

Permitted Payments — Residential Tenancies

Updated 1 May 2026 — Renters Rights Act. All fees below comply with the Tenant Fees Act 2019.

Permitted Payments

Payment	Amount	Notes
Holding Deposit	Equal to 1 week's rent	To reserve a property. Withheld if a relevant person withdraws, fails a Right to Rent check, provides false or misleading information, or fails to sign their Tenancy Agreement within 15 calendar days (or such other deadline as mutually agreed in writing). If the Tenancy proceeds, the holding deposit will be credited against the first month's rent or Tenancy Deposit.
Tenancy Deposit	5 weeks' rent	Where annual rent is under £50,000. Covers damages or defaults on the part of the Tenant during the tenancy. Capped at 5 weeks' rent in accordance with the Tenant Fees Act 2019.
Tenancy Deposit (rent over £50,000 pa)	6 weeks' rent	Where annual rent is £50,000 or above.
Unpaid Rent	3% above Bank of England Base Rate	Interest charged from the due date until paid, in order to pursue non-payment of rent. This will not be levied until the rent is more than 14 days in arrears.
Lost Key(s) or Security Device	Actual cost	Tenants are liable for the actual cost of replacing any lost key(s) or security device(s). If the loss requires locks to be changed, the actual costs of a locksmith, new lock and replacement keys for the Tenant, Landlord and/or any other persons requiring keys will be charged to the Tenant.
Variation of Contract (Tenant's Request)	£50 inc VAT per agreed variation	To cover the costs associated with taking the Landlord's instructions and the preparation and execution of new or amended legal documents.
Change of Sharer (Tenant's Request)	£50 inc VAT per replacement tenant, or any reasonable costs incurred	To cover the costs associated with taking the Landlord's instructions, advertising the property and the preparation and execution of new legal documents.
Exceptional Circumstances (Tenant's Request)	£15 per hour inc VAT	Where extra costs are incurred in certain limited circumstances, verified in writing in advance where possible. Examples include delivery of replacement keys, change of sharer or variation of contract where additional costs arise (e.g. inventory clerk). Saturday checkouts where an alternative date has been offered: checkout costs vary between approximately £80 inc VAT and £300 inc VAT.

The above does not include any charges associated with a breach of contract, which will be charged in addition based on the circumstances. All charges correct at time of print.

Applicant & Tenant Guidance Notes — Please Read Before Paying Any Holding Deposit

APPLICATION

- Properties will remain available until all completed application forms and the holding deposit are received.
- On completion of an application form, please provide identification (e.g. driving licence, passport, recent utility bill).
- Please ensure that before applying and paying your holding deposit you provide full, truthful information and check with the local agent regarding affordability beforehand.
- The completion and submission of an application does not guarantee the offer of a tenancy. This is subject to satisfactory references being provided and is at the Landlord's discretion.

YOUR HOLDING DEPOSIT EXPLAINED

- The asking rent does not include any holding deposit payable. Each tenancy is subject to a holding deposit as listed, payable on application for the property. Payment is a sign of good faith from you whilst the application is processed.
- Before your application can be fully considered, you will need to pay to us a holding deposit equivalent to one week's rent for the property you are interested in. This section explains what happens to that holding deposit and the circumstances in which it will or will not be refunded. You should feel free to seek independent legal advice before signing any document we put before you.
- Once we have your holding deposit, the necessary paperwork should be completed within 15 days, or such longer period as might be agreed in advance with the Landlord.
- If at any time you decide not to proceed with the tenancy, your holding deposit will be retained by Mullucks. Similarly, if you unreasonably delay in responding to any reasonable request made by Mullucks, if you have provided false or misleading information as part of your application, or if you fail any checks which the Landlord is required to undertake under the Immigration Act 2014, your holding deposit will not be returned.
- If the Landlord decides not to offer you a tenancy for reasons unconnected with the above, your deposit will be refunded within 7 days. Should you be offered and accept a tenancy, your holding deposit can be credited to the first month's rent or Tenancy Deposit.
- Where your holding deposit is neither refunded nor credited against any rental liability, you will be provided with written reasons within 7 days.
- You will not be asked to pay any fees or charges in connection with your application for a tenancy. If your application is successful, you will be required to pay certain fees only in the event of a breach of your Tenancy Agreement, in line with the Tenant Fees Act 2019.

REFERENCING

- Right to Rent checks will be carried out under the Immigration Act 2014. You must provide documentation confirming your legal right to rent in the UK, such as a passport, endorsed immigration documents or permission to reside. Should the Right to Rent check fail, the tenancy cannot proceed and the deposit paid will not be returned.
- To satisfy our referencing agency's criteria, your gross income should be equivalent to 2.5 times the monthly rent, and you must be in permanent employment. If a guarantor is required, their gross income should be equivalent to 3 times the monthly rent (or share).
- You are responsible for any administration charges levied by your own bank in relation to obtaining a reference.
- If you have any concerns over your credit history, please speak to a member of staff to discuss options available to you.
- Please note that if you do not meet the referencing criteria, you may have the option to pay rent in advance — subject to agreement by the Landlord.
- The results of your references may affect our client's acceptance of your offer. Detrimental credit checks, previous landlord or agent references, affordability concerns and false information provided will all be factors in the final decision.
- Should references fail, be unsuitable, or the application be withdrawn by you, Mullucks will retain the holding deposit to cover costs.

TENANCY DEPOSIT & RENT

- A Tenancy Deposit must be paid prior to move in, along with the first month's rent. The deposit amount will be equal to five weeks' rent (of the agreed rent amount).

PAYMENTS

- Payments must be made by cleared funds only. Personal cheques and cash will not be accepted. Please use the Payment ID reference provided to you.

PETS

- From 1 May 2026, under the Renters Rights Act 2025, tenants have the right to request permission to keep a pet in the property. Landlords must consider any such request and respond within 28 days. Permission cannot be unreasonably refused.
- Please submit any request to keep a pet in writing before or at the time of application. Some properties may be advertised at a higher rent to reflect prior consent for pets — this is property and pet specific. Please discuss with your local branch.
- Landlords may require that tenants hold appropriate pet insurance or similar protection, subject to the provisions of the Renters Rights Act 2025.

AGENT CHARGES

- For any permitted charges applicable during the tenancy, please refer to your Tenancy Agreement, a draft copy of which will be provided to you on application.
- All charges levied by Mullucks are subject to VAT at the prevailing rate.
- Mullucks reserves the right to change the schedule of fees and these terms of business upon providing reasonable notice in writing.

OTHER

- A Tenant is advised that the Landlord's insurance policy does not cover personal possessions. You should hold adequate insurance to protect against accidental damage caused to the Landlord's fixtures and fittings, and to cover your own personal possessions.
- We confirm that we will not share your information with any third party other than our client and other businesses within the Mullucks group, without your consent. Further information on how we hold and process your data is available in the privacy policy on our website.

If you have any questions on our fees, please ask a member of staff.

All charges correct at time of print. This document has been updated to reflect the Renters Rights Act 2025, effective 1 May 2026.