

## TENANT INFORMATION PACK

The following are the most frequently asked points when Tenants are considering renting a property: -

### 1. Viewing Arrangements

All viewings are by pre-arranged appointment and when we have to accompany you over a property this can only be done during our normal office hours.

### 2. Application for a Tenancy

Applicants wishing to take up a Tenancy will be required to complete a confidential application form to provide personal and financial details. It is essential that you have **all** the information and supporting documents with you when completing the form.

- You must provide proof of identity and residency at your current address by producing one of the following:-
  - A Photo Driving Licence **or** Passport **AND**
  - A utility bill no more than 3 months old **or**
  - A recent Council Tax bill **or**
  - A recent Mobile Phone Bill **or**
  - A signed and dated letter from your employer showing your name and position within the company.

The completed confidential application form will be forwarded to a credit rating agency and we normally receive a reply within 3 working days.

### 3. Administration Charges

At the time of the application a **NON REFUNDABLE** administration fee of £125 inc. VAT per adult is payable in cash or cleared funds. This includes the registration of your deposit.

### 4. Returned/Refused Payments

An administrative charge £35.00 inc. VAT will be levied in addition to any Bank Charges incurred for any payments that are declined by your bank or building society.

### 5. Energy Performance Certificates

From the 1<sup>st</sup> October 2008 an EPC for each property will be available for inspection.

### 6. Rent

All rents are payable in advance **by standing order only** and due on the same day of the month as the commencement of the Agreement. The deposit (equivalent to 1 ½ months rent) and the first months rent are payable by **electronic bank transfer** prior to the day of occupation. Personal cheques can only be accepted if paid **7 working days in advance of occupation**. A charge will be made for cash payments. We may ask for an advance rent payment of £200 which will form part of the first months rent and will be non-refundable.

### 7. Inventory

At the beginning of the tenancy there will be a charge for the inventory "check in". We use independent Inventory Clerks thus ensuring that their findings are impartial. The Landlord pays for the preparation of the inventory and the check out. The fee for the check in is payable in advance with the first month's rent and deposit. **If you require to be checked in or out of the property, outside of the Inventory Clerk's normal office hours, you will be liable to pay an additional charge.**

### 8. Deposit

The deposit will be equal to 1½ months rent (plus pet deposit if applicable). Hunt & Nash are members of the T.D.S. (Tenancy Deposit Scheme) and your deposit will be held in a special clients account. Information about the T.D.S. will be in the Tenancy Agreement.

### 9. Return of Deposit

Tenants have a responsibility to leave the property in the same condition as at the start of the tenancy and as stated in the Inventory and check in report. The cost of correcting any damage or deterioration, with the exception of fair wear and tear, will be deducted from the deposit which is then refundable provided that:

- Your rent is paid up to date
- All bills relating to the property/tenancy have been paid.
- The property has been well maintained and thoroughly cleaned including the carpets upon vacation to the standard declared at check in.
- All items listed in the inventory are present and in satisfactory condition.

## 10. Tenancy Agreement

The Tenancy Agreement is a legally binding document between the owner of the property (The Landlord) and you (The Tenant). You should read the Agreement carefully and ensure you fully understand it

The Agreement you sign is usually an Assured Shorthold which means you can stay in the property for the period of the Agreement (provided all the obligations are met). If the Landlord wishes to end the tenancy you will be given 2 months notice to vacate the premises when the Agreement expires. You can only leave the property at the end of the period stated in the Agreement. (If you wish to leave when the Agreement is due to run out you must notify us in writing giving a minimum of one months notice prior to the ending of the Agreement).

**If you vacate the property early you will be responsible for the rental payments and utility/council tax bills for the remainder of the period.**

## 11. Smoking

All our tenancies are non-smoking unless specifically waived by the Landlord.

## 12. Domestic Pets

Domestic pets are not permitted except if agreed in writing and it is usual for an additional deposit of £150 to be held. The carpets must be professionally dry cleaned, sanitised, deodorised and anti bacteria/flea treated before vacating the property. The original invoice will have to be supplied to confirm this has been done.

## 13. Utility Supplies and Council Tax

It is the responsibility of the Tenant to inform the utility companies and Local Authority at both the beginning and end of the tenancy. Rents are quoted exclusive of Council Tax (unless otherwise stated) and Tenants will be responsible for payment. Tenants should request telephone service from their chosen provider and must advise the Landlord or managing agent of the telephone number.

## 14. Insurance

The Landlord is responsible for insuring the property and any contents that are left in the property. **You must insure your own belongings. The Landlord and ourselves cannot and will not be held liable for any loss suffered by the Tenant whatever the circumstances.**

## 15. Inspections

Should the Landlord or an appointed agent wish to inspect the property they will provide a minimum of 24 hours notice of their intended visit. Fully Managed properties will be inspected regularly. Please notify the Landlord or managing agent if you will be away for 1 week or longer.

## 16. Faults and Repairs

Many Landlords have service contracts and preferred contractors. If there is a problem with the property you are renting you must inform the Landlord or the managing agent. Failure to do so may mean that you are liable for any deterioration or damage resulting from any delay. You must not instruct a contractor to undertake any work – if you do it will be at **your own expense**.

## 17. Declaration

Should you wish to make any changes to the property including decoration you must obtain written permission from the Landlord or managing agent before any work commences.

## 18. Safety

When smoke or carbon monoxide detectors are fitted in the property you have an obligation to ensure that they are checked regularly, kept in good working order and batteries replaced when needed. If you become aware of a fault you must immediately notify the Landlord or managing agent immediately.

If the property has either natural or bottled gas the law requires an annual Gas Safety Report.

## 19. The Garden

It is a requirement of our Rental Agreement that the Tenant keeps the grass cut, border and paths weed free and shrubs and hedges trimmed.

## 20. Vacating

You must vacate the property on the agreed date (usually midday on the last day of the Agreement). Your Landlord or his appointed agent will make an appointment to meet you at the property to carry out the "check out" inspection, take meter readings and receive all the keys. You will have to supply a forwarding address for the return of any deposit and submission to the utility suppliers and Local Authority.

*For further information please contact our*

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