

BRIGHT HILL PROPERTIES

Tenant Fees & Charges

Since the Tenant Fees Act 2019, letting agents and landlords can only ask tenants for a limited set of 'permitted payments'. Almost all other fees — such as admin, referencing, inventory or renewal fees — are banned. This guide explains what you can and can't be charged.

What you can be asked to pay

Payment	What it is	Limit
Rent	Your agreed monthly rent.	As per your tenancy agreement.
Tenancy deposit	Held and protected against damage or unpaid rent.	5 weeks' rent (6 weeks if annual rent is £50,000+).
Holding deposit	Reserves the property while checks are done; put towards your rent/deposit.	Maximum 1 week's rent.
Changes to the tenancy	If you ask to change or transfer the tenancy.	£50, or reasonable costs if higher.
Ending early	If you ask to leave before the agreed point.	Landlord's reasonable loss only.
Default charges	Late rent (interest) or replacing lost keys/security items.	Interest capped; keys at evidenced cost.
Utilities & bills	Gas, electricity, water, broadband, council tax and TV licence.	Actual cost / as billed.

What you cannot be charged

You must not be charged for any of the following — if you have been, it is not a permitted payment:

- Referencing or credit check fees.
- Administration or 'set-up' fees.
- Inventory or check-out fees.
- Renewal or tenancy-continuation fees.
- Fees for viewings or for a guarantor.
- Professional cleaning as a blanket condition (you only need to return the property as clean as you found it).

Your holding deposit

A holding deposit reserves the property while referencing is completed. It is put towards your first rent or deposit if the tenancy goes ahead. It can only be kept if you provide false or misleading information, fail a Right to Rent check, or withdraw — and you must be told in writing within the required time if it is not being refunded.

Questions about a charge?

If you're ever unsure whether a payment is permitted, just ask us — we're happy to explain. All the deposits we hold are protected in a Government-approved scheme.

Bright Hill Properties

Telephone: 0208 287 5014

Email: jjackson@brighthillproperties.co.uk

This is a general guide for tenants in England, correct to the best of our knowledge as at 2026. Bright Hill Properties is the trading name of Bright Hill Properties Limited, registered in England and Wales, Company No. 11566868.