

## Tenant Information & Moving in Costs

### Secure and Hold a property

We don't charge any tenant fees to secure a property but 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 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\*\*

Your 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, current employer and 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 referencing takes depends entirely on how quickly you, your current 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 to support your Tenancy they will be referenced in exactly the same way as you.

### Documents to sign and check-in

Once your referencing, and referencing for your Guarantor (if applicable), has been successfully completed, we will contact you to confirm the Security deposit that needs to be paid and confirm your Tenancy start date. If you have opted to use Reposit rather than pay a cash Security deposit we will confirm this is all set-up.

Following receipt of your Security deposit we will send you your Tenancy Agreement, Deposit Information and required property safety documents via email for your electronic signature. If a Guarantor is required to support your Tenancy we will issue the Guarantors Agreement to them for signature and witnessing.

Once the Agreements have been signed, we will confirm the initial rent amount that needs to be paid and your check-in appointment time. The initial holding deposit you paid to secure the property can be deducted from the initial rent payment due or refunded to you.

We will send you your check-in Inventory just before or on the day you move in.

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 in accordance with the Tenant Fees Act 2019**

<p>Change or amendment of Tenants, Tenancy Agreement or Guarantor after referencing has started or Agreements issued - i.e adding an additional sharer, change of joint tenants or Guarantor or change to start date of Tenancy</p>	<p>£50 &amp; VAT</p> <p><i>Nb. Any requests to change tenants, your Tenancy Agreement or change your Guarantor after referencing has commenced will be subject to Landlord approval and a charge</i></p>
<p>Replacement keys &amp; security devices</p>	<p>All costs incurred of key or security device replacement</p> <p><i>Nb. Replacement keys will need to be collected from our office during normal opening hours</i></p>
<p>Emergency out of hours call out for lost keys or other tenant issue</p>	<p>Payment of all invoice costs for a contractor to attend - min £35.</p> <p><i>Nb. Only in exceptional circumstances will a contractor attend the property out of hours</i></p>
<p>Early surrender of tenancy</p>	<p>All costs incurred by the Landlord to re-let the property plus all the rent due until the new tenant move in date. The maximum amount chargeable is all rent due for the remainder of your Tenancy Agreement notice period</p> <p><i>Nb. Any request to surrender your Tenancy Agreement early (i.e. before your notice period expires) will be subject to Landlord approval. Charges made to the Landlord for the reletting of their property is available on request.</i></p>
<p>Tenant damage to property or damage caused by Tenant negligence or breach of your Tenancy Agreement</p>	<p>All costs incurred by the Landlord to repair, reinstate or replace damaged property to its condition before damage or breach of Tenancy agreement</p> <p><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 your Security Deposit.</i></p>
<p>End of Tenancy cleaning and property repairs</p>	<p>We can assist you with cleaning and repairing any damage to the property at the end of your tenancy - please contact us for quotes.</p> <p><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></p>
<p>Late rental payments and rent arrears</p>	<p>Interest will be charged on unpaid rent or invoices at 3% above the Bank of England base rate.</p> <p>All costs of recovering the unpaid rent including court, bailiff and CCJ costs</p> <p><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></p>