SPENCER JAMES

Estate Agents — East London, established 2002

TENANCY INFORMATION

Tenant Fees Act 2019 / Renters' Rights Act 2025 — Tenant Information

Business name	Spencer James Residential Limited
Address	8a Hartlepool Court, London, E16 2RL
Telephone	020 7474 3636
Email	mail@spencer-james.co.uk
Client Money Protection	Propertymark — membership number C0003100
Redress scheme	The Property Ombudsman — membership number N00772
Deposit protection	Deposit Protection Service (DPS)
Last updated	September 2026

1. About This Information

Spencer James Residential is a member of Propertymark (Client Money Protection Scheme, membership number C0003100) and The Property Ombudsman (membership number N00772). The information below is provided to ensure you are fully informed of any fees and costs involved in renting a property through Spencer James Residential.

All fees and charges are shown inclusive of VAT.

2. Material Information

The rent shown is the rent the landlord is asking. Under the Renters' Rights Act 2025 we cannot ask for, encourage or accept offers above the advertised rent. The deposit and other material information shown are accurate at the time of listing. If anything changes, we will update the listing promptly and tell anyone who has already applied.

3. Before the Tenancy Starts

- **Holding deposit:** equivalent to one week's rent. With your agreement it is put towards your first month's rent. It will be refunded within 7 days if the landlord decides not to proceed. It may be withheld if any relevant person withdraws from the tenancy, fails a Right to Rent check, provides false or misleading information, or fails to take all reasonable steps to sign the tenancy agreement within 15 calendar days (or another Deadline for Agreement agreed in writing).
- **Security deposit (annual rent under £50,000):** equivalent to five weeks' rent.
- **Security deposit (annual rent £50,000 or over):** equivalent to six weeks' rent.
- **First month's rent:** payable after the tenancy agreement is signed and before you move in. We will not ask for rent before the tenancy agreement is signed, or for rent more than one month in advance.
- **Deposit protection:** your deposit will be protected with the Deposit Protection Service (DPS), a government-authorised tenancy deposit scheme (www.depositprotection.com), and we will give you the DPS certificate and prescribed information within 30 days of receiving it. At the end of the tenancy, any dispute about deductions can be referred to the DPS's free dispute resolution service.

4. During the Tenancy — Permitted Charges

- **Unpaid rent:** interest at 3% above the Bank of England Base Rate, calculated daily on the outstanding amount from the date it fell due. Not levied until the rent is more than 14 days in arrears.
- **Lost keys and security devices:** tenants are liable for the actual cost of replacement. If locks need changing, the actual costs of a locksmith, new lock and replacement keys will be charged. If extra time is incurred, a charge of £15 per hour (inc. VAT) applies. All charges are evidenced in writing.
- **Variation of contract (tenant's request):** £50 (inc. VAT) per agreed variation.
- **Change of sharer (tenant's request):** £50 (inc. VAT) per replacement tenant, or reasonable costs if higher.

5. During the Tenancy — Ongoing Costs (not charged by Spencer James)

- **Utilities:** gas, electricity, water and sewerage.
- **Communication services:** telephone, broadband, cable/satellite television.
- TV licence.
- **Council tax:** payable to the local billing authority.
- **Garden maintenance:** where applicable under the tenancy terms.
- **Contents insurance:** for your own belongings (recommended, not required).

6. Ending Your Tenancy

Your tenancy is a periodic assured tenancy with no fixed end date. You can end it at any time by giving at least two months' notice in writing, and you pay rent until the notice ends. There is no charge for leaving with the correct notice. If you ask to leave before your notice ends and the landlord agrees, you will pay the landlord's loss or our reasonable costs, which will not exceed the rent that would have been payable for the rest of the notice period.

7. At the End of the Tenancy

- **Cleaning:** the property must be returned to the same standard of cleanliness as at the start of the tenancy, allowing for fair wear and tear. If it is not, the reasonable cost of cleaning may be deducted from the deposit. You are not required to use a professional cleaner.
- **Dilapidations:** tenants are responsible for any damage beyond fair wear and tear, as assessed against the check-in inventory.
- **Keys:** all keys, fobs, and security devices must be returned on the last day of the tenancy.

Spencer James Residential Limited is a member of Propertymark (Client Money Protection C0003100) and The Property Ombudsman (N00772). This document is reviewed annually. Last updated September 2026.