

## **Tenants – What Happens Next?**

### **You've paid your administration fee, so what do you need to be doing during the next few days?**

- 1.) You will be emailed a link to complete your referencing application from TLC/ Rentshield. Before you begin, please ensure that you have details of:
  - Previous address
  - Current address
  - Employer details and address
  - Previous landlord details and address

All addresses require postcodes. Please complete this information as soon as possible to avoid delaying your tenancy signing appointment.

- 2.) Check the sample tenancy agreement at [www.peteralan.co.uk/pages/tenants](http://www.peteralan.co.uk/pages/tenants) so that you are familiar with the document you are about to sign.
- 3.) The tenancy agreement needs to be signed within approximately 10 days of you paying the administration fees. If you are moving into the property very quickly, we may agree to sign it on the date you are actually moving into the property.

### **At least 4 days before your tenancy signing appointment you must:**

- Pay the 1<sup>st</sup> months rent & deposit by debit card. Please call your local branch or the Lettings Support Centre on 0330 333 4004.
- Sign the standing order form for your monthly rent payment and take it into your bank (alternatively, you can set up a standing order online by using the details on the form. Please make sure you use the reference so we know who to allocate your payment to.)

### **What could go wrong?**

- If the tenancy agreement is not signed within 10 days, the property may be let to another party.
- You may not meet the referencing requirements /the landlord could decide not to rent the property.
- The Landlord could alter some of the conditions before the tenancy agreement is signed.

### **If one of the above happens will I get my administration fee back?**

- If the Landlord alters conditions or decides not to rent the property we would refund all of your administration fees
- If the reason the Landlord does not rent the property to you is that you did not disclose required information such as adverse credit history, then administration costs will be deducted.
- If you decide not to rent the property, we may refund a part of the fee back to you if it is under 10 days since you paid the fees. However, we will deduct any administration costs incurred. Speak to your local branch for further details on how charges are calculated.