



## Parents Guide to Letting

Leaving home is a big step for anyone and we understand that as a parent or guardian, it can be a challenging experience for you too. At Hensons we recognize your vital support and make it our aim to offer the assurance you need. We aim to provide you with the information you may need to make informed decisions and to help your son or daughter make the best choices.

We are dedicated to offering quality accommodation that meets the required standards and offer a high level of customer service to support your son or daughter right through from their hunt for the perfect property to enjoying their new home.

### How do we find your property?

Our property selection process is based on the information provided by your son or daughter. When they make their appointment with us they will be asked a series of questions which allows us to pinpoint what they are looking for. All of our property viewings are conducted by our trained letting's negotiators at a pre-arranged date and time. We will do everything we can to secure the best deal for all of our clients and offer them all the advice needed to be able to make an informed decision about the property they choose.

### Why pay a holding deposit?

When your son or daughter have made their decision and chosen their perfect home they will be asked to pay an Holding Deposit. This is one months rent and will be required when you make an offer on a property. If, for any reason, you decide not to go ahead by an agreed date, the holding deposit or part of it will be retained against administrative costs already incurred. Otherwise it will be off-set against the first rent and full deposit payments. If the landlord decides not to proceed then the holding deposit will be returned. The payment of a holding deposit is in no way legally obliges either party to enter into the tenancy. Once the holding deposit has been paid the property is reserved and taken off the market and the contract signing process begins.



### What time scale will contracts need to be signed?

Once the holding deposit has been paid the contracts **MUST** be signed within 10 working days. If for any reason this is not possible it is important that we are notified so that we can endeavor to assist.

### Is the property safe and meets standards?

ALL properties advertised and let by Hensons **MUST** have the relevant health and safety certification in place. This includes a valid Gas/Electrical and Energy Performance Certificate. Larger houses must have a complete HMO license in place and conform with all the necessary requirements. Our rule is simple if the above documents are not provided we won't rent it!

### What contract will be signed?

Your son or daughter will be signing an Assured Short hold Tenancy agreement. An AST is the most common form of arrangement for the renting of properties. This document protects both the tenant and landlord rights and ensures that all obligations are correctly communicated and observed. This type of contract deems all tenants to be jointly and severable liable which is an important point to consider with larger groups and in relation to rent payments etc.

## What are the differences between Let Only & Managed?

Let Only properties are advertised and as the agent we coordinate all of the contractual documentation on the landlord's behalf. The bond is collected by Hensons and then forwarded on to be held and registered by the landlord of the property. Once the contracts have been signed the landlord is responsible for all other aspects of the tenancy to include the check in, any maintenance throughout the stay, rent collection and the return of the bond deposit. As the agent we coordinate all aspects of a 'Managed' tenancy including the contract signing, registration of the bond deposit, the check in process, rent collection, maintenance and the bond return.

## What are the requirements of a suitable financial guarantor?

To act as a financial guarantor you must be over the age of 25, living in the UK and a homeowner. We will provide you with our financial guarantor declaration form which you will need to complete in full and sign. This document must be provided during the contract signing appointment.

## As a financial guarantor what I am signing to guarantee?

As the financial guarantor you are signing to guarantee your son/daughter's contribution towards the overall rent due. This guarantee also extends to support all other obligations as outlined in the tenancy agreement which may also mean further rent payments should the joint and several clauses of the contract have to be enforced.



## When will my son or daughter be allowed to move in?

It is standard practice with most student properties for the landlord to request a retainer over the summer months. The minimum contract term is 12 months however it is normal that most students will not take up occupation in the property until term begins in September and then move out at the end of Term the following June. Half rent is contracted over the summer period for the first 2 months providing that the property remains unoccupied. This time is generally when the landlord will carry out and necessary repairs at the property. Please note: Your son or daughter will only be permitted to move into their home on receipt of first payment.

## How do we arrange to collect the keys?

Keys for 'Let Only' properties must be collected direct from the Landlord. Keys to managed properties are held by Hensons. The summer months can be extremely busy as everyone moves into their new homes. We advise that an appointment to collect keys is made as soon as possible to avoid delays or disappointment.

## Who will attend to any issues once they have move in?

Issues occurring in 'Let Only' properties should be reported to the landlord direct. Any problems within Managed properties should be reported to Hensons. We will always endeavor to deal with reports in the fastest possible time to limit any inconvenience to our tenants. Please refer to our maintenance web page for further details.

## Who holds the bond/security deposit and what does it cover?

The bond/security deposit is collected by the landlord and offers protection against any damages caused by the tenants during their stay. It is not to be used towards any rent payment. Bonds collected for 'Let Only' Contracts are forwarded to the landlord who then has a legal obligation to register the bond with an approved tenancy deposit scheme. Please contact the respective landlord direct for details of their chosen scheme. Bonds collected for all 'Managed' Properties are held by Hensons and registered with 'Deposit Protection Service (DPS)'. We will provide tenants living in managed properties with confirmation of the registration and the associated certificate.

## How do we pay the rent?

Rent for 'Let Only' properties, rent should be paid direct to the landlord. As the agent we collect the rent on behalf of the landlord for all Managed properties. Rent is due on the 1st of every month and will be collected by standing orders. Standing orders are set up to collect from ONE designated house account for the FULL rent amount as specified on the contract. Payments will clear on the 27th of every month to ensure that the monies have cleared by the 1st. Your son/daughter will be required to set up a house account with each tenant then responsible for ensuring that their share of the rent is deposited into that account in time for the standing order collection. If you are paying rent on behalf of your son/daughter you will need to obtain details of their chosen house account to set up your payments. In the event that the standing order collection bounce a charge of £25.00 will be applied.

## How soon will I be contacted if there is a default in rent payment?

We have a comprehensive rent arrears process in place to ensure that any defaults in payment are highlighted and dealt with quickly. This helps to avoid any breach of the tenancy and further charges being incurred as a result. We will endeavor to notify once when rent payments are more than 7 days overdue.



## Returning your deposit?

All of our deposits are registered and protected by the Deposit Protection Service (DPS), you will be issued with a deposit certificate at the start of your tenancy. As a guideline we are required to return your security deposit to you within 21 days of your check out. Usually, if there are no complications, we can expedite the return much sooner than this, sometimes within a couple of days. However, if there are some deductions to be made and quotes to obtain as a result, the process may take a while longer.

Please Note: To assist your son/daughter with the prompt return of their deposit we have provided a Quick Bond Return Form, which you may find in the tenants form section of our website.

## Our Contact Details

Please do not hesitate in contacting us at the Nos. below, so we may help you with any queries you may have.

Tel: 029 2115 8696

E: [info@hensonshomes.com](mailto:info@hensonshomes.com)



# OUR AGENT FEES

**Our Agency Fees** covers the processing of your application as a tenant, referencing, negotiating terms with the landlord and drawing up of the tenancy agreement. The fee calculated is **£65.00** per applicant for both students and professionals.

## **Additional charges that may arise during the Tenancy period.**

- (a) A £15 charge will be levied on the tenant should the Landlord(s) Agent write to the tenant as a result of a direct breach for any of the covenants on the part of tenant.
- (b) A charge of £20 will be made to the tenant each time a cheque fails to clear
- (c) A charge of £10 will be made to the tenant should the Landlord(s) Agent be required to refund any overpaid rent as a direct result of the non-cancellation of standing order payments by the tenant after the tenancy period has ended. The landlord(s) agents will not be held liable for any bank or other charges incurred by the tenant in overpayment of rent during or after the tenancy.
- (d) A charge £25.00 will be made to the tenant where the tenant enters into a new Tenancy Agreement on the property following the end of the fixed term. The fee must be paid in cleared funds no later than the day of signing the new Agreement.
- (e) A charge of £50 will be due for any Tenancy Agreement changes requested by the tenant proceeding the signing of the original tenancy agreement.
- (f) A Charge of 20% of one month's rent will be made to the tenant should they vacate the property before the end of the tenancy and will be payable on new tenants being found. Landlord(s) or Landlord(s) Agent are required to find replacement tenants to fulfil their tenancy term. Please note that tenants are fully responsible for their tenancy obligations until new tenants sign a tenancy agreement relieving their duties.
- (g) A Charge of £25 as well as the cost of replacement keys/fobs will be issued to the tenant for the non-return of any keys/fobs at the end of the tenancy or for the cutting of lost keys/fobs during the course of the tenancy. A Charge of £15 will be made to the tenant each time we have to write to the tenants regarding any unreturned keys/fobs on temporary loan to the tenant during the tenancy.
- (h) A charge of £25 will be made to the tenant should they fail to attend or are unable to vacate the property at the prearranged check out inspection at the end of their tenancy.
- (i) A charge of £15 will be made to the tenant for each written reminder of overdue rent. The first to be issued no earlier than 5 days after the rent became due and thereafter on a weekly basis until the amount is due is paid in full.

Hensons Homes are registered with PRS redress scheme