



TENANTS INFORMATION GUIDE

www.bentleys-lettings.co.uk



We know that the most important thing is to find your ideal home. We will do all the hard work for you, and only show you properties that fit your individual requirements. With new local properties coming online all the time, we are confident we will find somewhere that's right for you.

You can contact us for information six days a week, and we can arrange a viewing to suit your busy lifestyle, at lunchtime, in the evenings, or on weekends. A member of our team will view the property with you to ensure you get the most value from the viewing experience. Once you've found a property you like, or hopefully love, we'll take you through our vetting procedure. We know that moving can be stressful, so we'll make sure your time with us is the easy part.

ON FINDING A PROPERTY

You will be required to pay a non-refundable holding fee of one week's rent to reserve the property plus a credit search fee of **£35.00** per applicant. We will then take up references to enable your tenancy to proceed. An outside agency will apply for a credit reference, employer's reference, suitable character reference and previous Landlord's reference if applicable. It may be necessary for you to supply a Guarantor (and reference). Subject to all the references being satisfactory, occupation of the property can take place. Should the tenancy not proceed due to a change of mind or bad references, your holding deposit will be forfeited. The cost of references is **£35.00** per person and that applies to a guarantor if needed.

Once the holding fee has been paid, you will be asked to complete an online tenancy application form. You will need to provide:

- Present & past addresses
- Bank account details
- Employment details & references
- Personal references
- Credit history

ON SIGNING AGREEMENTS

This will take place on or before the date of occupation at a pre-arranged time. You will have the opportunity to read and understand the tenancy agreement before signing. **One month's rent** must be paid in advance plus a dilapidation's deposit, which is usually equivalent to six weeks rent minus the holding deposit. An administration fee of **£60.00** is charged on the taking up of the tenancy. This deposit will be held against possible breakages or damage to the rented property and will be returned, subject to everything being found in satisfactory condition at the end of the tenancy.

The holding fee, already paid, will be deducted from these costs. This initial payment must be made either by BUILDING SOCIETY CHEQUE or BANKERS DRAFT, drawn in favour of Bentleys Lettings or CASH (PERSONAL CHEQUES ARE NOT ACCEPTED unless

they have been submitted 7 days before the start of the tenancy). ALL FURTHER PAYMENTS ARE TO BE MADE BY STANDING ORDER BY THE MONTHLY DUE DATE.

Note: Your deposit is protected under a Deposit Protection Scheme (DPS). An additional *three weeks deposit* will be required if you have cats or dogs living at the property.

PRIOR TO YOUR OCCUPATION

Gas, electricity and the water board, British Telecom and Local Council Tax Department must be informed of your intended move as these are payable by the Tenant. Arrangements to take over these services will be done by Bentleys Lettings. PLEASE NOTE: In some circumstances, deposits may be required by certain utilities. Also remember to advise Royal Mail to redirect your mail.

ONCE YOUR TENANCY HAS COMMENCED

A property visit may be carried out (in case of full management) and a letter will be sent to you to notify you of the day and time. If you encounter any lettings problems regarding the maintenance of the property you should contact Bentleys lettings. If your Landlord is managing the property, they must be contacted directly. You may be required to allow access to your Landlord or Landlord's representative for the purpose of the inspection etc. A mutually convenient appointment will be made prior to any visits of this nature.

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USEFUL INFORMATION

The property will usually be let on a six or twelve month Assured Shorthold Tenancy. No notice will be accepted during this term. All our properties are non-smoking and any pets must be agreed on with the landlord before you move in. All rents exclude council tax and utility bills unless otherwise stated. These bills are the responsibility of the tenant and must be settled before you vacate the property. All parties must be present to sign the tenancy agreement. Rent must be paid monthly by standing order by the due rent date.

WHEN YOUR TENANCY EXPIRES

A final inspection will be made of the property against the inventory and should the property be found to be in an unsatisfactory condition, or any breakages be noted at the time of the final inspection, suitable deductions will be made from your deposit (excluding fair wear and tear).

YOUR DEPOSIT WILL NOT BE RETURNED ON THE DAY OF VACATION BUT WILL BE SENT TO YOUR FORWARDING ADDRESS.

GENERAL INFORMATION

In most circumstances, we will be acting as your landlord's managing agent, and, as such, any queries or problems you may encounter during your tenancy should be directed to this company.

It may be that your landlord has instructed us on a let only basis and, in this instance, you should deal directly with him/her with regard to any repairs or queries that may occur during the term of your tenancy. Please do not hesitate to ask a member of staff for information in this respect.

Whatever type of accommodation you are moving into, it is important that you see the inventory of the day of occupation. It is your responsibility to make notes of any discrepancies and omissions - make a special note of the overall cleanliness and condition of the property. A copy of these notes along with the inventory should be sent to this company and/or the landlord, and a copy retained by you, to avoid any problems that may be encountered at the time of the final inspection.

IMPORTANT DO'S AND DON'T'S

Do:

- Advise us of any changes in your personal circumstances
- Make sure you understand the terms and conditions of your tenancy agreement(s)
- Make sure you have checked your inventory
- Advise the relevant utilities of your move into rented accommodation
- Hand back all keys in your possession at the time of check out
- Ensure that your rent reaches this company, or the landlord, by the due rent date
- Advise Royal Mail/Consignia of your move
- Advise us, or your landlord, immediately of any maintenance problems
- Always ask if you are in doubt

Don't:

- Move out without advising Bentleys Lettings
- Use your dilapidation deposit as your last month's rent
- Redecorate or carry out maintenance, repairs/renewals, without contacting this company or your landlord
- Refuse reasonable access to your landlord's representative and/or tradesman
- Change the names on the tenancy agreement or take up paying guests (sub letting)