



The Home Rental Service

Explanatory Notes for New Tenants

Please read and understand these notes before proceeding with any application.

Applying to Rent a Property

When you have chosen a home, we will need a few details from you so that we can speak to the Landlord about your application and gain their approval to start the referencing process. All we need initially is an email to be sent to don@clarkhomes.co.uk with the following information:

- Date you would like the tenancy to start
- How long you would like the tenancy to be
- Full names, mobile numbers and email addresses for all persons (over 18) who would be living at the property and what they do for a living.
- Full current postal address
- Copies of current passport(s)

Please note: If multiple applications are received on the property, all applications will be put forward to the Landlord for their decision on which application they would like to accept. Any unsuccessful applicants will be informed as soon as possible.

Once we have received approval from the Landlord, payment of the Administration fee is required by bank transfer. (You will receive an email with the breakdown of fees due and the account details for the transfer) Once received, the property will be removed from the market and we can start the referencing process.

References and Guarantors

We use a company called Van Mildert to take up the references. All applicants will receive an email from Van Mildert with a link to an application form, which needs to be completed and submitted for the referencing process to commence.

In certain circumstances a guarantor may be required. The guarantor is normally a member of the applicant's family who is of sufficient means to guarantee the payment of rent. Should a guarantor be required we will need their full name, mobile number and email address so that they can receive the email link from Van Mildert.

Beginning the Tenancy

When acceptable references have been obtained you will receive a copy of the tenancy agreement and a statement of monies required prior to your move in. On the tenancy start date all parties to the agreement must attend our offices to sign the tenancy agreement and collect the keys. Payment of the first months' rent and the dilapidation deposit are required in **CLEARED FUNDS** before we can release the keys. Payment should be made via bank transfer **3 WORKING DAYS** before commencement, quoting the property address.

You will be given the keys, a copy of the tenancy agreement and any relevant documents for the property including the Gas Safety certificate (If applicable) GOV.UK How to rent checklist.

Rent Payment Rent is payable on the same day each month that the tenancy starts

EG: Tenancy start date 24th = rent due 24th of each month.
Payment is required by bank standing order.

Dilapidation Deposit

A dilapidation deposit is payable before the start of a tenancy and is equal to 1.5 times the monthly rent (e.g. if the monthly rent is £600 then the deposit will be £900). The deposit is held by David Clark & Company and is returned after the property has been vacated, the keys returned, and an end of tenancy inspection has been carried out. Any necessary cleaning or repairs/replacements will be charged to the deposit and will cause a delay in the return of the deposit balance.

We are NAEA (National Association of Estate Agents) & ARLA (Association of Residential Letting Agents) members which means that the dilapidation deposit and any rent will be held in a designated client account which is covered under a bonding scheme and backed by professional indemnity insurance.

Inventory

An Inventory of contents and schedule of condition will be prepared by a professional, independent Inventory Clerk, prior to the start of the tenancy. Their paperless delivery system sends the Inventory report to you via email and text message at the start of your tenancy. The system then allows you 10 days from the date of receipt to note any relevant observations or discrepancies and places your comments within the document followed by a date stamp.

It is important that you check the inventory carefully as it forms the basis of the mid-term property visits and final checkout inspection at the end of your tenancy. (Properties fully managed by David Clark & Co only)

Utilities & Council Tax

You will be responsible for electricity, gas, water, council tax and telephone costs at the property.

You will arrange the transfer of utilities and we will take meter readings prior to the start of the tenancy.

We will notify the relevant Local Authority of the commencement of your tenancy so that they may contact you directly for Council Tax. Please note that if you are a single occupier you are entitled to a discount.

We cannot make arrangements to connect a telephone.

A television licence and any cable, digital or satellite television arrangements will be your sole responsibility. However, if any service is not already available at the property you must contact us for written permission prior to installation.

Insurance

It is important to consider your insurance needs when renting a property, as you will be liable for any damage to the landlord's property, fixtures and fittings. Your personal belongings will also not be covered by any insurance held by the landlord.

Periods of absence / Frost damage

You must notify us in writing when the property will be left vacant for more than 14 days. During cold periods the property should not be left empty overnight without any heating due to the risk of freezing and bursting pipes. Water should be turned off at the main stopcock when a property is left empty during winter months.

Maintenance and repairs

You must contact us immediately in respect of any maintenance problem. The Landlord is responsible for the fabric and services of the building, plus any fixtures and fittings such as kitchen appliances, except in the instance whereby the damage or fault has arisen due to neglect or misuse. Expenses incurred without prior approval may not be refunded.

We have access to maintenance people and are able to respond quickly to reported problems, subject to the necessary authority from the landlord. You will appreciate that we are the custodians of the landlord's money and, as such, there are occasions when we need to speak to the landlord for specific instructions.

If the property has gas an annual safety check is required by law. You will be expected to allow our appointed engineer reasonable access.

End of Tenancy

When you wish to vacate the property you must give one month's notice in writing to be received at our office no later than two working days after the date of the notice.

If, for whatever reason, you need to vacate the property during a fixed term then we will endeavour to re-let the property (with the Landlord's prior consent), thereby releasing you from your ongoing liability. There is an early release administration charge to offset some of our additional costs.

Keys must be returned to our offices on, or before, the day of vacating the property together with a forwarding address. Failure to return keys will result in a continuing liability for rent.

An end of tenancy inspection will be carried out by us and you will be notified of any faults. During this inspection electricity, gas and water meter readings will be taken and we will notify the service provider of the end of your tenancy and liability.

Fee Schedule

Please note that there are charges that apply to your tenancy. Below is a list of the amounts chargeable and when they become due. All figures shown are VAT **inclusive**

Tenancy Administration Fee – Due at point of application

One person (18+ years) £154.17 +VAT	£185.00
Each additional person £62.50 +VAT	£ 75.00

Military application £229.17 +VAT	£275.00
Each additional person £62.50 +VAT	£ 75.00

Guarantor £62.50 +VAT	£ 75.00
Company let £229.17 +VAT	£275.00

Pet Charge – If agreed by landlord, a one off charge at the beginning of the tenancy:
Dog or Cat (each) £200.00

More than one pet On Application

Holding fee - all applications	£150.00
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(to be paid with application and is non-refundable if prospective tenant pulls out, or referencing is unsuccessful otherwise deducted from dilapidation deposit at start of tenancy)

These fees include all referencing and preparation of tenancy documentation

At the start of your tenancy

Dilapidation deposit **1.5 monthly rent**

First months' rent

During your tenancy

These charges only arise when the noted circumstances apply

'Bounced Cheque'	£25.00
Amendment to Tenancy Agreement E.g If people are added or removed from agreement mid tenancy	£55.00
Early release administration fee (If you wish to leave within a fixed term tenancy)	£100 (1 Month) £200 (2 Months) £375 (3 Months)
Interest on late rent payment	5% above HSBC Bank base rate

At the End of your Tenancy

A charge will be made for checking out the property

	Unfurnished	Furnished
Studio	£75	£85
1 bedroom	£75	£85
2 bedroom	£85	£95
3 bedroom	£95	£105
4 bedroom	£105	£115
5 bedroom +	£115	£125

The checkout fee will be deducted from your deposit

