



The Home Rental Service

Explanatory Notes for New Tenants

Please read and understand these notes before signing and returning the Tenancy Application Form.

Applying to Rent a Property

When you have chosen a home you need to complete the Tenancy Application Form. Once complete this should be returned with payment for the Tenancy Administration fee.

You may withdraw your application but the application fee is forfeit and will not be refunded. Our referencing is electronic and fees are charged to us immediately.

NB: The property will not be removed from any availability listing until we receive a completed application and administration fee. It is advisable to get your application in at your earliest opportunity.

Occasionally we may receive more than one application on a property. We will only ever process one application at a time; therefore if multiple applications are received a decision will be made as to which application will be progressed. The other party(ies) will be informed as soon as possible and monies paid will be refunded. We will also try hard to find suitable alternative accommodation.

References and Guarantors

On receipt of the application we take up references.

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.

Beginning the Tenancy

When acceptable references have been obtained you will be contacted to arrange a tenancy start date. On this date all parties to the agreement must attend our offices to sign the tenancy agreement and to complete a standing order mandate for the payment of future rent. Payment will be required for apportioned rent and the dilapidation deposit which must be made with **CLEARED FUNDS** (e.g. **CASH** or **BANKERS DRAFT**). If you wish to pay by personal cheque this must be received by us **NO LATER THAN 7 DAYS** before the tenancy is due to begin. We can provide bank details for electronic transfers and these should be effected **3 WORKING DAYS** before commencement, quoting your tenancy reference number. The total amount paid will be detailed on a statement which will be provided prior to the commencement date.

You will be given the keys, a copy of the tenancy agreement and a copy of the inventory, if available, otherwise this will be sent to you within a week of occupation.

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 is prepared for the property before letting. You will be supplied with a copy and are requested to check the list carefully, then sign and return a copy within 7 days of receipt. Any discrepancies in the contents or condition descriptions should be noted (any points made may be subject to a verification inspection). Please retain the duplicate copy for your records.

It is important that you check the inventory as it forms the basis of the inspection to be made at the end of the tenancy. If a signed copy is not received within 7 days it will be assumed that the inventory is accurate in every detail.

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. We are Introducers for N W Brown who offer a variety of insurance products designed specifically for the lettings market. Please ask for further details.

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 landlords 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 months 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 the initial term then we will endeavour to re-let the property, 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 Fee – If agreed by landlord, a one off charge at the beginning of the tenancy: Dog or Cat (each)		£100.00
More than one pet		On Application
Holding fee - all applications		£150.00

(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 times monthly rent**

Apportioned rent

See explanation under 'Beginning your tenancy' in the Explanatory Notes for New Tenants contained in the application form.

During your tenancy

These charges only arise when the noted circumstances apply.

'Bounced' cheque	£25.00
Tenancy agreement amended E.g. if people are added or removed from the agreement	£55.00
Early release administration fee (If you wish to leave within the initially agreed term)	£100 (1 month) £200 (2 months) £375 (3 months)
Deposit refund direct to bank account	£15.00
Interest on late rent	5% above HSBC Bank base rate

At the End of your Tenancy

At the end of a tenancy a charge will be made for checking out of the property.

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

These will be deducted from your deposit.

