

Consumer Rights Act 2015

Applications for Residential Properties

In order to make an application for a residential tenancy, a Holding Deposit equivalent to one weeks rent will be required.

The Landlord has fifteen days to make a decision from the date the holding deposit is taken.

If the tenancy does not go ahead then the money must be repaid in full within seven days of the deadline being reached.

Repayment does not need to be in full if the tenant backs out of the tenancy agreement themselves, fails right to rent checks, has provided false or misleading information, or where the landlord tries their best to get the information needed but the tenant fails to provide it within the 15 days.

If the tenancy does go ahead, the holding deposit must be returned within 7 days of agreement, unless it is converted into part payment of the actual deposit or used towards the initial rent payment.

We have an RICS approved Client Complaints handling procedure and are Registered with the Ombudsman Services: Property (OS:P)

WBW are registered with the RICS to hold Clients Money and all Tenancy Deposits are registered with The Dispute Service