PERMITTED PAYMENTS UNDER THE TENANT FEES ACT 2019

Tenant Fees

Office	Century 21 Liverpool South
Effective from	01.09.26 Version 09.26

We are completely transparent about what a tenancy costs. The Tenant Fees Act 2019 makes it unlawful for a letting agent or a landlord in England to require a tenant to make any payment that is not a permitted payment. This document lists every payment we may ask you for, and every payment we may not. All figures include VAT at 20% where applicable.

SECTION 1

Payments we may ask you for

Tick every payment this office charges. The statutory cap shown is the maximum permitted; the actual amount depends on the rent agreed for the property.

WE CHARGE	PERMITTED PAYMENT	STATUTORY CAP
☒	**Rent** The rent agreed with you before the tenancy begins. We advertise every property at a stated rent and we do not invite or accept offers above it.	As advertised
☒	**Rent in advance** We may ask for no more than one month's rent in advance before the tenancy begins. We will not ask for a longer period of rent up front as a condition of granting the tenancy.	Max. one month
☒	**A refundable holding deposit** Paid to reserve a property while your references are checked. It is capped at one week's rent. It is refunded, or put towards your first rent or deposit, if you go on to sign the tenancy. We may keep it only if you provide false or misleading information, fail a Right to Rent check, withdraw, or fail to take reasonable steps to enter the agreement. If we keep it we will tell you why in writing within seven days. The deadline for agreement is fifteen days from the day we receive it, unless we agree a different date with you in writing.	Max. 1 week's rent
☒	**A refundable tenancy deposit** Held as security against damage, unpaid rent or unpaid bills. It is capped at five weeks' rent where the annual rent is under £50,000, and six weeks' rent where the annual rent is £50,000 or more. It is protected in a Government-approved scheme within thirty days and the prescribed information is served on you.	Max. 5 or 6 weeks

WE CHARGE	PERMITTED PAYMENT	STATUTORY CAP
☒	**Payments to change the tenancy at your request** Where you ask us to change the agreement — adding or replacing a sharer, for example — we may charge the lower of £50 including VAT and our reasonable costs, which we will evidence. We do not charge for a request to keep a pet.	Max. £50 inc VAT
☒	**Payments to end the tenancy early at your request** If you ask to leave before you have given the notice the tenancy requires, and the landlord agrees, you may be asked to cover the landlord's loss or our reasonable re-letting costs. This will never exceed the rent you would have paid had you stayed until the end of your notice period.	Landlord's loss
☒	**Default fee — late payment of rent** Charged only where the tenancy agreement provides for it and only once the rent is more than fourteen days overdue. It is capped at 3% above the Bank of England base rate, calculated on the outstanding rent for each day it is late.	3% above base
☒	**Default fee — a lost key or security device** Charged only where the tenancy agreement provides for it, and limited to our reasonable costs, which we will evidence in writing before you are asked to pay.	Reasonable cost
☒	**Council tax, utilities, communication services and TV licence** Payable by you to the supplier or the local authority in accordance with your tenancy agreement. These may include gas, electricity, water, sewerage, broadband, telephone, cable or satellite television and the television licence.	Payable direct

HOW THE DEPOSIT CAPS WORK

Tenancy deposit. Five weeks' rent where the total annual rent is below £50,000. Six weeks' rent where it is £50,000 or more. To work out one week's rent: multiply the monthly rent by 12 and divide by 52.

Holding deposit. One week's rent, calculated the same way. We may hold only one holding deposit for a property at a time.

Protection. Your deposit is protected in a Government-approved scheme within thirty days of receipt, and we will give you the prescribed information and the scheme's leaflet. Our scheme is named on the last page.

SECTION 2

Payments we may not ask you for

The following are prohibited payments. If this office has charged you any of them, the charge is unlawful and must be refunded.

- ✗ Referencing, credit checks or affordability checks
- ✗ Administration, application or 'tenancy set-up' fees
- ✗ Right to Rent immigration checks
- ✗ Inventories, check-in or check-out
- ✗ Renewing or continuing your tenancy
- ✗ Professional cleaning required as a condition of the tenancy
- ✗ Arranging or referencing a guarantor
- ✗ Keeping a pet — no pet fee, pet deposit, pet insurance premium or pet rent
- ✗ Gardening services required as a condition of the tenancy
- ✗ Providing you with a copy of your own tenancy agreement or statement
- ✗ Third-party services you are required to use, such as a specified insurer
- ✗ Any payment described as a 'holding fee' that is not a permitted holding deposit

SECTION 3

Your other protections

The Renters' Rights Act 2025 gave tenants a number of further protections. These apply whether or not they are written into your tenancy agreement.

No fixed term, and no renewal fee. Your tenancy is a periodic assured tenancy. It runs from period to period with no end date, so there is nothing to renew and no renewal fee to pay. You can end it by giving two months' notice at any time.

Rent increases. Your rent can be increased only once in any twelve-month period, and only by a section 13 notice giving at least two months' notice. If you think the proposed rent is above the market rate you can refer it to the First-tier Tribunal (Property Chamber) before it takes effect, free of charge. The Tribunal cannot set a rent higher than the one proposed.

No bidding wars. A property must be advertised at a stated rent, and neither we nor the landlord may invite or accept an offer above it.

Pets. You may ask to keep a pet and the landlord may not unreasonably refuse. You cannot be required to take out pet insurance, pay a pet deposit, pay extra rent or pay us a fee for making the request. The landlord must respond within the statutory timescale.

No discrimination. We will not refuse to let to you, or treat your application less favourably, because you receive benefits or because you have children.

Possession. Section 21 'no fault' eviction has been abolished. You can be required to leave only where the landlord establishes a ground in Schedule 2 to the Housing Act 1988 and gives the notice that ground requires.

Repairs. The landlord must keep the structure, exterior and the installations for water, gas, electricity, sanitation, space heating and water heating in repair and proper working order, and must deal with hazards within the statutory timescales.

IF YOU THINK YOU HAVE BEEN CHARGED UNLAWFULLY

Ask us for a refund in writing in the first instance. If we do not refund a prohibited payment within twenty-eight days you may complain to us formally, and then to our redress scheme, which is named on the last page of this document and is free for you to use.

You may also report the charge to the trading standards department of the local authority for the area in which the property is situated. A landlord or agent who takes a prohibited payment can be fined up to £5,000 for a first breach and up to £30,000, or prosecuted, for a repeat breach.

Nothing in this document affects your right to take independent legal advice, or your right to apply to the First-tier Tribunal for the recovery of a prohibited payment.

SECTION 4

Important information

Complete every field below. Letting agents in England must publish their fees, their client money protection scheme and their redress scheme membership. Failure to do so is a breach of section 83 of the Consumer Rights Act 2015 and can attract a penalty of up to £5,000.

Trading name	Century 21 Liverpool South
Registered company name	Penrose Estates Ltd
Company registration number	08328660
Registered office address	33 Allerton Road, Woolton, Liverpool, L25 7RE
Trading address	33 Allerton Road, Woolton, Liverpool, L25 7RE
Telephone / email	0151 428 3647 / liverpoolsouth@century21uk.com
VAT registration number	VAT no. — 201734450
Client money protection	Money Shield · Membership no. 57837534
Redress scheme	The Property Ombudsman · Membership no. D8703-0
Tenancy deposit scheme	DPS - Scheme type: Custodial
Professional body membership	None
ICO data protection registration	ZA048946
Professional indemnity insurance	Hiscox - Policy no. PL-PSC04001936690/19

TERMS ON WHICH THIS DOCUMENT IS GIVEN

All prices include VAT at the prevailing rate of 20% unless the document states otherwise. Where a fee is expressed as a percentage, it is a percentage of the rent due or collected, as set out in our terms of business.

This is a tariff, not a quotation. The fees that apply to you are those set out in the terms of business you sign with us. Where this tariff and our signed terms of business differ, the signed terms of business prevail.

Third-party costs. Charges made by third parties — for example contractors, utility providers, surveyors, inventory clerks, deposit scheme adjudicators or the courts — are payable in addition and are shown separately on your statement.

Changes to this tariff. We may amend this tariff from time to time. Any change will be notified to you in writing and will not apply to work already instructed.

Complaints. If you are unhappy with our service, please ask for a copy of our written complaints procedure. If we cannot resolve your complaint within eight weeks you may refer it to our redress scheme, named above, free of charge.

LEGISLATION THIS DOCUMENT IS WRITTEN TO

Tenant Fees Act 2019 — prohibits letting agents and landlords in England from charging tenants any payment that is not a permitted payment, and caps holding deposits, tenancy deposits, variation fees and default fees.

Renters' Rights Act 2025 — abolishes assured shorthold tenancies and section 21 'no fault' possession, converts tenancies to periodic assured tenancies, restricts rent increases to one section 13 notice in any twelve-month period, bans rental bidding above the advertised rent, limits rent in advance, and restricts the refusal of pets and the refusal of tenants with children or on benefits.

Consumer Rights Act 2015, ss.83–88 — requires letting agents to publicise a full tariff of fees, their client money protection scheme and their redress scheme membership at each of their premises and on their website.

Digital Markets, Competition and Consumers Act 2024 — requires that the total price a consumer will pay, including all mandatory charges, is stated up front and that material information is not omitted or hidden.

Also relevant: Housing Act 1988 (as amended), Landlord and Tenant Act 1985, Immigration Act 2014 (Right to Rent), Money Laundering Regulations 2017 (as amended), Data Protection Act 2018 and UK GDPR.

DISCLAIMER

Century 21 Liverpool South is an independently owned and operated franchise and is the trading name of Penrose Estates Ltd, registered in England and Wales under company number 08328660, registered office 33 Allerton Road, Woolton, Liverpool, L25 7RE.

Each Century 21 office is independently owned and operated. Century 21 UK is not a party to, and accepts no liability for, the fees, services or contractual arrangements of any individual office. The fees in this document are set independently by this office.

This document is a summary of our charges for information only. It is not legal or tax advice and does not form part of any contract unless it is incorporated into signed terms of business. Landlords and tenants should take independent advice where they are unsure of their obligations.

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