

Tenants Guide to Services and Fees

We have produced this guide to inform tenants of the procedures and requirements relating to a typical tenancy. We aim to be as transparent as possible when disclosing our services, procedures and fees. Whilst every care is taken, changes such as seasonal promotions may occur so please contact us for an accurate assessment of your rental needs.

TENANCY APPLICATION/REFERENCES

When a suitable property to rent has been found ALL persons aged eighteen or over must complete an application form and will be named in the tenancy agreement. We will engage a specialist tenant referencing company to take up references on behalf of our client, your landlord, which may include a bank reference for which your bank may charge a nominal fee, a credit reference, an employer's reference, an accountant's reference and a previous landlord reference.

When you submit your application an application fee is payable, this indicates your commitment and reserves the property, subject to referencing. This payment is non-refundable should your application be unsuccessful or withdrawn. Please note that this payment does not constitute a tenancy or offer of a tenancy.

The application fee is £180.00 for the first tenant and £120.00 for each additional tenant or guarantor as long as all applications are made simultaneously. The application fee for tenants or guarantors added at a later date is £180.00.

TENANCY AGREEMENT

Before any tenancy begins you will sign a Tenancy Agreement setting out the landlord's and tenant's obligations. The charge for this is included in the application fee.

Tenancy renewals and extensions to the original agreement cost £60.00.

A tenancy agreement is a legally binding document. Should you wish to add or change tenants at any point during the tenancy you must inform us and, subject to your landlord's agreement and satisfactory references we will prepare new documents for signature. The charge for this is included in the application fee.

SECURITY DEPOSIT

Before your tenancy commences you will be required to pay a security deposit which will normally be one month's rent plus £200.00 i.e. if your rent is £500.00 your deposit will be £700.00. In cases where pets are agreed the deposit will be a minimum of 2 months rent i.e. if your rent is £500.00 your deposit will be at least £1000.00. However, this could be more and will be agreed in conjunction with you and your landlord and will take into account the pets being allowed.

Deposit must be paid in cleared funds on or before the start of the tenancy and are taken against any damages or expenses arising during your tenancy and will not be released until after you vacate the property, all rent has been paid up to date and any costs or damages have been agreed. 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. Your landlord or agent is required to give you details about how your deposit is protected within 30 days of paying your deposit. 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.

WHEN DO YOU SIGN AND WHAT DO YOU PAY?

Once acceptable references have been received and approved, a date will be agreed for the commencement of your tenancy.

Individual application/referencing fees including guarantors if required, as detailed above.

First months rent varies from property to property

Deposit as detailed above

Deposit administration fee £0.00

Agreement fee £0.00

Renewal/extension fee £60.00

Check out fee £0.00

Agreement of guarantor £0.00

Change of Sharer as detailed above

Outgoing reference fee £0.00

Pet license fee £0.00

Late payment fees £30.00 for the first letter written and £20.00 for each subsequent letter applicable to all late payments whether full or part rent.

Optional extras if agreed:

Move-In within 3 days £0.00

Express Move-In within 5 days £0.00

Saturday Move-In £0.00

If the tenant is a company:

Company Referencing Fee £500.00

Guarantors Fee (if required) £300.00

First months rent varies from property to property

Deposit as detailed above

Deposit protection administration fee £0.00

Agreement fee £100.00

Renewal/extension fee £150.00

Check out fee £100.00

Agreement of guarantor £100.00

Change of Sharer £200.00

Outgoing reference fee £50.00

Late payment fees £50.00 for the first letter written and £30.00 for each subsequent letter applicable to all late payments whether full or part rent.

Payment methods

The initial application fee can be paid in cash or by bank transfer.

The security deposit and the first months rent should be paid by bank transfer. We will provide our account details in your confirmation letter, which will also detail the amount required and the tenancy start date. PLEASE NOTE WE DO NOT HAVE THE FACILITIES TO ACCEPT CARDS & IF YOU CHOOSE TO MAKE THIS PAYMENT IN CASH A £50.00 HANDLING CHARGE WILL BE ADDED.

We will also accept bankers draft or building society and personal cheque but they must be paid early and cleared to our account before the start of the tenancy.

Inventory and schedule of condition

An Inventory and Schedule of Condition of the property, its contents, furniture, fittings and effects will normally have been prepared and will be provided at the start of your tenancy. It is important that you take care in agreeing this as at the end of tenancy it will be checked against the property and will form the basis of any claim for damages, by your landlord.

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

You should be aware that responsibility for the property rests with the tenant during any tenancy. It is particularly important that any gas or electrical problems 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 contained in the head lease and affecting all residents within the block.

The cost of any maintenance issues or repairs which are deemed by our contractors to have been caused by or made worse by the tenant either directly or through failure to report immediately will be the tenants responsibility.

The agent's obligations

Our obligations will vary depending on which of the services we provide for your landlord i.e. fully managed or let only. You will be advised which of the above applies prior to your tenancy commencing but should you need further details regarding a specific property please contact us.

Miscellaneous

Property inspections

Managed properties will be subject to inspections normally on a quarterly basis. The purpose of these 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.

Council Tax

It is the tenant's responsibility to pay the Council Tax.

Insurance

Tenant are responsible for insuring their possessions. We can provide information if required.

Pets

Pets are specifically NOT allowed unless agreed in writing prior to the start of your tenancy and the appropriate deposit paid. The majority of our landlords will not accept pets, please be aware that the introduction of unauthorised pets will constitute a serious breach of your tenancy and steps will be taken to regain possession of the property.

A draft tenancy agreement will be provided to a successful tenant prior to the commencement of a tenancy.

An example copy of a tenancy agreement is available in our office for a prospective tenant to read applying for a tenancy.

We are members of The Property Ombudsman and Client Money Protection schemes.

