

# Tenant Guidance

## Why Rent Through Us

We can offer a professional and helpful service to help find the right home for you. Please find below some useful information that will guide you through the process of renting with us.

## Choosing an Area

In choosing an area in which to live you should consider:

- Your budget - some areas are more expensive than others.
- Your commute to work, are the transport links good?
- How near are friends and family?
- If you have any special interests that need to be catered for in your chosen area.
- If there are shopping facilities nearby.
- What you want from the environment - open spaces, lively nightlife?
- What services are important to you - schools, hospitals?
- Popularity of the area.

## Securing a Rental Property

Once you have found a rental property that is suitable, the following process will be implemented:

- Tenancy Agreement - The length of tenancy, the associated notice periods and monthly rental payments will need to be agreed by you and the landlord.
- Reference checking - This will take into account your credit history, employment status and past references from previous landlords. It will normally take about five to ten working days to take up and confirm references.
- Deposit and first month's rent clearance - You will be required to put down a deposit. If you fail to pay your rent, or cause any damage to the property, the landlord has a right to deduct any costs from your deposit.
- Service transfer - Some letting agents will require that services, council tax and utilities are transferred into your name before you move in.

## Administration / Agency Fees

- Admin fee: 1 week's rent or minimum of £250 + VAT
- Reference fee: £45 per person +VAT
- Check -in fee: £100 + VAT
- Renewal fees: 1 week's rent + VAT

## Restrictions

Some landlords may wish to apply certain restrictions to a tenancy. Some of the typical restrictions that may be imposed are:

- Smokers
- Housing Benefit
- Pets

You should be advised of any restrictions before an agreed viewing of a property takes place.

## **Self Employed Applicants**

If you are self-employed, we will require a written reference from your bank and accountant. We will also require accounts, usually dating back 3 years.

## **Tenancy Deposit Scheme**

At the start of every tenancy we collect a deposit normally equal to 1.5 month's rent. This is used in the event of breakage or damage caused.

In accordance with the Housing Act 2004, landlords must select either an insured based or custodial based scheme in which to hold a Tenant's deposit. A statutory certificate is then supplied to the Tenant advising on which approved scheme protects the deposit. This must be done within 14 days of the tenancy start date.

Please speak to one of our representatives for further information.

## **Tenant Responsibilities**

As a tenant there are a number of obligations you must adhere to, these include:

- Payment of rent according to the conditions set out in the tenancy agreement.
- Payment of council tax as required.
- Payment of service and utility bills as specified in the tenancy agreement.
- Payment of your TV licence.
- Taking proper care of the property and keeping it in a good condition.

## **What Happens if there is a Dispute at the End of a Tenancy**

In the event of a dispute, both parties will have a certain time-frame to resolve the matter (defined in the tenancy deposit protection scheme). If no resolution has been reached, they will be invited to make use of the Alternative Dispute Resolution process that is provided free with their chosen deposit scheme. Should the parties opt for Alternative Dispute Resolution they will be bound by its decision with no redress to the courts.

## **Tenant Insurance**

When renting a property it is very important to make sure you are covered by insurance for any damages that may occur. The landlord's own insurance will not cover the tenant's belongings. It will also exclude cover for if a tenant accidentally damages the landlord's property and therefore it could result in the loss of your deposit to cover the repairs.

## **Rent**

Rents are paid in advance and by standing order unless otherwise agreed by the Landlord / Agent.