

THE NEXT STEP FOR APPLICANTS

Q	My Next Step?
A	<p>Once you have chosen a Property a non-refundable administration charge is required which enables us to hold the property for you subject to contract and satisfactory references. Subject to landlord's agreement, we will advise other applicants that the property is under offer. This does not in any way form a contract or obligation upon the Landlord or ourselves.</p> <p>Prior to any tenancy commencing and In order to successfully complete your application, we will require proof of residency and proof of identity (photographic ID) plus, where applicable, proof of home ownership and proof by way of a current visa or work permit confirming eligibility to reside in the UK for each applicant. Proof of residency can be a utility bill which is less than 3 months old. Proof of identity can be passport, identity card or a driver's licence.</p>
Q	My Application?
A	<p>The application forms will normally be sent to you via email where possible. It is then submitted electronically to our credit referencing agency. Please ensure that you have telephone numbers, fax numbers and email addresses of referees as this will help speed up the process.</p> <p>As soon as we receive a reply from the credit referencing agency we will let you know the result and further details will be sent electronically. Please let people know that they may be contacted for a reference.</p>
Q	Pets?
A	<p>If the landlord gives permission for pets to be kept at the property, an additional deposit from £250.00 will be requested according to the requirements of the landlord and the number and size of the pets being kept at the property.</p>
Q	What Administration Fees Do I Need To Pay?
A	<p>Per Adult applicant: £150.00 inc VAT Company Tenant: £360.00 inc VAT Check Out Fee: £ 90.00 inc VAT Each Guarantor: £ 48.00 inc VAT</p> <p>Should you wish to make any alterations to the terms and conditions already agreed, including changing the tenancy commencement date, which will necessitate amended documentation, an administration charge of £72.00 inc VAT will apply.</p>
	Tenancy Renewal At The End Of The Fixed Term?
A	<p>Should your tenancy be renewed, there will be a further administration charge of £48.00 inc VAT. If rent for the tenancy is paid in full and in advance, any renewal will be under the same terms unless a further reference fee is paid and suitable references obtained to confirm monthly rent payments via Standing Order Mandate are acceptable.</p>
Q	Monies Due On Check In?
A	<p>Tenant Deposit. One and a half months rent. (Held in accordance with the Deposit Protection Service) First payment of rent and Check out fee</p>
Q	Methods Of Payment?
A	<p>Debit Card Banker's Draft Debit Card payment is the preferred method</p> <p>Please note there is a surcharge of 2% for payment with an Overseas Debit Card. Bankers drafts should be made payable to Marchand Petit.</p>
Q	Collecting The Keys?
A	<p>Before you move in an inventory and pre-tenancy check in will be carried out. Please contact the branch to arrange a convenient appointment for all tenants to visit the branch to collect keys. We must have in our possession cleared funds, a signed tenancy agreement, completed references, photographic ID, proof of residence and completed standing order mandate before we can hand over the keys to you.</p>

Q	Utilities and Television?
A	<p>You will be responsible for gas, oil (where applicable) electric, water and council tax, paying these accounts for the duration of the tenancy unless otherwise stated in your tenancy agreement. Please note, as prospective tenants it is your responsibility to check and be aware of how utilities are provided to the property which may be either by the purchase in advance of utility credits via a 'key' or similar system or payment based on the actual units used.</p> <p>Telecommunications companies will not accept instructions from third parties and therefore neither the landlord nor agent can be responsible for ensuring there is a working active line available to you. If you are moving into a property that has not had a telephone line or television aerial connected previously or either it has been vacant for three months or the property does not have digital television reception, then it will be your responsibility to pay provider's connection fee and arrange for the provision of these services.</p>
Q	Future Rent Payments?
A	<p>Your rent, in cleared funds, is payable in advance and should reach our account on the rent due date as specified in your tenancy agreement. If you move in on the 26th day of the month then the rent due date is the 26th of each and every month.</p> <p>Rent is paid by Standing order mandate (we do NOT operate a direct debit system) Rent must leave your account 3 Days before it is due to enable it to reach our account on the due date. Standing orders are your instruction to your bank to pay Marchand Petit. They cannot be cancelled or changed by Marchand Petit once set up.</p> <p>Only one Standing order is acceptable for payment for rent; we cannot accept split payments.</p>
Q	What Will Happen To My Tenancy Deposit?
A	<p>Your tenancy deposit will be held in a Custodial Scheme in accordance with the Deposit Protection Service and can be released as soon as all parties agree at the end of the tenancy. (Please refer to your tenancy agreement)</p> <p>Contact details of the scheme:</p> <p>Address: The Deposit Protection Service, The Pavilions, Bridgwater Road, Bristol, BS99 6AA</p> <p>Tel: 0844 472 7000</p> <p>Email: www.depositprotection.com</p>
Q	What Are My Responsibilities As A Tenant?
A	<p>Your responsibilities will be clearly defined in your tenancy agreement, please ASK US if you are unsure.</p> <p>The tenancy agreement is an enforceable legal document and remains in place until the end of the term. The agreement does not allow you to remove yourself from legal obligations until the tenancy ends.</p> <p>You are unable to change or swap occupants during the tenancy term.</p> <p>Parking permits:</p> <p>Some apartment blocks require residents to purchase and display a valid parking permit using the communal/ allocated parking area. It is the responsibility of the tenant to obtain and pay for such permit for the duration for the tenancy. Failure to display valid parking permit may result in fine and in some cases clamping.</p>
Q	For All Queries.
A	If you are unsure what is happening in respect of your application please contact the branch.
Q	Data protection.
A	Information supplied will be held on our computer system in accordance with the data protection act 1998. Please note that we may release certain of your details in advance of the completion of the letting to certain third parties such as utility providers and facilitators. Data may be held outside the European Union.

Tenant Signature(s)

Date