



Handy tips and advice for Tenants on our Letting process from viewing to move in

- First, call or email to register your interest for available rental properties or to be added to our database; we will need information such as full name, current address, contact details. Who will be living at the property, any children, pets or smokers. Occupation/s, proposed moving date, max budget PCM and preferred property type/location etc.
- Once registered we will be able to schedule viewings of properties that may be suitable.
- If following a viewing you wish to proceed to rent the property you must express this to the Letting Agent advising your proposed tenancy start date and length of initial tenancy.
- We will then put your offer forward to the Landlord for their consideration.
- If the Landlord agrees to proceed with the letting you will be required to pay a holding deposit.

As of 1st June 2019 Landlord's and Agents will be prohibited from charging Tenants any fees other than those listed as Permitted Payments.

Holding deposit

You are required to pay a holding deposit equivalent of one weeks rent to reserve the property subject to reference and contract.

This payment does not oblige our client to let the property concerned to you and it does not commit our client to granting a tenancy or constitute an offer of a tenancy, it does however, provide your

commitment to proceed through the application process.

The Tenancy Agreement must be entered into (signed by both parties) before the Deadline for Agreement * (15 Calendar Days from receipt of payment)

If the Tenant fails to enter into the Tenancy Agreement prior to the Deadline for Agreement the monies will be retained by Frost & Co Professional Lettings.

The Tenant failing to enter into the Agreement can be due to but not limited to:

- The Tenant failing the Right to Rent Check
- The Tenant provides false or misleading information to the Landlord or Letting Agent, which the Landlord is reasonably entitled to consider in deciding whether to grant the tenancy because this materially affects their suitability to rent the property.
- The tenant notified the Landlord or Letting Agent before the deadline for agreement that they have decided not to enter into a tenancy agreement.
- The Tenant fails to take all reasonable steps to enter into a tenancy agreement

IF the Landlord were to fail to enter into the Tenancy Agreement prior to the Deadline for Agreement for any reason other than those listed above the funds will be refunded (i.e. change in Landlord circumstances).

**Please note: The Landlord/Letting Agent can agree with the Tenant in writing an extension to the Deadline for Agreement.*



Referencing

You will be sent an application form from Rent4Sure for your completion which will request personal information, address history, current landlord details (if applicable) and employer/accountant information. Once this has been completed by you we will write to the necessary referees via email to obtain references.

Immigration Act 2014 - Right to Rent

As per the Immigration Act 2014 all tenants over the age of 18 must provide proof of their right to rent in the UK. We therefore require sight of the original and copies of your **Passport/National Identity Card/ Visa** if you do not have any of these items then the following is acceptable: **Birth Certificate issued in the UK/Channel Islands/ Isle of Man and UK Full or Provisional Driving licence.**

Proof of Address will also be required for all applications.

We can accept a drivers licence, bank statement or utility bill.

Next Steps

Once the referencing process is complete Tenancy Agreements and associated documents will be issued to both parties for signature prior to the Deadline of Agreement

Payment

Payment of the balance of rent and deposit must be paid by bank transfer in cleared funds before the tenancy commences; we cannot accept this payment by cash, cheque or card.

Security Deposit

To be paid at the commencement of Tenancy and held for the duration to cover against damages/ dilapidations during the term. The Deposit will be registered with a Deposit Protection Scheme within 30 days of receipt and proof will be issued.

The Deposit is the equivalent of 5 weeks rent for rents under £50,000 per annum and 6 weeks rent for rents in excess of £50,000 per annum.

During the Tenancy

Upon move in we will confirm whether the property is Let and managed by us or the landlord and provide the relevant information accordingly in relation to future rental payments and reporting maintenance.

Fees and Charges

As per the Tenant Fees Act 2019 the following payments are considered permitted payments and will therefore occur during your tenancy.

- Rent
- A capped refundable Security Deposit
- A capped refundable Holding Deposit
- Payment in the event of a default such as:
 - Late Payment of Rent charged at 3% above Bank of England Base Rate in interest on the late payment of rent for each day that the payment is outstanding.
 - Loss of Key or Security Device charged at the reasonable costs incurred as a result of having to replace the keys/security device; circa £200.
- Payment on variation, assignment or novation of a tenancy charged at £50 incl VAT
 - e.g. Tenant request to change tenancy such as adding a pet clause or change of sharer
- Payment on termination (surrender) of a tenancy: £500 inc VAT plus rent due until a new tenancy commences
 - Request to be put in writing for Landlord approval
- Payments in respect of Council Tax
- Payments for utilities
- Payments for television licence
- Communication Services
- Green Deal Charge