



Rent Collection and Handling Procedure

We will adhere to the following procedure in respect of rent collection and handling, unless alternative arrangements for a particular tenancy/property/landlord have been agreed.

Our standard tenancy agreement requires tenants to pay their rent by standing order. We will endeavour to ensure that every tenant pays their rent in this way but cannot force tenants to do so.

If a tenant makes payment in cash we will provide them with a receipt which states the date of payment, the amount paid and to which tenancy/property will be provided.

If a tenant makes payment debit card personally in the office a receipt, which states the date of payment, amount paid and to which tenancy/property, will be provided, along with the card receipt payment slip.

If a tenant makes payment debit card personally in the office a receipt, which states the date of payment, amount paid and to which tenancy/property, will be provided, along with the card receipt payment slip, and left on file for collection.

Please note we do not accept credit card payments

Any payments made by cash or debit card will incur a handling fee of £1.00.

Where a tenant payments money directly into our client account there are no handling fees charged.

Cash and Debit Card payments may take 5 working days to clear onto the rent account. Receipts are logged on the day so we are able to check to see when the payment was actually made. As long as payment is received on the rent due date there will be no late payment charges or interest charged.

If a tenant requests a statement of their rent account we will provide one within 5 working days.

We reserve the right not accept payments of cash over the sum of £1500.00 and reserve the right to request that a tenant attends at a bank to deposit the cash into our nominated account.

Any money received is paid directly into our Client Account.

Once tenant payments are cleared into our Client Account, allocated to the latest rent charge and reconciled, we will deduct our agreed fee, any contractors invoice and pay the remainder to the landlords agreed bank account. Payment dates to landlords are agreed when letting out the property.

Please note that the only time we will hold onto rent money is when already agreeing to so for any works/contractors invoice. I.e. boiler replacement, roof replacement etc.

We reserve the right to hold rent to a landlord should there be works outstanding to the property and by which the tenant has specially paid the rent and said to please hold it until works are carried out. These works are limited to; no heating/hot water, roof leaks, electrical issues, and plumbing issues. These are only in exceptional circumstances where the landlord is not agreeing to carry out works and where there may be a pending council enforcement notice against the landlord/property. The tenant could choose to do this so that the tenant does not face any late payment charges/interest or eviction notices.



Landlords are provided with a rental statement showing period of rent paid and any deductions such as management fees and/or contractors invoices/utility bills.

If at any point the expenditure incurred exceeds the rental income, we will provide the landlord with a clear written statement of all income received and expenditure incurred since the last statement was issued to the landlord.

If a tenant has over paid their rent during a tenancy period we will ask the tenant if they would like to carry this credit over to the next rent period or if they would like it refunding. Refunds will take 5 working days to clear.

If a landlord lives outside of the United Kingdom for 6 months or more per year, they will be classed as a 'non-resident landlord' by HMRC. As a letting agent we are legally required to deduct tax from the rental income of overseas landlords, unless we are provided with an exemption certificate.

If we enter into a management contract with an overseas landlord, or if an existing landlord moves overseas, we will inform them of this requirement and invite them to apply to HMRC to receive their rental income gross. This is on the assumption that a landlord informs us, in writing.

If we receive authorisation from HMRC to pay the rental income gross we will keep a copy of the authorisation letter on file and pay rent to the landlord without making a tax deduction.

Unless and until we receive authorisation from HMRC to pay the rental income gross, we will deduct basic rate tax in accordance with HMRC 'non-resident landlords' scheme'. Further information can be obtained from HMRC website.-

If we collect rent for overseas landlords and will comply with the requirements of the HMRC 'non-resident landlords' scheme'. Further information can be obtained from HMRC website.-

We have obligations under schedule 23 of the Finance Act 2011 to provide to HMRC on request details of landlords we act for, rents received and deductions made by us on their behalf. This is done on a yearly basis. It is therefore extremely important that correct information is given to us.