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ASK THE EXPERTS

The lettings agent

I've noticed that certain letting agents in my area now include details in their advertising of charges to tenants when renting. Shouldn't they all be doing this?

LW

Letting agents were advised in November about complying with new guidance published by the Committee of Advertising Practice (cap.org.uk). While not in itself legally binding, the guidance relates to the responsibility all agents have under the Consumer Protection from Unfair Trading Regulations 2008, which requires them to make full disclosure of any information that a consumer needs in order to make an informed decision at any stage of the renting or selling/buying process. Monitored by the Advertising Standards Authority, it relates to the information included in advertisements and states that all letting agents should make full disclosure of all "non-optional" fees in an advertisement that includes the rent for the property.

As a guide, taken from agents in the Oxford area, one person renting a property for £800 a month would expect to pay a total fee of £291.

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