

Guide for Tenants

How do I find a property?

Your first step is to contact us to provide brief details about yourself and about the accommodation you require. We then search our database for suitable properties for you to view. We will also log your details so that we can contact you as suitable properties become available. We suggest that you start looking about a month before you wish to move, as the nicer properties are viewed and reserved quickly.

We regret that we cannot assist DSS claimants.

Our tenancies are granted for a minimum term of 6 months.

Do you show me around the properties?

We are fully aware of the busy lifestyle most people lead today. Because of this we are available to speak to you 7 days a week from 9am until 9pm. This means that we can conduct viewings while most other agents have locked up and gone home. This enables you to find your ideal place before other tenants in the same position as you. I am sure you are aware with the current market as it stands, time is of the essence.

Viewings will be arranged at times to suit you, including evenings and weekends, and you will invariably be accompanied by an experienced partner of our company, who can give advice and answer any questions you may have.

How do I reserve my ideal property?

Once you have decided on a property, you will need to reserve it by paying a 'holding deposit'; usually equivalent to one week's rent.

Assuming that the tenancy goes ahead, this will be deducted from the monies due before you move in. If the landlord declines to grant the tenancy, it will be refunded.

However the deposit will be forfeited if you decide not to proceed for any reason, or if you fail to provide complete and accurate information in your application.

Do I need to provide references?

As a minimum we will require satisfactory references from your employer (or college), and a previous or current landlord. We may also require a personal reference, and sometimes a guarantor. In addition a credit check will be undertaken. We may use the services of an independent referencing company to obtain and evaluate these references. Your references will be carried out through '**RentGuard**' who will provide us with a credit check and references based on the information you supply.

How do I pay my rent?

Rents are normally quoted calendar monthly and payable monthly in advance. You are usually also responsible for Council Tax, Water Rates, Gas, Electricity and Telephone costs. All rents are payable by bank standing order to our company Clients Bank Account.

What Deposit do I have to pay?

A security deposit of a minimum of six weeks rental must be paid. This is held to cover damage, breakages, and any other liabilities under the terms of your tenancy agreement.

Throughout the duration of your tenancy we hold your bond securely in our client account. As you may be aware the law changed on April 6th 2007. Any landlord or agent now holding a bond has to register that bond with one of three schemes. We register your bond with The Deposit Protection Service (www.depositprotection.com) which is added security for you.

Whether you decide to use our company or another agent it is vital that you make sure your bond is registered, this basically stops any unscrupulous agents charging you for unnecessary repairs etc.

Please note that under no circumstances can the deposit be used by the tenant to cover rent.

Insurance - for Tenants

As appointed agents for **RentGuard** we are able to offer a variety of insurance policies for both landlords and tenants, including the following -



Contents

Up to your selected sum insured for damage to your household furniture, equipment, furnishings, clothing and personal possessions whilst in your home (excludes business equipment.)

Landlord's Contents.

Up to £2,500 for accidental damage to your landlord's contents, fixtures & fittings for which you are responsible.

Personal Possessions.

Up to your selected sum insured for loss or accidental damage to your clothing, watches, jewellery, spectacles, other valuables (excluding mobile telephones) and pedal cycles whilst away from your home anywhere in the UK or whilst temporarily elsewhere in the world. Theft from unattended vehicles must be from a Locked boot.

Further details are available on request.