

Moving in Process for Tenants

- 1. Confirm** you want the property to your Lettings Negotiator providing details of tenants moving in.
- 2. Pay one weeks rent holding deposit** to secure and hold the property. This will be deducted from your initial rent payment due. If you haven't already paid at the viewing, please pay into our bank account using the details over the page and send a screenshot of the payment to office@bristolpropertypartnership.co.uk.
3. Once we receive the holding deposit from you, we will stop marketing the property and proceed with your referencing application.

NOTE: If you want to change any of the tenants for a joint tenancy, or change your Guarantor after we have started referencing, or after we have issued your Tenancy / Guarantor Agreement(s) you will be charged £50. For a change to a single tenancy i.e. change of start date, after we have issued your Tenancy Agreement you will be charged £25.

- 4. Disclosure** - By paying the holding deposit **you are acknowledging there is no reason you are aware of that means you will fail referencing or credit checks.**

Please ensure **before paying the holding deposit** that **you declare any CCJs, any current debts and any current rent arrears** as this will cause you to fail referencing. If you do not declare this, we will be unable to proceed with your application and your holding deposit will not be refunded.

Your holding deposit will NOT be refunded if:

- For any reason you change your mind and no longer want to rent the room or property
- You fail your right to rent checks
- You provide any false or misleading information to us before or during referencing, including not disclosing CCJs, debt and rent arrears or providing false references
- The Tenancy Agreement has not been entered into within 15 calendar days following the payment of the holding deposit (i.e. you delay providing any information requested). This can be extended if agreed by both parties.
- You fail to meet our rental affordability requirements: the annual rent (monthly rent x 12) must be **less than** 40% of your annual income before tax. A simple way to check this is to multiply the monthly rent by 30. Your annual income must be more than this amount. *****A guarantor may be accepted if you do not meet this affordability check*****

If you are unsure if you meet these requirements, please check with our lettings negotiator before paying your holding deposit.

- 5. Start referencing** – You will receive a text message and an email from “**Vouch**” - please promptly provide all the information requested. To ensure referencing is not delayed or your application cancelled and holding deposit forfeit, you must provide this referencing information **within 48 hours of receipt of the text message and email from Vouch.**
- 6. Advise your landlord and employer you are using them for references**
 - How long your references take depends entirely on how quickly you, your landlord and your employer provide the information requested so please let them know they need to respond
 - Upload your documents: ID, proof of address, payslips as soon as you can to Vouch
 - Respond to any requests for more information from Vouch

- 7. If a Guarantor is required they will be referenced and credit checked in exactly the same way**
 - Your Guarantor will need to provide documents such as ID, proof of address and proof of income or savings to Vouch. You are responsible for chasing them to complete the referencing process.
- 8. Once references are complete Bristol Property Partnership will contact you, usually by email, to confirm we can proceed. We will now request payment of the Security Deposit.**
 - If you have opted to take a REPOSIT, instead of paying a cash deposit, we will need confirmation this has been accepted and set-up.
- 9. Once the Security Deposit has been received, or Reposit confirmed, we will issue your Tenancy Agreement for signing**
 - Your Tenancy Agreement and the required Deposit Protection Information will be sent to you **via email for electronic signature.**
 - If you have a Guarantor, the Guarantor's Agreement will be sent **via email to your Guarantor for electronic signature and witnessing** (the witness must not be you, or related to the Guarantor).
- 10. Once the Tenancy Agreement (and Guarantor Agreement) have been signed, you will be asked to pay the initial rent**
 - We will email you to advise the amount of initial rent you need to pay – this will be a maximum of one month's rent
 - The exact amount will depend on the Tenancy start date and your monthly rent payment date as stated in your Tenancy Agreement
 - The one week's rent holding deposit you paid will be deducted from your initial rent payment
- 11. Bristol Property Partnership will contact you to confirm receipt of your initial rent, ask you to set up your direct debit and arrange your check in appointment**
 - You will be sent a link to set-up a direct debit so we can collect your ongoing monthly rent payments - this must be completed before your check in appointment.
 - Check ins take place at our office: **10 Lockleaze Road, Horfield, BS7 9RR.**
 - Our office hours are Monday to Thursday, 9.00am to 5.30pm, Friday, 9.00am to 5.00pm.
- 12. Attend your check-in appointment at our office to collect the keys. Don't forget to bring your passport or residency permit with you. Receive your Inventory to check.**
 - The check in appointment usually takes 10 to 15 minutes
 - We will send you your **Inventory to check** - you will have 7 days to advise us of any inaccuracies in your inventory with supporting photos

Holding Deposits are payable by bank transfer to:

Bristol Property Partnership
Sort Code: 30-64-57
Account Number: 72439960
Reference: Room and property

