# TENANT INFORMATION GUIDE

## REFERENCING

To take a property all occupants over the age of 18 are permitted to complete the referencing application forms. All lettings are subject to satisfactory references being received and approved by our clients. These references consist of credit checks, financial background assessments, searches of public records in addition to the UK financial sanctions list, verification of previous addresses, employment verification, and where applicable previous landlord references.

## I.D DOCUMENTATION REQUIRED

Prior to moving in we are required to obtain the necessary documentation on all prospective occupiers over the age of 18 to comply with the current Right to Rent Legislation. We will therefore require the following:

- A copy of your passport, this can be scanned and emailed, however, prior to Check In we will need to see the original documents.
- We require your Share Code, where applicable.
- An emailed copy of three months bank statements. Please be assured that this information is confidential and is not passed on to any third parties.
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**Please note the Right to Rent checks must always be carried out face to face with all prospective tenants using original documents only, we will therefore ask for you to bring your documentation to our office prior to occupation.**

Where an occupant has a time limit on their right to stay in the UK the agent or Landlord depending on who will be managing the tenancy, will have to make a repeat check and will ask to see your documents for verification prior to the date of expiry. It must be made clear that should the follow up checks result in you no longer having the right to live in the UK the agent or landlord will have to report this to the Home Office.

## DEPOSIT

We will require a deposit equivalent to 5 weeks rent which is payable in advance and held against dilapidations at the termination of the tenancy. or a custodial scheme. Greenwood and Company have, since October 2006, been members of the TDS which is an insurance based scheme designed primarily for letting agents, our membership number is G01080.

## PRIOR TO MOVING IN

Before you move into a property we require cleared funds for the deposit and first month's rent, we do ask for payment to be settled via bank transfer. Please note that due to money laundering regulations we cannot accept payment in cash**. We will request the first month rent upon signing the Tenancy Agreement and the deposit a few days prior to the tenancy start date.**

Where applicable we will arrange your Check In and key handover with an Independent Inventory Clerk or your landlord and will provide you with an appointment time once the references have concluded. Please kindly note the times provided are dependent on the Inventory Clerk/landlord's availability. If you wish for your Check in to take place at a particular time please do let us know as soon as possible so that we can liaise with the Inventory Clerk to see if this would be feasible, the same applies to Check Out appointments.

## INSPECTIONS

Please note if your property is managed by Greenwood and Company we will carry out property inspections quarterly. All inspections will be arranged directly with yourselves and adequate notice will always be provided.

## IMPORTANT ADDITIONAL INFORMATION

- If you had a Check In with our Inventory Clerk then you will receive a copy of the Check In Report along with a copy of the Inventory a couple of days after you have moved into the property. Upon receiving the Check In and Inventory, if you have any comments regarding the documents you are required to put them in writing to Greenwood and Company within 10 working days from receipt. If we do not hear from you within this period, the inventory will be deemed as accurate. Please keep the inventory in a safe place as you will be required to return the property to the same condition as the inventory upon vacating.

- Providing you have had a Check In your meter readings will be noted within the Check In report. Greenwood and Company will inform you of the current suppliers. Please kindly note it is your responsibility to notify the current energy providers for the property to ensure they have your details so that your accounts are set up in your name at the start of the tenancy. You are also responsible for ensuring you have a current TV licence. Please note the utilities are your responsibility for the duration of the tenancy.

- In most cases the Landlord will have their own insurance for buildings and some contents cover. However, you should ensure that you have your own belongings insured, even if the property is fully furnished, as the Landlords insurance will not cover any damage or loss to your own personal items. It would also be wise to ensure that any insurance you take out will cover accidental damage to the landlord's belongings i.e. carpets etc.

- **The rent is due on the same date each month as your tenancy start date.** Located within your welcome pack will be the correct bank details in order for you to set up your standing order ahead of your next rent due date. **Please note this is a standing order and not a direct debit payment.**

- During your tenancy you will be expected to keep the property in good order. Tenants are responsible for replacing light bulbs, cleaning windows inside and out along with keeping gardens maintained. If the landlord pays for a gardener themselves and should the contractor be unable to attend for any reason ultimately the responsibility for the upkeep of the garden is the tenants. Please note it is the tenants responsibility to ensure smoke alarms and Carbon monoxide detectors are in working order and batteries are replaced when needed.

- Your landlord is responsible for the maintenance of the property and will make necessary repairs to any of the appliances, heating, water and electrical systems etc, unless otherwise stated. If there are any maintenance issues you should report them to us as soon as possible or your landlord if we are not managing the property. We will make every endeavour to have any issues dealt with as quickly as possible, especially if it involves heating or plumbing. However, we are reliant on finding a contractor who can deal with the matter quickly, therefore it may not necessarily be on the day you report the problem. Please note if any faults are deemed to be due to 'user error' then the repair costs would be a tenant responsibility Should you require our services outside of regular office hours please call our office on 01252 734734 and leave a message on the answer phone which is periodically monitored. We will then contact you if we deem it to be an emergency as soon as possible.

## TENANT FEE SCHEDULE

**Before the Tenancy Starts -**

**Holding Deposit (per Tenancy)**

One week's rent

This is to reserve a property. Please Note: This will be withheld if any relevant person (including any guarantor(s)) withdraw from the tenancy, fail a Right-to-Rent check, provide materially significant false or misleading information, or fail to sign their tenancy agreement (and / or Deed of Guarantee) within 15 calendar days (or other Deadline for Agreement as mutually agreed in writing).

**Rent**

First month's rent payable after signing Tenancy Agreement in advance

**Tenancy Deposit**

Five weeks' rent

(per tenancy where the annual rent is under £50,000 per year)

Six weeks' rent

(per tenancy where the annual rent exceeds £50,000 per year)

Any holding deposit paid may, with the tenant's consent, be allocated towards the first month's rent or tenancy deposit.

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**Permitted Tenant Payments -**

**Changes to the Tenancy Requested by the Tenant**

£50.00 including VAT

Examples may include:

- Change of tenant
- Change of sharer
- Change of name
- Addition or removal of a permitted occupier

(Where reasonable costs incurred exceed £50.00, these costs may be charged and supporting evidence will be provided.)

**Late Payment of Rent**

Interest may be charged on rent more than 14 days overdue at 3% above the Bank of England base rate.

**Lost Keys or Security Devices**

Tenants are responsible for the reasonable actual cost of replacing lost keys, security devices or locks. Written evidence of costs incurred will be provided.

**Greenwood & Co is a member of:**

Client Money Protection Scheme: SafeAgent

Redress Scheme: The Property Ombudsman