



Tenant Information & Moving in Costs

Secure and Hold a property

We don't charge any tenant fees so in order to secure a property you will need to pay a Holding Deposit equal to one week's rent. The amount you need to pay will be advised by our lettings negotiator at the time of your viewing.

Once we receive the holding deposit from you we will stop marketing the property and proceed with your application.

Please be advised that your holding deposit will NOT be refunded if:

- For any reason you change your mind
- You fail your right to rent checks
- You provide any false or misleading information (i.e. incorrect income information or not disclosing CCJs or bad debts)
- The contract / Tenancy Agreement has not been entered into within 15 calendar days following the payment of the holding deposit due to failure to provide required information (this can be extended if agreed by both parties)

The holding deposit is fully refundable if the landlord withdraws from the transaction.

Referencing

We use an external referencing company called "Vouch". Information such as proof of ID, proof of current address, proof of income, employer and previous landlord references are required.

You will receive a text message and an email from "Vouch" - please complete the online questions and upload all information requested.

How long your references take depends entirely on how quickly you, your landlord and your employer provide the information requested so it's a good idea to let them know they need to provide the information as quickly as possible.

If a Guarantor is required they will be referenced in exactly the same way as you.

Documents to sign and check-in

Once all your references are complete we will contact you to confirm your check-in date, arrange your check in appointment and advise you of the initial rent and deposit payment needed. We request 1 month's deposit as standard.

The initial holding deposit you paid to secure the property can be deducted from the initial rent due or refunded to you.

We will send you your Tenancy Agreement, Deposit Information, required documents and Inventory via email for your electronic signature prior to your check-in appointment.

We do advise tenants to take out contents and tenant liability insurance as your personal belongings and any damage you cause in the property are not covered under the Landlords insurance. We can recommend some good value insurance providers - please ask us.

Reporting maintenance requests and contacting us

Following check-in you will be sent an invitation to download an app on your phone or device and log in to our property management system called 'Arthur'. You can contact us easily through the app, log and track any maintenance requests and see all your tenancy documents.



Permitted charges during your tenancy

Change or amendment of Tenancy Agreement - i.e adding an additional sharer	£50 & VAT <i>Nb. Any requests to change your Tenancy Agreement will be subject to Landlord approval</i>
Replacement keys & security devices	All costs incurred of key or security device replacement <i>Nb. Replacement keys will need to be collected from our office during normal opening hours</i>
Emergency out of hours call out for lost keys or other tenant issue	Payment of all invoice costs for a contractor to attend - min £25. <i>Nb. Only in exceptional circumstances will a contractor attend the property out of hours</i>
Early surrender of tenancy	All costs incurred by the Landlord to relet the property plus rent due until new tenant move in date. The maximum amount chargeable is all rent due for the remainder of your Tenancy Agreement term <i>Nb. Any request to surrender your Tenancy Agreement early will be subject to Landlord approval. Charges made to Landlords for the re-letting of their property are available on request</i>
Tenant damage to property or damage caused by Tenant negligence or breach of your Tenancy Agreement	All costs incurred by the Landlord to repair, reinstate or replace damaged property to its condition before damage or breach of Tenancy agreement <i>Nb. Invoices issued to tenants for damage or other charges must be paid within 14 working days. We / the Landlord reserves the right to deduct any unpaid amounts from the tenants deposit.</i>
End of Tenancy cleaning and property repairs	We can assist you with cleaning and repairing any damage to the property at the end of your tenancy - please contact us for quotes. <i>Nb. At the end of your tenancy, as per the terms in your Tenancy Agreement, the property must be returned in the same condition as at the start of your tenancy (fair wear and tear excepted).</i>
Late rental payments and rent arrears	Interest will be charged on unpaid rent or invoices at 3% above the Bank of England base rate. <i>Nb. For all and any rent or invoices unpaid for more than 14 days, interest will be charged from the date payment was due to the date of payment.</i>