

Tenants



No deposits. More control.  
Better living.



flatfair is the simple, safe and  
affordable alternative to tenancy  
deposits.

[flatfair.co.uk](https://flatfair.co.uk)

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## Free up your hard earned cash with our one-off affordable membership.

### No deposit

Instead of an expensive deposit, pay a one-off membership fee - split between the household.

### Healthier finances

Put your money to better use and avoid the cost of double deposits between tenancies.

### Pay when you leave

Accidents happen. Simply pay for any damages at the end of your tenancy.

### Keeping it fair

Negotiate and pay for end of tenancy charges transparently and stay safe with access to Independent Dispute Resolution.

### Control on-the-go

Manage your membership through our simple platform from any device, 24/7.

### Build your flatfair score

Get rewarded for paying your rent on time and taking care of your rented home.



## FAQs

### Why should every tenant use flatfair?

Whilst removing the need for expensive deposits that often overlap between tenancies, we also provide an easier, fairer way to pay for - or dispute - end of tenancy charges made by your landlord or letting agent.

### How much does it cost?

flatfair membership costs 1 week of rent (excl. VAT) split between the household. You can ask your letting agent or landlord for more details.

### What if I've already paid a deposit?

If your landlord or letting agent is a flatfair partner, they can simply convert your deposit to a flatfair membership and return the original deposit amount.

### Am I liable for end of tenancy charges?

Yes. When your tenancy ends, you're fully liable to cover the cost of any damages or unpaid rent as outlined in your tenancy agreement, save for wear and tear.

### What happens if I accidentally break something?

It happens! Simply pay at the end of your tenancy.

### What happens if I have flatmates?

As with a deposit, you and your flatmates are each jointly liable for any damages so please treat the property with care and pay your rent on time.

### What happens if there's a change of housesharer?

Your letting agent or landlord will simply add the new tenant as a flatfair member - at no extra cost to you.

### When does my flatfair membership expire?

Your membership expires in line with your initial tenancy end date, and may be extended by your landlord or letting agent at no cost.

### What happens at the end of my tenancy?

As with a traditional deposit at the end of your tenancy, your landlord has the right to raise charges or release you with nothing to pay.

### Do you reward good tenants?

Tenants who stick to their rental obligations build up a strong flatscore and benefit from a range of future discounts, as well as the credibility.

### What happens if my landlord or letting agent submits a charge?

If you agree with the charge, flatfair will invoice all tenants equally. If you don't agree, you can counter the charge and negotiate until an agreement is reached. We also enable you to dispute the charge and send it to Independent Dispute Resolution.

### What happens in the case of disputes?

In the case of a disagreement between you and your landlord or letting agent, an independent government-authorised dispute resolution provider will decide on the case. Raising a dispute costs £100 + VAT, but we'll refund this once your dispute is found to have been made in good faith and of a scrupulous nature.



Ask your agent or landlord for more information  
about flatfair or visit us online at [flatfair.co.uk/tenants](https://flatfair.co.uk/tenants)



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