



TENANT STEP-BY-STEP GUIDE

Fraser & Co



LOCAL PRESENCE, GLOBAL REPUTATION

Paddington | Baker Street | City | Kew Bridge & Brentford

What can you expect from us?

We at Fraser and Co understand that renting a property can be a stressful time. We have prepared this guide to steer you through the process.

To protect both tenant and landlord rights you will have to go through a series of checks, referencing and sign tenancy agreements. We always want you to rent through us, so we don't just organise viewings; we help you at every stage of the complex rental process, including making and agreeing an offer.

You will have been given our applicant guide when you came to your first viewing, as soon as you make an offer, we'll send you our detailed tenant guide so you understand the whole rental journey.

Our award-winning team will be by your side throughout the entire renting process, looking after your interests long after you've signed on the dotted line and unpacked the boxes.



"Gemma has been helping me to source good tenants for my unit for many years at good rates. She will go extra miles to assist in resolving issues relating to my unit although it is not her area of responsibility. Top-notch services!!! Thank you Gemma!"

- Joyce Lim 5 Star Google Review -

2

How much rent can I afford?

To pass referencing you must earn (before tax) 2.5 times the annual rent.

3

Arranging a viewing

Firstly decide which area you would like to live in. Your knowledgeable Fraser and Co agent will help you select the right area and properties to match your needs. All viewings are accompanied by a member of the Fraser and Co team. It is advisable to ensure the agent is aware of all requests prior to the meeting.

4

Making an offer

Your agent will provide you with an application form, which must be fully completed with necessary personal details and details of your offer.

5

Have your documents ready

Fraser and Co will need to confirm your identity, immigration status, credit history and employment status, to ensure that they meet current legislation requirements. Referencing checks are carried out by an independent referencing agency. This process typically takes 48-72 hours to conclude.

"I had the pleasure of working with Rumina (Branch Manager) at Fraser & Co Paddington. Rumina was caring, thoughtful and extremely professional throughout the process. She understood my needs and found me the ideal property with extreme care. I would strongly recommend Rumina and would go as far as saying that she is the best agent I have ever dealt with. Thank you Rumina."

- Charles Birch 5 Star Google Review -



6

Do you have the right to rent property in the UK?

Landlords/agents are obliged to check that all people aged over 18 living in their property as their only or main home have the right to rent. We will need to make copies of your documents and return your original documents to you.

7

What documents does a student need to provide?

The rent will be payable at least 6 months in advance unless you have a UK based guarantor. The guarantor must be able to pass the referencing process in order to qualify. Students must also provide a university enrolment letter or valid student ID with course dates covering the tenancy term.

8

What needs to be paid upfront?

Security Deposit: Typically five weeks rental.

Rental: Payable monthly, quarterly or 6 monthly in advance (subject to negotiation).

The security deposit is held to protect your landlord from you not meeting your obligations under the terms of the tenancy. Whilst you should check the tenancy agreement for details specific to your tenancy, it will likely be held by us as stakeholder and must be protected by a government approved Tenancy Deposit Protection Scheme. This means that no deductions can be made until you and the landlord have reached an agreement or there is a judgement by the courts or a TDP scheme.



“The property viewing, finalising and handover process was really hassle free with Fraser & Co. Thanks to Jack Townsend and Joanne Lynch for the great service they provided. It was great to deal with them. Great team.” - Surabhi Mahale 5 Star Google Review -

11

What extras are payable during the tenancy?

Tenants are liable for payment of all utilities (electricity, gas, and telephone), TV Licence, water rates, and council tax unless stated otherwise. Please note that students, diplomatic and armed forces personnel are exempt from paying council tax.

13

What about renewals and extensions of a tenancy?

Fraser and Co will normally contact the tenant and landlord two to three months before the end of the tenancy to negotiate between the parties and prepare the necessary formal documentation for a replacement tenancy or fixed term extension.

12

What is a ‘Break Clause’?

This is a clause sometimes inserted in a fixed term tenancy, typically if the initial fixed term is for a year or more. A break clause will usually be worded in such a way as to allow either landlord or tenant to give two months written notice at any stage after a particular date or period of the tenancy, thus terminating the tenancy earlier than the end of the original fixed term.

14

How is a tenancy terminated?

The law around ending a tenancy is relatively straightforward as long as the right timescales and procedures are followed, along with the use of the correct format of notice. The timescales, procedures and format will vary dependent upon the type, and the status of the tenancy at the time you wish to end the tenancy.

9

What is a tenancy agreement?

A tenancy agreement is a legally binding contract between a landlord and tenant that sets out both the legal and contractual responsibilities and obligations of the two parties.

10

What about the tenancy deposit?

Your landlord/agent must put your deposit in a government backed tenancy deposit scheme. The security deposit is typically five weeks rent. Fraser & Co is a member of the Tenancy Deposit Scheme (TDS) which means that in the event of an unresolved dispute or stalemate over the allocation of the security deposit, it can be referred to the scheme for a prompt, independent, third party adjudication - so providing a resolution which is fair to both landlord and tenant.

Visit Tenancy Deposit Scheme for more information: www.tenancydepositscheme.com

Unexpected potential tenant charges

1

Lost Keys Fee

£50 - £300

This charge will vary from property to property due to the lock / key itself. Some of our properties in question have extremely expensive locks and key fobs whereas others will have less expensive locks.

2

Abortive Call-Out Charges

£250

This is only available to Fraser & Co Managed properties. This price can vary as it will depend on the issue in subject.



CONTACT

To find out more about the latest market updates from Fraser&Co, please contact:

Member of:



Paddington Office

Unit 12, West End Quay
1 South Wharf Road
London W2 1JB
Tel: +44 (0)20 7723 5645
Email: paddington@fraser.uk.com

Baker Street Office

189 Baker Street
London NW1 6UY
Tel: +44 (0)20 7299 9050
Email: bakerstreet@fraser.uk.com

City Office

47 Great Eastern Street,
London, EC2A 3EP
Tel: +44 (0)20 7708 6869
Email: city@fraser.uk.com

Kew Bridge & Brentford Office

571 Chiswick High Road
London W4 3AY
Tel: +44 (0)20 8747 0661
Email: kewbridge@fraser.uk.com

New Homes

Unit 12, West End Quay
1 South Wharf Road
London W2 1JB
Tel: +44 (0)20 7723 1284
Email: newhomes@fraser.uk.com

Land and Investments

161 City Road
London EC1V 1NR
Tel: +44 (0)20 7725 4299
Email: investments@fraser.uk.com

Property Management

Unit 12, West End Quay
1 South Wharf Road
London W2 1JB
Tel: +44 (0)20 7723 5645
Email: management@fraser.uk.com

Associated offices in Hong Kong, Singapore and Dubai



LOCAL PRESENCE, GLOBAL REPUTATION

Paddington | Baker Street | City | Kew Bridge & Brentford



FRASER.UK.COM