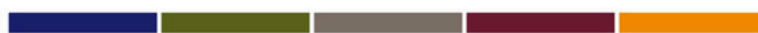


COLES GROUP



VALUERS, LETTING & ESTATE AGENTS

Tenant Fees and Terms of Business

This handbook sets out the terms on which Coles Group lets and manages residential properties in England. It has been drafted to reflect the Tenant Fees Act 2019, the Renters' Rights Act 2025, the Housing Act 1988 as amended, the Consumer Rights Act 2015, Equality Act 2010, UK GDPR and related legislation. All new tenancies are Assured Periodic Tenancies unless legislation provides otherwise.

1. Applying for a Property

A holding deposit of one week's rent may be requested to reserve a property. Once received the property will normally be withdrawn from marketing while referencing is completed. The holding deposit will be credited against the first rent payment where the tenancy proceeds.

2. Holding Deposits

The holding deposit may only be retained where permitted by Schedule 2 of the Tenant Fees Act 2019, including where an applicant withdraws, fails Right to Rent checks, provides materially false or misleading information or fails to take reasonable steps to enter into the tenancy within the agreed deadline.

3. Referencing

Applicants must provide satisfactory proof of identity, address, income and any other information reasonably requested. Affordability criteria are determined by the landlord and referencing provider. A guarantor may be required where affordability or credit criteria are not met.

4. Equality

Coles Group assesses every application individually. We do not operate blanket bans based on receipt of benefits or protected characteristics. Decisions are based upon affordability, referencing and the landlord's reasonable instructions.

5. Right to Rent

All occupiers aged 18 or over must complete Right to Rent checks before occupation in accordance with immigration legislation.

6. Pets

Coles Group recognises that many tenants wish to keep pets in their homes. Under the Renters' Rights Act 2025, tenants have the right to request permission to keep a pet at the property.

Any request to keep a pet must be made in writing and will be referred to the landlord for consideration. Each request will be assessed on its individual merits, taking into account factors including, but not limited to:

- the type, size and number of pets;
- the suitability of the property for the proposed pet(s);
- any leasehold or superior landlord restrictions;
- the potential impact on neighbouring occupiers;
- animal welfare considerations; and
- any other reasonable factors relevant to the property.



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A landlord cannot unreasonably refuse a tenant's request to keep a pet. Where consent is granted, it may be subject to reasonable conditions that are proportionate and directly related to the keeping of the pet. Such conditions may include requirements relating to the care of the property, cleaning, supervision of the animal, or the tenant maintaining appropriate pet damage insurance where this is permitted by law.

7. Assured Periodic Tenancies

All new tenancies are granted as Assured Periodic Tenancies. Tenants may end the tenancy by giving the statutory notice required by law. Landlords may only recover possession using the statutory grounds introduced by the Renters' Rights Act 2025.

8. Deposits

Where a tenancy deposit is taken it will not exceed the statutory maximum and will be protected in a Government-authorised tenancy deposit protection scheme. Deductions will only be made where permitted by law and the tenancy agreement.

9. Rent

Rent is payable monthly in advance. Interest on rent outstanding for more than 14 days may be charged at no more than 3% above the Bank of England base rate where permitted by the Tenant Fees Act 2019.

10. Permitted Payments

Only payments permitted by the Tenant Fees Act 2019 may be required: rent, a holding deposit, a tenancy deposit (where applicable), default fees permitted by statute, payments for variation/assignment/novation requested by the tenant (normally up to £50 unless higher reasonable costs are evidenced), and payments required following tenant default under the tenancy where permitted by law.

11. Repairs & Inspections

Tenants must report repairs promptly. Coles Group may carry out periodic inspections after giving appropriate notice except in genuine emergencies.

12. Data Protection

Personal information is processed in accordance with UK GDPR and the Data Protection Act 2018 for the administration of the tenancy.

13. Complaints

Complaints should be submitted in writing. If unresolved, complainants may refer the matter to the relevant approved redress scheme.

Summary of Tenant Responsibilities

- Pay rent on time.
- Maintain the property in a tenant-like manner.
- Report repairs promptly.
- Do not cause nuisance or anti-social behaviour.
- Obtain consent before making alterations or keeping pets where required.
- Return the property in accordance with the tenancy agreement allowing for fair wear and tear.

