

## Contract Holder Fee Schedule (WALES)

### DURING YOUR CONTRACT

#### **Rent Arrears / Returned Payments**

Interest will be charged at 3% above the Bank of England Base Rate from the Due Date until paid, if the rent is unpaid for a period of more than seven days.

### OTHER FEES AND CHARGES

#### **Lost key(s) or other Security Device(s)**

Contract holders are liable to the actual cost of replacing any lost key(s) or other security device(s). If the loss results in locks needing to be changed, the actual costs of a locksmith, new lock and replacement keys for the contract holder.

#### **Missed checkout appointment**

Where the actions of the contract holder results in a failure to keep a mutually agreed appointment to complete the check-out procedures, the contract holder is liable for the agent's time in remedying the situation which is charged at £20.00 (inc. VAT) per hour.