



Tenants-Guide to Letting

Intro

Renting can be a daunting process, unpredictable and timely. It helps to have an understanding of how the process actually works, so that when the times comes to act, you ensure that you do what is necessary to secure that dream flat or house. The following guide gives you a rough idea, from start to finish, of the lettings process, however if there is something that you are unsure of please feel free to phone and speak to one of our lettings consultants, we are here to help! Please be aware that this guide is specific to our letting requirements and some other letting agents processes may differ.

Registration

What are you looking for? A house or a flat, or both, do you want a garden, is it optional? How many bedrooms do you need? Is off street parking a requirement, or a bonus? Do you need a furnished property? All these questions you need to ask yourself before you commence your search, it is a good idea to form a list of requirements and rate how important they are so you know where you may be prepared to compromise. We recommend two months prior to your desired move date to register your details and search requirements with us. You can do this either by speaking with one of our consultants or by completing our online registration form on our website. As your search progresses you may wish to update your search requirements as they may vary. Whilst you may wish to pursue your own search using online portals, registering with us will allow us to work for you and keep you updated with new properties coming on to the market. Once you are registered we will keep you updated with new properties and will contact you by your preferred method. Every time a new property is listed with us an e-mail is automatically sent to those applicants registered with matched requirements

Move in money needed

It is wise to consider before your move the funds that will be needed to make it happen. Before signing a tenancy agreement we will request one month's rent in advance, a security deposit equal to four weeks rent and an administration fee. This is quite a lot of money to produce, you may therefore need to plan for such a transaction months ahead.

Arranging property viewing

Once you find a property that you like the look of, and one that matches your requirements, you are ready to book a viewing. You can simply phone our office to arrange a convenient time for a viewing or you can go online to our website and request a viewing by filling in the appropriate form. Our agency offers flexible times for viewings, we understand that you have a busy working week, this is why we offer viewings late in the evening and on the weekend. Whilst you are making the effort to view a property, it is a good idea to try arranging to see as many as possible, the greater number viewed the greater knowledge you have on the market. It is recommended that you view at least 3-4 properties before making an offer on a property.





Making an offer

Once you have found that dream property, or one that at least ticks the most boxes, you may feel inclined to pursue a tenancy. However, before doing anything be absolutely sure that you want to go ahead before making an offer. We may ask for a holding deposit at this stage, as we are about to enter into negotiations on your behalf, we need be confident in your seriousness to pursue the tenancy. Your offer should be put in writing so that there is no room for miscommunication. The details of your offer vary, dependant on what a landlord is looking for, however, more often than not a landlord simply wishes to know your requirement move date, rental amount, no. of applicants and employment status.

Referencing and fees

Once you have secured a property we need to complete the application process. Even though a property has been secured, the offer is subject to satisfactory references being completed. So it is recommended to complete your applications forms as soon as possible and submit them, the sooner the references are complete the sooner we can confirm your application. As there is a considerable amount of administration incurred to complete this process, our agency charges an administration fee to complete your application. It is a good idea before you request a viewing, to ask what this administration charge is, so that you are able to budget for this as well.

Signing the tenancy agreement

Until a tenancy agreement is signed, the tenancy proposed is not binding. Therefore, it is important to reach this stage of the proceedings as soon as possible. Once the references have been successfully obtained, we will produce a tenancy agreement for you to review. You may also view and download a sample Tenancy agreement from our Tenants Form Section, before the signing date so that there is ample time for you to read over the terms of the agreement and seek legal advice if needed. Once the agreement is signed, the tenancy has been granted, congratulations!

Holding deposit and terms

Once an offer is agreed in order to secure the property we need to take a holding deposit. A holding deposit is a down payment, a non refundable payment made towards your tenancy. If you decide not to proceed with the tenancy you will forfeit the holding deposit. If the landlord decides not to proceed with the tenancy the deposit will be refunded. When you pay a holding deposit we will issue you with a receipt which also outlines the details of your offer, any special considerations and its terms.

Paying the balance of your move in money

Once your application has been satisfactorily completed we are almost ready to sign a tenancy agreement between you and the landlord. Before we can sign the tenancy agreement we require the balance of funds to be paid. This means the one months rent in advance, the four weeks security deposit, and the administration fee less the holding deposit already paid.



Check in and move date

On your move day you will be checked in to your new property. Usually a professional inventory clerk will meet you at the property for a pre-arranged time. They will check over the properties contents and condition in detail, check meter readings and hand over the keys to you.

How to pay the rent

Unless otherwise agreed, your rental payments are paid monthly in advance by standing order. At the time of signing the tenancy agreement arrangements will be made to set up the standing order, allow three working days for the transfer as the funds should reach your landlords account by the due date set out in the tenancy agreement.



Setting up utilities

Once you have moved in to the property it is time to set up your accounts with the relevant utility suppliers and local authorities. You will be responsible for the payment of gas, electricity, council and water tax. It is also your responsibility to pay for a TV License. At the time of signing we will provide the relevant contact details so that you can easily set up these accounts.

Contents insurance

If you have moved into a furnished property, it is the landlord's responsibility to insure their contents. However, this does not cover any personal belongings that you may bring into the property. Therefore it is recommended to arrange for your own contents insurance before moving in to your new home.

Tenancy renewal or check out

Two months prior to the end of your tenancy we will contact you to ask whether or not you wish to stay on any longer at the property. We usually need a minimum commitment of another six months, if you decide to stay on we will arrange for the signing of another tenancy agreement additional cost of £25.00. If you have decided that you do not wish to continue letting the property once the tenancy has expired, we will contact you to arrange a check out. This is where the condition of the property will be checked against the condition recorded at the start of your tenancy. Any damage or defect caused to the property may be deducted from your security deposit. form

Contact during your tenancy

During your tenancy it is likely that you will need some assistance with maintenance or you may just have a general question about the property. At the time of signing the tenancy we will provide you with contact details of the landlord or the landlord's representative. Where a landlord has elected to use our property management service, you will maintain contact with our property manager throughout your tenancy.

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 you with the prompt return of your 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



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