



GUIDANCE NOTES FOR PROSPECTIVE TENANTS

The best time to start searching for a property to rent is 4-6 weeks before you plan to move. However, if a property you are interested in is available immediately, we can arrange a very quick application for you.

GENERAL NOTES:

- All our tenancy Agreements are for a minimum term of 6 months – we do not do short term lets
- Smoking is not permitted in any of our properties
- Permission for pets must be requested at the time of application and no pets should be introduced to a property during a tenancy without prior agreement of the landlord or you will be in breach of your agreement.
- Any adverse credit history should be declared before making an application as you will receive not refund of reservation fee should an application be refused due to undisclosed credit issues.
- If you are Self-Employed the referencing company will require 1 year's accounts as a minimum or a copy tax return.
- Decorating by the tenant is not permitted unless WRITTEN agreement has been provided by us. Wallpaper is permitted. If agreed the decoration can only be in MAGNOLIA (Walls) and WHITE (Woodwork). Your deposit is at risk should you decorate in any other colours and not return the walls back to MAGNOLIA and WHITE before the end of your tenancy and you will be charged both for the cost of returning these to the required colours
- No alterations should be made to the property and no fixings should be made to walls i.e. TV brackets etc unless WRITTEN agreement has been provided by us. If granted the walls will need to be returned to their original condition before the end of the tenancy and the wall repainted in full ensuring a good match to the rest of the room otherwise all walls will require painting.
- At the end of the tenancy a tenant should not "Touch Up" the painting as this can lead to the walls looking patchy because fresh paint will not match aged paint even if exactly the same tin is used. The tenant should, if required, paint whole walls as a minimum.

Once you have viewed a property and have decided you want to take it on you must pay a 'Holding Deposit' to reserve the property. The Holding Deposit will be equivalent to one week's rent for the property. This fee secures the property to you whilst we are taking your references and shows commitment on your part to enable us to withdraw the property from advertising. The Holding Deposit paid will be deducted from the balance payable for the tenancy on the day of your move into the property.

Please note we do not reference you in house we use independent tenant referencing companies who are paid to carry out this work on our behalf and who check the following: -

- Current Landlord/Letting Agent
- Previous addresses
- Income details
- Previous employment details
- Accountant details (if Self-Employed)
- Bank details

If you decide to withdraw from the tenancy after this point or if the information given on the application is found to be false e.g. failure to disclose a County Court Judgment, we will be unable to return your reservation fee. If, however, the landlord decides to withdraw the property from the market we can return the reservation fee paid.





TENANCY FEES

The advertised price of a property does not include Utility Bills, Council Tax or any other bills unless specifically stated in the advertising particulars.

Payable on application

When you have decided on a property and wish to apply for it certain fees become due for payment to enable us to take the property off the market pending references. The fees due at this time are:

Holding Fee	Equivalent to one week's rent for the property Please note <u>ALL</u> adults over 18 must be referenced EVEN IF THEY ARE "NOT IMMEDIATELY MOVING IN" - if during a tenancy additional occupants are required, they will also require referencing BEFORE they can move in and a fee will be due for changes in your tenancy agreement.
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That Letting Place Bank Details: Metro Bank, S/C: 23-05-80 Account number: 41031034

Payable on Tenancy Start Date

First Month's Rent Deposit	As advertised, minus Holding Deposit paid Equivalent to five week's rent for the property
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Payable during tenancy where applicable

Tenancy Amendment Fee	£75 per amendment. Amendments requested by the tenant and granted with the landlord's permission
Early Termination Fee	£350 Early Termination of tenancy requested by the tenant and granted with the landlord's permission. This is to re-let the property to cover the landlord's cost. The tenant is liable for the rent and all utility bills up until the commencement of the replacement tenancy.
Late Payment Fee	Interest at 3% above the Bank of England Base Rate from Rent Due Date until paid in order to pursue non-payment of rent. This will not be levied until the rent is more than 14 days in arrears.
Utilities	Utility charges of unpaid bills associated with the property during their tenancy
Keys/Fobs/Parking Permits	Reasonable charges to replace lost keys, fobs or parking permits

NOTE: ALL REQUIRED DOCUMENTATION AND REFERENCING FORMS MUST BE RECEIVED WITHIN 7 DAYS OF RECEIPT OF THE HOLDING DEPOSIT OR THE APPLICATION WILL BE CANCELLED AND NO REFUND OF FEES WILL BE MADE.



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hello@thatlettingplace.com



Before you move into the property you must pay the following: -

- ❖ **Rent in advance.** Paid by bank transfer at least 24 hours prior to commencement of tenancy so payment can be tracked. Further payments must then be made by Standing Order which you will need to set up via your Bank. Note. Monthly rents will be due on the same day that you took possession of the property i.e. if you moved in on the 15th of the month then future payments will be due by Standing order on the 15th / Month.
- ❖ **Security deposit:** - Equivalent to five weeks' rent for the property. Legislation requires tenant's deposits to be either paid into the Governments Custodial Scheme or to be held by an Agent who has to insure each individual deposit they hold. Deposits will not be refunded until a tenancy has ended and cannot be used against rental payments under any circumstances. Rent will be liable until ALL keys have been returned.
- ❖ **Type of tenancy:** Your tenancy will (unless specifically advised otherwise) be an Assured Shorthold Tenancy. This will be for a minimum of 6/12 months as stated in the agreement. Once the tenancy agreement has been signed you are contractually committed for the full term. Unless specifically advised otherwise you will be responsible for the payment of all utilities i.e. Gas, Electric, Water, Council Tax, Telephone and TV license. **CARD/KEY METERS MUST NOT BE INSTALLED.**
- ❖ **Gas Safety Certificates:** Where properties have gas appliances an annual safety check will be carried out and a certificate produced by the Gas Safe engineer. Copies of these certificates will be given before the start of your tenancy and emailed after each annual check thereafter.
- ❖ **Electrical Certificate (EICR):** A mandatory check will be carried out and a certificate produced by the qualified Electrician. Copies of these certificates will be given before the start of your tenancy and emailed after each 5 year check thereafter.
- ❖ **Energy Performance Certificate (EPC):** A copy of the properties EPC will be displayed on all advertising portals and a full copy can be downloaded for free by entering the property post code into www.epcregister.com
- ❖ **Moving in / Inventory checking:** Where instructed by the landlord we will arrange for a full Inventory & Schedule of Condition to be created together with colour photos of the property. This document will be given to you via DocuSign on or before the day you move into the property, and you will be asked to check through this document as soon as you collect the keys. **YOU SHOULD NOT MOVE ITEMS INTO THE PROPERTY UNTIL THIS DOCUMENT IS CHECKED AND COMPLETED AS REQUIRED.**
- ❖ **Early Termination:** If for any reason you vacate before the expiry of the fixed term (which the landlord will have to agree to beforehand), you will have to pay the rent and all other out goings until a new tenant is in occupation. An Early Termination fee of £350 will be charged to cover the landlord's re-let charges.
- ❖ **Renewals and Termination of tenancy:** All tenancies after the initial 6/12-month tenancy agreement has expired it will automatically continue on to a Periodic Tenancy (on a month to month basis). All Terms and Conditions of the initial tenancy agreement will remain in force. Under the terms of periodic tenancy, you are still required to give a minimum of one month's written Notice. If your landlord is serving you notice they have to give you 2 months' Notice. On receipt of your written Notice, we will issue written confirmation of the request and provide you with vacating procedures.





Before you move into the property you must pay the following: -

- ❖ **Contractor access:** Once you are in a property you will be responsible for allowing access for any contractors. You as the Tenant are expected to allow access or agree to the contractor using a set of master keys to gain access. Note - where access is required for emergencies and annual safety checks you agree that approved contractors can access properties using keys if you cannot be available at the property when they visit.
- ❖ **Property Visits:** We aim to carry out an initial property visit approximately 3-4 months into your tenancy and thereafter approximately every 6 months to ensure that our tenants and landlords are happy, and any maintenance issues are dealt with. You will be advised in advance of these visits being carried out, should you not be able to attend the property visit we **will** carry this out using our keys and it would help us if you could leave a highly visible note of any items that you would like us to look at and/or report to the Landlord. Should a visit be arranged on the basis that you will be at the property, and it is not possible to carry this out because you are not in an alternative date will be advised and you agree that access will be made using our master keys if you are not at the property.
- ❖ **Vacating a property:** At the end of the tenancy, we expect the property to be handed back in the same standard of cleanliness as listed on the original inventory i.e. if the carpets were professionally cleaned prior to occupation then you will be expected to return them as clean when you vacate, the same applies to ovens and other items. If at the end of the tenancy any of the above works are not carried out money will be deducted from your security deposit to pay for the works to be carried out. The same applies if there is any damage or missing items.
- ❖ **Smoke alarms / Carbon monoxide alarms.** At the start of your tenancy the property will have been fitted with Smoke alarms and where deemed necessary by the plumbing and heating engineers, Carbon monoxide alarms. It is your duty to ensure that these are working throughout the tenancy and to replace batteries where required. Alarms should never be removed from the property and any faults should be reported immediately.
- ❖ **Legionella.** Legionella are bacteria found in hot and cold water systems (storage tanks, pipework, taps and showers, hot tubs). They are less common in domestic water systems but they can exist and some conditions make this more likely. Legionella can survive in low temperatures, but thrive at temperatures between 20 and 45 degrees C. However, high temperatures of 60 degrees C and above will kill them. The bacteria can be spread via showers and taps, especially if they have not been used for some time. Tenants who are older than 45 years, smokers and heavy drinkers, those suffering chronic respiratory or kidney disease, and anyone with an impaired immune system is at greater risk of infection. You can help combat the risk of Legionella by ensuring stored water in hot water cylinders are set to 60 degrees (care not to have these set too high as this can cause scalding), cleaning shower heads and taps regularly and removing any scale build up, running water systems for a short while after periods of inactivity to clear any "dead legs" in the pipework and ensuring cold water cisterns, lids and insulation are not touched and free of debris.
- ✓ All deposits for managed tenancies will be registered with the Deposit Protection Service (DPS) where they retain the deposit money in a secure account.
- ✓ We are members of a client money protection scheme.
- ✓ We are members of the Property Redress Scheme. Please visit www.theprs.co.uk for full details of this scheme.

