



Ridgewater Property Ltd
Registered office
38A Fore St
St Marychurch
Torquay
TQ1 4LX
01803 313577
enquiries@ridgewater.co.uk

'We are delighted that you have found your new home through Ridgewater. Please rest assured that we will do everything possible to ensure a stress-free move! To avoid any misunderstanding, we would be grateful if you would kindly read the following notes, and sign where indicated. Thank you.'

Please read the following terms and conditions and sign the declaration. By signing the declaration, you are confirming that you agree to the fees and terms listed below;

FEES AND PAYMENTS

1 Application Fees;

Single Applicant - £180 (£150 +vat)

Any additional applicants, including Guarantors, £60 (£50 +vat) per additional applicant over 18

(all persons over the age of 18 living at the property must fill in an application form and be named on the tenancy agreement.

Application fees together with the 50% holding deposit reserve the property for you subject to references and contract, £60.00 per person of the application fee is non-refundable in the event of any of the following circumstances (once the fee has been submitted to Ridgewater Property Ltd) ;

a) If you as tenant withdraw your application **

b) If the references received are unsatisfactory and your application is declined

** if clauses a) apply, the property will be placed back on the market and others may be able to reserve the property for themselves. If you wish to re-submit your application for the property, then you will be required to pay any application fees again.

2. A holding fee, equal to 50% of the first months rent, is payable at the time of submitting your application. This WILL be refunded if your application is not successful but is NON refundable if you withdraw from the property after your application has been submitted to us. This will be used towards your first months rent when you move in

3. Upon receipt of your signed application form an offer letter or email will be sent to you detailing the terms of the tenancy and confirming an agreed move in date (subject to contract). Any requests to change the move in date that are received by Ridgewater Property Ltd less than 48 hours in advance of the agreed date will result in an administration fee of £42 (£35 +vat) as documentation will need re-printed.

4. It is a requirement that Ridgewater Property Ltd receive two forms of identification for all tenants and guarantors prior to the signing of the tenancy agreement. One form of ID must have a photograph (Passport/Driving Licence), and the other must show proof of your current address (bank statement/utility bill). The address shown must be the same as the current address that you have provided on your application form. It is important to note that we do require sight of the original documents, and we will take copies of these to hold on file. These are required with you application forms.

5. Ridgewater Property Ltd will provide the tenant with a standing order mandate at the start of any tenancy which details the payment due date, amount, and reference. It is the Tenants responsibility to ensure that they arrange this standing order with their bank immediately after the start of the tenancy.

6. Where payment of rent is not received within three days of the rent due date, a late payment fee of £42 (£35 + vat) will become payable. This will include any payments that are made into our account that do not clearly show the reference provided on your standing order mandate. There will also be a charge of £12 (£10 +vat) for any letters sent to the tenant by Ridgewater Property Ltd chasing any overdue rent or fees.

7. Failure to attend any inspection (where we do not hold keys to the property) or to attend any appointment / contractor visit, will result in a fee of £48 (£40 +vat) Contractors reserve the right to charge a higher amount out of hours and at weekends. The tenant will be advised of any inspections/appointments in writing, by phone , text or via email by Ridgewater Property Ltd with at least 24 hours notice. Contractors may give less notice by agreement with the tenant. **Out of hours services.** Where actions of the tenant results in the agent (or nominated contractor) attending the property a charge of £60 (inc vat) per hour plus the cost of remedying the situation will be charged to the tenant.

Tenants to sign _____ Date _____

TENANCY TERMS AND CONDITIONS (cont.)

8. If the tenant requests early release from the tenancy agreement, and the Landlord is agreeable to the release, the Tenant agrees to the following;

- a) To pay a charge of £300 + vat to Ridgewater Property Ltd. This fee will become payable as soon as a new tenant has been found. This covers the Landlords charges for setting up a new tenancy.
- b) To continue paying the rent as agreed at the start of the tenancy until a new tenant has been found. Any rent due will be paid up to the date of the new tenant taking possession.

9. At the end of the tenancy Ridgewater Property Ltd will perform a check out procedure to assess the condition of the property and to take any relevant meter readings. The fee for this process is £60 (£50 + vat) and must be paid prior to the appointment.

10. The tenant agrees to provide details of their forwarding address no later than two weeks prior to the end of their Tenancy, and provide relevant proof of this new address accordingly. If we do not receive this information by that time, a fee of £42 (£35 +vat) will become payable.

11. Ridgewater Property Ltd agree to release the tenants deposit in full within 14 days of the end of tenancy, providing the following conditions have been met;

- a) Any outstanding rent or fees have been paid in full
- b) Any issues found during the check-out have been addressed and paid for by the tenant (such as cleaning, repairs, missing property, etc.).
- c) The tenant has provided evidence that all utility accounts (water/gas/electricity/council tax etc.) have been closed and paid in full

If any of the above items are outstanding within 14 days of the end of tenancy, the tenant agrees for the relevant amounts to be retained from their deposit, plus an administration fee of £42 (£35 +vat)for each outstanding item.

12. If Ridgewater Property Ltd have to re-inspect the property after the agreed check out date due to the property requiring attention such as cleaning, maintenance, furniture removal etc a fee of £42 (£35 + vat) will become payable.

General information about you tenancy.

Move in times

Move in and key collections are only done during normal office hours (Monday to Friday 9.00am - 5.00pm and Saturday 9.30 - 12.00 noon Excluding bank holidays)

Move ins and key collections can **sometimes** be arranged outside of these times depending on staff availability, there is a £50 +vat charge for out of hours move ins.

If you have a guarantor they will be required to come into our office to sign the tenancy agreement. If they cannot come to our office to sign, the agreement must be signed at least 15 days prior to the move in date.

On the day of moving, or before with prior arrangement, you will be required to meet us to sign your tenancy agreement, etc. **All applicants over the age of 18 and Guarantors will be required to sign the tenancy agreement and any notices.** Your first months rent and deposit are payable at this time. We would ask for this to be paid by cash on the day you move in or cheque/bank transfer 5 working days before you move in We will also ask you to sign a standing order mandate for payment of subsequent months rent. Where a joint account is not held, please nominate one account from which all the rent can be paid.

Tenancy Agreement

I confirm that I have received a copy of the Ridgewater Tenancy Agreement before committing to this property

Signed _____ **Print** _____ **Date** _____

Signed _____ **Print** _____ **Date** _____

Signed _____ **Print** _____ **Date** _____

Paying your rent

Rents are generally paid monthly in advance and must be received on your rent due date (i.e the day of the month on which your tenancy started). Rents are paid by standing order three days before the rent due date, in order that it is received by us in time. It may be possible to adjust your rent due date, to coincide with a pay date for example.

Tenants to sign _____ Date _____

A standing order is an instruction from you to your bank, **over which we have no control. We do not request or ask for the money from your bank, it is paid to us on your authority contained in the standing order mandate.**

It is important to cancel the standing order mandate when you leave the property.

Your deposit cannot be used in lieu of the final months rent.

Payments received to your account will be applied strictly in the following order: Agents fees incurred, rent due, dilapidations, outstanding utility or local authority bills.

Inventory

You will be asked to sign an inventory on move in. You must notify us in writing of any changes you wish to make to the inventory within seven days.

The inventory is the only definitive guide to any items being left in the property. Ridgewater Property Ltd cannot accept any responsibility for the inclusion or exclusion of any item unless specifically confirmed by us in writing. When you viewed the property, some items may belong to the current tenant and may, therefore, not be included in the rental. Please check with us first if you have any specific requirements.

Renewal of your tenancy

On signing your tenancy, you are permitted to stay for the agreed period, usually six months (assuming no breach of tenancy has occurred). After this time the tenancy will become a periodic tenancy. All individual tenancies are on an Assured Shorthold basis, unless otherwise specified.

Inspections

We inspect all properties every quarter and will notify you in writing of a proposed time and date well in advance. You are not required to attend, but you may, of course, do so if you wish. Photographs of each room and outside space will be taken for the landlord.

Maintenance and any problems

We pride ourselves on providing tenants with an efficient and professional service. Any maintenance or problems must be reported to us first. Under no circumstances may you undertake remedial or repair work or instruct a contractor so to do. Ridgewater Property Ltd will not be responsible for any non-authorized work. An out of hours emergency contact number will be provided to you on move in. The 1988 Housing Act requires you to act in a 'tenant like' manner, changing light bulbs, fuses or minor repairs which you can complete competently and with little or no cost.

Decoration

Please do not decorate or make any non-reversible change to your property without obtaining written permission from us. Likewise, please refrain from using any wall fixings, etc without speaking with us first. It is quite likely that the landlord will permit this, but please call us first!

Maintaining the garden

You are contracted to maintain the garden to an acceptable standard. The landlord has no responsibility to supply garden tools, but sometimes will do so.

Utilities and Council Tax

"Tenant Shop Limited acts on our behalf to notify the local council, water supplier(s) and energy provider(s) in line with your tenancy start date and secondly to supply notifications to the local council, water supplier(s) and energy providers(s) from the date that you vacate the property.

Tenant Shop limited will only use your information for the purpose of council and utility registration, closing of council and utility accounts and Energy/Media comparisons upon your arrival.

Call Centre comparisons are completely optional for you (the tenant) and you can opt out at any time.

Tenant Shop Limited is fully compliant with the data protection act 1998 and a registered member of the Information Commissioners Office with registration number Z305733X"

The end of your tenancy

At the end of your tenancy, please ensure that the property is thoroughly cleaned, paying particular attention to cookers (if supplied) carpets, showers and toilets! Also ensure that any supplied items and furniture are returned to their correct home. The keys should be returned to the office, in a clearly labelled envelope (if after hours) by midnight on the day of expiry. Please also provide a forwarding address for the return of your deposit.

We endeavour to refund your deposit as soon as possible after your tenancy. If remedial or cleaning works are required there will be some delay whilst we obtain contractors final invoices. You will be notified of any work which is necessary. The deposit will be refunded to the lead tenant

Tenants to sign _____ Date _____

Summary of Requirements

Monies / Documentation required	When Required
Application fee as per details on page 1. All tenants over 18 must complete an application form. This fee is non refundable if the tenancy does not go ahead at the applicants request or due to adverse references	A property cannot be reserved until cleared funds are received along with signed and completed application forms and tenants terms and conditions and holding deposit (see below)
50% of first months rents. Holding fee. This is non refundable if the tenancy does not go ahead at the applicants request but IS refunded if the application does not go ahead due to adverse references	A property cannot be reserved until cleared funds are received. This must be paid at the same time you hand in your application
Proof of identity and residency. Documentation in line with current Government guideline will be required	A copy of these is required when you hand in your application forms.
Completed and signed application forms with signed terms and conditions	When you wish to reserve the property
Signed Tenancy agreement and notices	Usually signed the day you move into the property. PLEASE NOTE if you have a guarantor they will be required to sign these as well. You will not be able to move into the property until ALL tenants and Guarantors have signed.
One months rent in cleared funds	On move in day if cash. 5 working days before if bank transfer or cheque
Deposit in cleared funds – the agreed deposit less the holding deposit already paid	On move in day if cash. 5 working days before if bank transfer or cheque
Standing order mandate	To be completed on move in day – please bring your bank details with you.

I / We have read, understood and accept these terms in respect of my proposed tenancy at:

Signed _____ **Print** _____ **Date** _____

Signed _____ **Print** _____ **Date** _____

Tenants to sign _____ Date _____