

Chalk Street Lettings Limited

Tenant Fees Schedule

Business	Chalk Street Lettings Limited
Trading address	63-65 Station Lane, Hornchurch, RM12 6JU
Redress scheme	The Property Ombudsman Scheme
Effective date	1 st May 2026

1. Summary

Chalk Street Lettings Limited will only require tenants, prospective tenants, guarantors or relevant persons to make payments that are permitted under the Tenant Fees Act 2019. No other administration, referencing, inventory, check-in, check-out, renewal, set-up or viewing fees are charged to tenants unless expressly permitted by law.

2. Permitted tenant payments

Permitted payment	What it covers	Amount / limit
Rent	The rent agreed in the tenancy agreement.	Payable as set out in the tenancy agreement.
Refundable tenancy deposit	A security deposit to cover loss, damage, unpaid rent or other tenant obligations.	Capped at five weeks' rent where annual rent is less than £50,000. Capped at six weeks' rent where annual rent is £50,000 or more.
Refundable holding deposit	A payment to reserve a property before the tenancy is entered into.	Capped at one week's rent. Treatment, refund and retention of the holding deposit will be handled in accordance with the Tenant Fees Act 2019.
Changes to tenancy requested by the tenant	A requested variation, assignment or novation, for example a change of sharer or permitted tenant-requested amendment.	£50 including VAT, or the reasonable costs incurred if higher. Evidence of reasonable costs will be provided where a charge above £50 is sought.
Early termination requested by the tenant	Where the tenant asks to end the tenancy early and the landlord agrees.	The tenant may be required to pay the landlord's loss or the agent's reasonable costs arising from the early termination, limited to the loss/cost actually suffered and evidenced.
Utilities, communication services, TV licence and council tax	Payments for utilities, council tax, TV licence, communication services or other bills where the tenancy agreement makes the tenant responsible.	Payable to the relevant supplier, local authority, landlord or agent as set out in the tenancy agreement.

Permitted payment	What it covers	Amount / limit
Late payment of rent	Interest on unpaid rent.	Interest may only be charged where rent is more than 14 days overdue. Interest is capped at 3% above the Bank of England base rate and is calculated on the unpaid rent for the period it remains outstanding.
Lost keys or security devices	Replacement keys, fobs, access cards, alarms or other security devices.	The tenant may be charged the reasonable replacement cost. Written evidence of the cost will be provided.

3. Payments not charged to tenants

- Tenancy set-up or administration fees
- Referencing fees
- Right to Rent check fees
- Guarantor referencing fees
- Inventory, check-in or check-out fees
- Renewal fees
- Professional cleaning charges, except where required as a lawful deduction from the tenancy deposit for breach of tenancy obligations
- Viewing fees or property application fees

4. Holding deposit information

A holding deposit may be requested to reserve a property and is capped at one week's rent. The holding deposit will be refunded or applied towards the first rent payment or tenancy deposit unless the Tenant Fees Act permits it to be retained. Examples of circumstances where retention may be permitted include where an applicant provides false or misleading information, fails a Right to Rent check, withdraws from the proposed tenancy, or fails to take reasonable steps to enter into the tenancy by the agreed deadline.

5. Tenancy deposit information

Any tenancy deposit taken for an assured shorthold tenancy will be protected in an authorised tenancy deposit scheme where required. Deposit deductions at the end of a tenancy will only be sought where permitted by the tenancy agreement and supported by evidence.

6. Complaints and redress

If a tenant believes they have been asked to make a prohibited payment, they should contact Chalk Street Lettings Limited in the first instance so the matter can be reviewed promptly. Chalk Street Lettings Limited is a member of The Property Ombudsman Scheme. A copy of the firm's complaints procedure is available at: <https://chalkstreet.co.uk/complaints/>

7. Review and approval

Prepared for	Chalk Street Lettings Limited
Approved by	Daniel Petherick
Reviewed by	Lois Richards
Effective date	1 May 2026
Next review	On or before 1 May 2027, or earlier following a material change in law, guidance, fees or business process.

Regulatory source note

This schedule has been prepared with reference to the Tenant Fees Act 2019 and GOV.UK guidance for tenants, landlords, letting agents and enforcement authorities on permitted and prohibited payments in England. The business should check GOV.UK periodically for updates and review this schedule following any change in law or guidance.