# Tenant Fees & Permitted Payments

## Renting with Flying Keys

Flying Keys does not charge contract-holders **administration, application, referencing, viewing, inventory, check-in, check-out or contract renewal fees.**

We also provide additional printed or emailed copies of occupation contracts **free of charge** and **do not charge late-payment interest.**

Only payments permitted by Welsh law may be required and, where applicable, they must be provided for in your occupation contract.

## Payments and liabilities

**Rent**
The amount and payment dates are set out in your occupation contract.

**Security deposit**
Where required, the deposit amount will be confirmed before you enter into the contract. Your deposit will be protected in an authorised deposit protection scheme, and the required information supplied within 30 days of receipt.

**Holding deposit - only where requested**
A holding deposit will not exceed one week's rent. For monthly rent, this is calculated as monthly rent × 12 ÷ 52. We will provide the required information before payment. Refunds, retention and any application towards rent or your security deposit will follow the statutory rules.

**Council tax and utilities**
Where you are responsible under your occupation contract, you must pay the applicable lawful charges for council tax, water, gas, electricity and other fuel.

**TV licence and communication services**
Where applicable, you are responsible for TV licensing, telephone, internet, cable and satellite services in accordance with your occupation contract and the relevant provider's charges.

**Replacement keys, security devices and necessary lock work**
If keys or security devices are lost or not returned, you may be responsible for the actual replacement cost and any necessary lock work arising from your breach of contract. This includes third-party contractor labour where required. Costs will be supported by invoices or receipts, with no markup.

**Damage, cleaning and belongings left behind**
Where permitted by law and your occupation contract, you may be responsible for reasonable, evidenced losses arising from a breach. These may include tenant-caused damage, missing items, necessary cleaning, rubbish removal and removal or storage of belongings left behind.

Claims will reflect the actual reasonable loss, allowing for fair wear and tear and the age and condition of affected items. Ordinary use will not be treated as damage, and you will not be charged to improve an item beyond its previous condition.

## How costs are assessed

We will explain the basis and calculation of any claim and provide supporting evidence. Quoted costs include VAT where applicable; no VAT is added where none is due.

Any deposit deductions will follow the protection scheme's procedures. A lawful liability may exceed the deposit.

**Flying Keys will not request or accept prohibited payments.** This information does not create additional charges or override your statutory rights.

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