



Tenants Information Guide

IMPORTANT

THIS DOCUMENT MUST BE READ & SIGNED BY ALL PROSPECTIVE TENANTS TO SECURE A PROPERTY

It's important that once you have found a property that you would like to rent, that you consider the following points:

- The property rental will be exclusive of all utilities (excluding buildings insurance) unless otherwise stated.
- The property is taken on an as seen condition and any queries with regards to items must be raised prior to making an offer.
- You must be absolutely sure that you want to proceed with renting the property before making an offer.
- It is recommended that you put the details of your offer in writing (email is fine) so that there is no room for any miscommunication later down the line.
- All offers are subject to satisfactory references and the landlord's approval.

Referencing and Fees

- Once you have secured a property you will need to complete the application process.
- It should be noted that if your application is unsuccessful, due to you providing deliberately false or misleading information or failure of references, we reserve the right to retain all or part of the referencing fee to cover our reasonable costs and charges. Likewise, it should be noted that if your application is successful and you subsequently change your mind and withdraw from the property, we also reserve the right to retain all or part of the referencing fee to cover our reasonable costs and charges only if the landlord pulls out will you be refunded your costs.
- As there is a considerable amount of administration incurred to complete this process, we charge a fee to complete your application. Referencing administration fees are £200.00 inc VAT per applicant or guarantor (or £300.00 inc VAT for a company let applicant). Multiple tenants will need to complete individual application forms.
- Completed application forms are submitted to a credit and referencing agency for processing. It is your responsibility to ensure that all referees respond promptly. Your move in date to the property will not be arranged until we are in receipt of satisfactory and approved references.

The following checks will be carried out during the referencing process:

- **Employment & Income:** you will need, as a household, to earn a yearly salary that is equivalent to at least thirty times the monthly rental. Earnings must be purely based on salary; generally bonus/commission/overtime payments, working tax credits & other benefits or savings cannot be used towards your income although each application is individually considered subject to approval
- Any additional income, such as commission, must have supporting evidence in the form of payslips or bank statements. The initial length of the tenancy cannot exceed the length of your contracted employment.
- **Landlord's Reference:** whether you have let through an agency or privately, you must fill in the details of whoever manages the property, be it your landlord themselves or the property manager at your current letting agency
- **Credit Check:** this is an instant credit check looking to ensure you do not have any adverse credit and that you haven't declared yourself bankrupt. If you have any adverse credit history, you will not pass the reference checks.
- Three working days are required to raise and process the necessary paperwork once we are in receipt of satisfactory references.
- If your references are declined it may be possible for you to proceed on the basis that a suitable guarantor is obtained, subject to the landlord's approval. This will be addressed on a case-by-case basis and will be dependent on the findings presented to us by the reference agency. Any guarantor will be submitted to the same reference checks and must also be in receipt of a salary sufficient to cover the monthly rental.
- Please note that the guarantor must be UK based and will be required to sign the tenancy agreement before your tenancy can commence. They must also provide a photo ID and proof of address when they sign.

Initial Monies and Deposit

- Once your application has been satisfactorily completed, we will ask you to pay your initial monies and deposit. These monies must be paid prior to signing the tenancy agreement. Funds must be cleared before the move-in date.

- Initial monies include, unless otherwise agreed, one month's rent in advance, month and a half's rent as a deposit, check in fees vary on size of the property.
- All deposits are held within a Government approved scheme during the tenancy and will be returned without interest. You will be issued with a deposit certificate at the start of your tenancy. Deposits cannot be used for payment of rent either during or at the termination of the tenancy.
- Deposit returns are carried out in line with Government guidelines and regulations. Your deposit will be subject to deductions if the property is not returned in the same order as at move in (subject to fair wear and tear).

Your Tenancy Agreement

- Upon receipt of satisfactory references, a date will be confirmed with you for your tenancy agreement to be entered into.
- Your tenancy agreement will be sent to you for signature. If you require an additional printed copy of the tenancy agreement this will incur a £30.00 inc VAT administration fee.
- If during the course of your tenancy, a permitted occupier is requested to be added to tenancy this will incur an administration fee of £150.00 inc VAT or any other amendments.

Keys

- Keys will NOT be released for a new tenancy under any circumstances until cleared funds have been received and the tenancy agreement has been signed by all parties.
- If during your tenancy, any keys, car park fobs and parking permits are lost or misplaced you will be charged accordingly, in addition to a £30.00 inc VAT administration fee.
- If during office hours you lock yourself out of the property (Castles managed properties only) we may be able to make arrangements to regain access using our set of keys. There will be a charge of £25.00 inc VAT to cover the cost of travel to the property. Outside office hours please contact us on our emergency mobile number or email farnhamlettings@castles.co.uk

Paying Your Rent

- Future rental payments are due on the anniversary of the move in date of each month, unless otherwise agreed, and you will be provided with bank details for crediting our account.
- Rental payments must be paid on time and in one single instalment electronically by standing order, direct debit or electronic transfer. Payment made by debit card will attract an administration fee of £6.00 inc VAT.
- Any late payment of rental will be subject to an administration charge of £14.40 inc VAT when written (including email) correspondence is entered into.
- Any return items such as standing orders or cheques will be subject to a charge of £30.00 inc VAT in each instance.
- Please note that should your landlord manage the property, future rental payments will be due to them directly.

Contents Insurance

- You are responsible for insuring your possessions during the tenancy term. The landlord will be responsible for insuring his contents and the buildings insurance. It is recommended to arrange for your own contents and accidental damage insurance before moving in to your new home. We can offer assistance with providing a quotation.

Utilities

- You will be liable for the cost of all utility bills, council tax, TV license, telephone, broadband and TV services for the FULL term of your tenancy.
- If you take up occupation in a property managed by us meters will be read and the relevant utility suppliers advised of your name to ease the moving in process.
- It is your responsibility to set-up and close utility accounts with suppliers at both the beginning and end of your tenancy.
- Should you wish to change utility supplier, we may be able to assist you with this process. Please speak to us for more details.
- Should the property be vacated prior to the end of the term, full liability will remain with you until the term has expired or new tenants have taken occupancy.
- 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

Inventory, Check-In and Check-Out

- After signing the tenancy, an inventory check in will take place. A copy of the inventory will be made available for you, along with confirmation of meter readings taken that day at the check in.
- Charges vary for Check-In appointments depending on the size of the property and the furnishings. You will be advised of the cost prior to the tenancy commencing. Please note for Saturday check in appointments there will be additional charge of £35.00 inc VAT subject to availability.
- Keys will then be released for your move in at check in. Any discrepancies must be agreed at that time, as changes to the inventory post move in are not permitted and will not be accepted.
- You should allow at least two hours for the move in and termination handover, and your presence is required at both the check-in and check-out.
- The inventory will be used again at the end of your tenancy to compare the condition of the property and items included in the inventory and allow for your deposit refund to be agreed (subject to tenancy obligations).
- You must hand over all keys at the check-out and provide your forwarding address and bank details for deposit return.
- We strongly recommend you arrange for the property to be professionally cleaned before you move out to avoid delays in deposit return processes. You will be required to provide the receipt from the cleaning company at the check out.
- At the end of the tenancy there is a charge of £90.00 inc VAT for dealing with the return of the deposit. Any other deductions from the deposit will be advised to you after the check-out report has been produced.

Management during the tenancy

- If we act as managing agent on behalf of the landlord, you should contact our office for advice and queries concerning your tenancy. If the landlord is managing the property you will be provided with their contact details for future correspondence.
- If you are residing in a property managed by us you must report any maintenance issues to us as they occur. These maintenance issues will then be responded to as soon as possible.
- Where maintenance work (planned or emergency) needs to be carried out, your presence is required to allow contractors access to carry out the necessary repairs (unless a management key is available and the appointed contractor is authorised to collect our key). If you fail to attend a pre-arranged appointment time there will be an aborted charge of £60.00 inc VAT.
- If the maintenance problem has been caused by misuse, then you will be liable for the full cost of the call out. For example, but not restricted to, blocked drains caused by waste or misuse of an appliance.
- If the property you are renting has the benefit of a garden, it is your responsibility to maintain it during the tenancy (unless otherwise agreed). We reserve the right to instruct a gardener if the garden is being improperly maintained. The cost of such works will be borne by you.

Property Visits/Inspections

All our managed properties will be subject to property visits/inspections; these normally take place Monday-Friday between the hours of 9am-5pm. We will notify you of the date in advance though we cannot allocate specific times. If you are unable to attend the inspection we will access the property with the management key, where available. Failure to attend an agreed visit will result in a charge of £60.00 inc VAT.

Forwarding mail

- Unless otherwise instructed, please direct any mail for the landlord to us.
- You should arrange a redirection order for your mail upon vacating the property. We are not responsible for the forwarding of any mail for previous tenants.

Renewing Your Tenancy

- You will normally be contacted during the last 10 weeks of the fixed tenancy to agree either a renewal or termination.
- There is a fee of £72.00 inc VAT for each renewal of a new fixed term tenancy agreement.

Credit Cards

- Payments for any fees or charges that are made on a credit card will be subject to a 3% surcharge of the amount to be charged. Please note that rent payments or the tenancy deposit cannot be made on a credit card.

I/we confirm that I/we have read and understood all pages of this Tenants Guide.

TENANTS NAME(s): _____ Date: _____

SIGNATURE(s): _____