

INVESTENT LTD

TENANT FEES & PERMITTED PAYMENTS — WALES

Published fee information for residential properties managed in Wales

Last reviewed: 15 July 2026

Our commitment

We will only require payments from tenants/contract-holders that are permitted under Welsh housing legislation. Fees such as administration, referencing, inventory, check-in, check-out and renewal fees are not charged.

Permitted payments

Payment	What applies
Rent	The rent stated in the occupation contract. Any change must be made in accordance with the contract and applicable law.
Security deposit	A security deposit may be required where permitted by the occupation contract. Where applicable, it will be handled in accordance with the legal deposit requirements and the relevant protection arrangements.
Holding deposit	Optional. Maximum one week's rent. Required information must be provided before taking it, and the statutory rules on returning or retaining it apply.
Late rent	A default payment may be charged only where the rent is more than 14 days overdue. The permitted interest rate is a maximum of 3% above the Bank of England base rate, calculated as an annual rate.
Replacement keys / security devices	Only the reasonable cost actually incurred for replacing a key, lock or other security device may be charged where the tenant is responsible for the loss or damage.
Council tax	Payable by the tenant only where responsibility for council tax is stated in the occupation contract.
Utilities	Gas, electricity, water and other permitted utilities may be payable by the tenant where the occupation contract makes the tenant responsible.
TV licence	Payable by the tenant where applicable and where responsibility is allocated to the tenant.
Communication services	Internet, telephone, cable/satellite TV or similar communication services may be payable where applicable under the occupation contract.
Further copy of written statement	A reasonable fee may be charged for a further copy of the written statement of the occupation contract.

Payments we do NOT charge

- Administration or tenancy set-up fees
- Referencing / credit-check fees
- Inventory fees
- Check-in or check-out fees
- Viewing fees
- Tenancy renewal fees
- Fees for preparing or signing the occupation contract
- Professional cleaning fees simply for moving out
- Any other payment that is prohibited under the Renting Homes (Fees etc.) (Wales) Act 2019

Important notes

- A holding deposit is optional and must not exceed one week's rent. The statutory rules apply to the information provided before taking it and to when it must be returned or may be retained.
- Late-rent interest cannot be charged until the rent has been more than 14 days overdue and is capped at 3% above the Bank of England base rate as an annual rate.
- Where a permitted payment depends on the occupation contract, the relevant responsibility or charge must be properly stated in the contract.
- This published list is a general fee schedule and does not replace the terms of an individual occupation contract or the requirements of current Welsh legislation.

Legislation & guidance: Renting Homes (Fees etc.) (Wales) Act 2019; Renting Homes (Fees etc.) (Prescribed Limits of Default Payments) (Wales) Regulations 2020; Rent Smart Wales guidance and agent guidance.

Official sources: rentsmart.gov.wales | gov.wales

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This document is intended for publication to prospective and existing tenants.