

Refund of tenant finding fee

Property case study

The landlord wanted a refund of the tenant finding fee as they believed the tenant was unsuitable. The landlord stated that the letting agent did not carry out appropriate checks on the tenant prior to accepting the tenancy agreement. They complained that the rent was late and the property needed professional cleaning.

The letting agent advised that it carried out a credit check and bank account fraud check and, in the absence of employer/landlord references, it obtained proof of benefits from a housing association to ascertain the tenant's affordability. It stated that the landlord was aware that the tenant was on housing benefits. The letting agent advised that all rent payments were collected and an appropriate sum for cleaning the property had been retained from the tenant's deposit.

We concluded that the company had carried out relevant checks on the tenant and the complainant had not encountered any loss, as all rent payments due under the tenancy agreement were paid and the cleaning costs once the tenancy had ended were retained from deposit monies. We required no action from the company.

ENDS