

## Tenants' Guide to Services and Fees

This guide will help you through the procedures and requirements relating to a typical tenancy. It is important that you read it carefully so as not to delay securing your property.

### Tenancy Application

All persons aged 18 or over must complete an application form and will be named in the tenancy agreement.

**Referencing:** - we may require some or all of the following:

3 most recent months of bank statements

Passport or ID card

Previous landlord reference

Employer reference

Credit reference

At this stage we charge a referencing fee which is non-refundable if you withdraw your application. If we judge your application to be unsuccessful, we will refund your application fee in full. Please note that the payment of your referencing fee does not constitute an offer of a tenancy but is taken as evidence of your serious intention to proceed.

### Check in Fee

Once we have completed the referencing process and confirmed you have been accepted by the landlord, the check in fee becomes payable. This covers the cost of preparing all documentation for the tenancy and for an accompanied check in during which time we check the inventory with you.

### Tenancy Agreement

Before the tenancy begins, you will sign a Tenancy Agreement which sets out the Landlord's and Tenant's obligations. Once the agreement has been signed, it is deemed executed and is legally binding on both parties. Should there be a change of occupants during the tenancy, you must inform us and subject to the landlord's agreement and any further referencing, a new agreement will have to be signed. If you wish to renew your tenancy beyond the initial six or twelve month term, a further fee is payable and new documentation signed confirming the new tenancy.

### Security Deposit

Before your tenancy commences, you will be required to pay a security deposit which will be a minimum of six weeks' rent. The deposit is held by us as stakeholders or passed to your landlord. The deposit is held against any damages or expenses arising during the tenancy and will not be released until after you vacate the property, all rent has been paid up to date and we have written confirmation of any costs for damages from both parties. No interest on the deposit is payable to either party.

### Tenancy Deposit Protection

When you pay a security deposit your landlord or agent must protect it using a Government authorised Tenancy Deposit Scheme. This is to ensure you get all or part of your deposit back when you are entitled to it and any disputes will be easier to resolve. Within 30 days of paying your deposit your landlord or agent is required to give you details about how your deposit is protected. This includes the contact details of the tenancy deposit scheme and what to do if there is a dispute at the end of the tenancy.

### Fees (all fees inclusive of VAT)

Referencing fee £78 per adult applicant over 18

Guarantor fee (in the event that a guarantor is required) £78 per guarantor

Check in fee £150 per property

Tenancy renewal fee £48 per property

Check out fee £78 (house/apartment) £48 (room in shared house)

Preferred payment method by debit card, credit card or online transfer.

### Inventory and Schedule of Condition

The inventory and schedule of condition will be checked and agreed with you at the start of the tenancy. It is important that you take care in agreeing the content of this at this stage as it will form the basis of any claim for damages by your landlord at the end of the tenancy. The inventory and schedule of condition will be checked again at the end of the tenancy. We strongly recommend that you are present at both the check in and check out.

### Rental Payments

All rent is payable in advance by standing order. Please note that all standing order payments should be made three days prior to your rent due date to allow for clearance. Should you experience any financial problems during the course of the tenancy, it is essential that you contact us immediately.

### Tenant's Obligations

Responsibility for the property rest with the tenant during the tenancy. It is particularly important that any gas or electrical problems or any water leaks are reported immediately and the property is fully secured when you leave it unattended at any time. During the winter months necessary steps must be taken to prevent the freezing of the water and heating systems. In leasehold properties, mainly flats and maisonettes, the tenant will be bound by the rules and regulations affecting all residents within the block, contained in the head lease.

### Agent's Obligations

Our obligations vary depending on which of the following services we provide for your landlord:

- Let only
- Let and rent collection
- Let and full management

You will be advised which of the above applies prior to the start of your tenancy.

### Property Visits

Properties are usually subject to visits either by the landlord or the agent. The purpose of a visit is to check the condition of the property, its cleanliness, garden maintenance and the way in which the tenancy is being conducted generally. A mutually agreeable appointment will be made in advance.

### Pets

Should you wish to keep a pet in the property, we will negotiate this individually with the landlord and include a specific clause in your tenancy agreement.

### Insurance

The tenant is responsible for insuring his/her own personal effects and furnishings. Should you require any insurance, we can give you details of an insurance provider.