tenancy.

Renewal of tenancy

Pineflat does NOT charge a renewal fee.

Payment of rent

The first instalment of rent must be paid in cleared funds prior to move in. Thereafter, rent should be paid by direct debit on the first working day of the month.

Holding Deposit

The holding deposit is non-refundable should you

- decide not to proceed,
- provide incorrect information, or
- have adverse credit/negative references which you fail to disclose prior to payment of the holding deposit and submission of the application form.

Deposit

A security deposit or 'bond' equivalent to six weeks' rent must be paid in cleared funds prior to move in and is held by Pineflat as Stakeholder for the duration of the tenancy in accordance with the terms of the tenancy agreement and where applicable Pineflat will register the deposit monies with a deposit protection scheme on the landlord's behalf.

Pineflat 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 Pineflat liable for any deductions made from the deposit which may fall into dispute. Any interest earned on the deposit shall be retained by Pineflat.

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, copy of an utility bill and bank statement (no older than 3 months).

Check-in and check-out

Pineflat will be instructed by the landlord as to what arrangements are to be made for the inventory and check-in.

Unless agreed otherwise, the landlord will be responsible for the arrangement and cost of the inventory check-in and the tenant will be liable for the arrangement and cost of the end of tenancy inventory check-out (and any missed appointments).

Where Pineflat organise an end of tenancy inventory check-out, a levy of £30 will be charged in addition to this fee. Where a landlord organises this inspection independently of Pineflat, the charge may vary.

Fees are dependent upon the inventory clerk/company available to carry out the check, whether the clerk/company is VAT registered, the number of rooms other than bedrooms and if the property is furnished or unfurnished or if the check in is to take place on a Sunday. However as a guide here is an approximate indication of the likely costs:

Studio/1 bed	£85 - £95
2 bed	£105
3 bed	£115
4 bed	£125
5 bed	£135

Management of the property

At the start of the tenancy we will advise you who is responsible for managing the property and carry out repairs. This is not always Pineflat.

Where the property is an ex-Local Authority (Council flat) we cannot authorise any repairs or maintenance or guarantee the speed at which repairs will be carried out.

Where the property is privately owned we can usually provide access to contractors (with your permission). However, if we do not hold keys, it is your responsibility to provide access; note that we may have to obtain the landlord's consent before proceeding with a repair.

Insurance

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

Utilities

You will be responsible for the payment of telephone, internet, cable TV, 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.

VAT

Charges levied by Pineflat are not currently subject to VAT.

Complaints procedure

As a firm accredited by the National Approved Letting Scheme Pineflat Limited aims to provide the highest standards of service to all the landlords and tenants, but to ensure that your interests are safeguarded, we offer the following:

If you believe you have a grievance you should write to the Operations Manager.

The grievance will be acknowledged within three working days and then investigated thoroughly in accordance with established "in-house" procedures. A formal written outcome of the complaint will be sent to you within 21 working days. If we require longer than this time-scale we will advise you in writing and confirm our revised response date.

If you remain dissatisfied with the result of the internal investigation you will need to contact the Director who will review the complaint.

Following the conclusion of our in-house review we will write to you with a final written statement.

If you are dissatisfied with the conclusion of the in-house review of the complaint, you can refer the matter to the Ombudsman for Estate Agents, Beckett House, 4 Bridge Street, Salisbury SP1 2LX.

Amendments

Pineflat reserves the right to change the schedule of fees and these terms of business upon providing reasonable notice in writing.