



Tenants Guide

Tenant Guide

1. Referencing Procedure
 2. Holding Deposit
 3. Administration/Reference Applications
 4. Tenancy Agreement
 5. Payment
 6. Managed Properties
 7. Rental Payment
 8. Notice to end a tenancy
 9. Inventory
 10. Deposit Returns
 11. Tenants' obligations
 12. Property Inspection
 13. Council Tax & Utilities
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Referencing Procedure

As soon as a suitable property has been found, you will need to complete reference application forms. We utilise the services of a credit-referencing agency to take up the following references, here is an example of just a few of the references sought:

- Confirmation of employment, salary confirmation.
 - Personal & Photographic identification (passport or driving licence).
 - Previous Landlord references.
 - Students (Guarantor or proof of funding).
 - Self-Employed (Accountants references, trading details etc)
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Holding Deposit

An admin fee of £199.00 will be required should you wish to reserve a property. This will also act as a holding deposit to reserve the property and remove it from our availability list. Should the tenant withdraw from the proposed letting, through no fault of the landlord or the agent, The full fee will be retained. None of the fee will be retained should the Tenant's withdrawal be due to a breach of the proposed letting agreement by the landlord or managing agent.

The fee/deposit shows good faith on the part of a prospective tenant enabling the landlord to take further action in the confident knowledge that the applicant is serious and fully committed to the property:

For example:

- Cancel any advertising for the letting
- Tell other applicants that the tenancy has been taken subject to satisfactory references
- Prepare a letting agreement
- Take up references
- Carry out credit checks (some landlords make a charge for this - administration fee)

Administration/ Reference Applications

All administration/reference fees are due at the start of the application process once the offer has been verbally agreed and will secure the property for you subject to satisfactory references being received on behalf of all applicable tenants .

The administration fee (referred to above) covering preparation of the tenancy documentation and any other contract/administrative paperwork is £199.00 per tenancy and it also includes one reference application. Each additional applicant will require a tenant reference application and this will attract an additional fee of £20.00 per applicant.

Should a guarantor be required then a further £20.00 payment per guarantor will be required. These fees are fully refundable in the event of the landlord withdrawing from the deal.

PLEASE NOTE THAT SHOULD YOUR REFERENCE APPLICATIONS BE UNSUCCESSFUL THEN THE REFERENCE FEE/S IS NON REFUNDABLE.

It is imperative that you disclose all relevant facts that may adversely affect your reference outcome, prior to entering into the above. It may save you money.

Tenancy Agreement

Both the Landlord and tenant/s will be required to sign a tenancy agreement prior to the tenancy commencing, the agreement outlines both tenant and landlord obligations.

Generally, most tenancies run for a period of twelve months, we will contact you at the end of the tenancy to see whether you wish to renew your agreement for a further period and will liaise with the landlord to organise the documentation. It is important that you note that although the agreement is made between landlord and tenant, we act for the landlord only.

By legal requirement we will issue you with a sample template agreement which we ask you to read very carefully, should any questions arise regarding this legal document we advise you to seek independent legal advice.

Notice To End a Tenancy

To terminate your tenancy subject to term, you will normally be required to give us at least one month notice in writing of your intention to leave, unless otherwise specified in your specific tenancy agreement.

Insurance

The responsibility for your belongings are down to you, you must ensure you have adequate contents insurance, the landlord accepts no responsibility and cannot be held responsible for any loss or damage to tenants possessions.

Inventory

A well-prepared inventory and check-in report protects landlords and tenants alike, providing an accurate description of the condition and contents of a property at the start of a tenancy.

The condition of the property and its contents at the end of the tenancy is then compared back to this report in the form of a check-out report. The inventory clerk will also provide an opinion on whether any damage that has arisen during the tenancy is attributable to the tenants, to 'fair wear and tear' or to the landlord as required maintenance.

It is in a landlord's interest to ensure that inventories are prepared for properties that they own. In the worst case scenario, should you end up in court, the judge will tend to look more favourably on an impartial, unbiased inventory prepared by a third party unconnected to either the landlord or the tenants. Inventories prepared by landlords could be viewed as biased and one-sided.

Normally an inventory of the property condition, furniture and fittings and effects will be prepared by the landlord, or an independent inventory clerk instructed by the landlord prior to the tenancy commencing. The tenancy is checked and agreed between the tenant and the landlord at the tenancy commencement.

Deposit Returns

When your tenancy ends, an inspection of the property will be carried out, either by the landlord or an independent inventory clerk instructed by the landlord.

Tenants' Obligations

The responsibility for the property lies with the tenant during the period of tenancy, always ensure that the property is fully secured and that during the winter months steps are taken to prevent freezing of the water and heating system.

Property Inspection

If we are instructed as managing agents for your property, we will carry out quarterly or 6 monthly inspections to assess the condition of the property and that everything is being kept in a satisfactory condition. We will always arrange this with you at a mutually convenient time

Council Tax & Utilities

It is the tenant's responsibility to inform the utility companies of their occupation of the property at the commencement of the tenancy, and to pay council tax to the local authority. Students, who may be exempt from the payment of council tax, are responsible for informing the Local Authority of this.

Wherever applicable VAT will be charged at the current VAT rate.

Payment

Once a moving date has been agreed and references have all been approved by the landlord, the tenancy agreement will need to be signed by all parties and the initial monies in full will become due:

This is made up of the following:

- Deposit normally equal to one months rent.
- The first months rent in advance. (rent is worked out on a per calendar month basis), which is, if you are not aware; the weekly rent, multiplied by 52 weeks and divided by twelve months to give the per calendar month rental figure.

The above monies need to be in a cleared form before the tenancy is able to commence, payment by means of either a bankers draft, cash or paid directly into our client bank account and showing as cleared.

Managed Properties

We do get instructed to fully manage some of our landlord's properties, if this is the case, with your tenancy we will inform you prior to your tenancy commencing. If we are managing then any faults with appliances or problems within the property will need to be reported to us and we will deal with the problem as quickly and efficiently as possible. Failure to report an ongoing problem may turn the onus onto you; please report any problems you feel need attention. We will carry out periodic inspections (either quarterly or half yearly) throughout each tenancy to provide peace of mind to the landlord and to allow you the opportunity to voice any concerns too.

Rental Payment

Rental payments are always made by standing order from the tenants' bank account to the landlord's bank account, with the exception of managed properties whereby the rental payment is made to us.