

Wilfords London Standard Fees & Terms for Tenants for tenancies starting after June 01 2019

We recommend you refer to your tenancy agreement for information about charges relating to late rental payments, professional cleaning costs, loss of keys, payment of utility bills and other costs payable under the terms of the tenancy.

Should you wish to terminate your tenancy before the end of the term and the landlord agrees that you can terminate early, you will be responsible for the repayment of the pro-rata commission paid in advance by the landlord for the unexpired portion of the tenancy, unless you are exercising a break clause which is contained in your tenancy agreement.

It is your obligation to obtain written consent from the landlord for any change in the identity of the tenants. Upon receipt of this consent Wilfords will draw up a tenancy agreement for signature by all parties. An administration fee of £50 inc VAT will be charged for this service.

Complaints procedure

Should you have any problems with Wilfords' service which you are unable to resolve with the member of staff involved you should write to the Director. This complaint will be acknowledged within three working days of receipt and an investigation undertaken. A formal written response will be sent to you within 15 working days. This letter will confirm that you are entitled, if dissatisfied, to refer the matter to The Property Ombudsman (TPO) within six months for a review.

<https://www.tpos.co.uk>

Client Money Protection

Wilfords London are members of the Arla Propertymark Client Money Protection scheme.

<https://www.propertymark.co.uk/media/1047029/cmp-leaflet.pdf>