

*(your agency letterhead)*

## INFORMATION FOR TENANTS

### FINDING A PROPERTY

Our personnel are specially trained and equipped to assist Tenants to find properties to rent that will meet their needs. We maintain a database of properties available to rent and of prospective Tenants and their requirements. As properties become available, our first action is to contact waiting Tenants on the database, who's requirements match the property. Typically, properties to rent become available about two months before occupancy date, so where possible it is advisable to start looking early.

### VIEWINGS

Having identified a potentially suitable property, we will arrange a viewing. This will be at a time to suit you, and could be at evenings or week-ends, subject of course to the Landlords permission. All viewings will be accompanied by a member of staff, who will be able to provide immediate advice and answer any questions you may have.

### OFFER / APPLICATION

Having decided on a property, you will need to complete a written application form. At this time any details or requirements can be provisionally agreed, such as occupancy date, duration of the letting, etc.

On application, a Reservation Deposit will be required. Assuming the rental proceeds, this will be deducted from the Fees due before occupation as outlined on the enclosed sheet. If we or the Landlord decline your application it will be refunded. It will however not be refunded if you decide not to proceed for any reason, or if the tenancy fails to proceed due to incomplete or inaccurate information provided in the tenancy application.

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## REFERENCES

We will take references on behalf of the Landlord. Normally these will include your employer, any former landlord and a character reference. In addition a credit check will be undertaken.

Where a Tenant is unable to meet the required income or credit checks, the Tenant may have a Guarantor agree to underwrite any rent liabilities.

## RENT

Rents are normally quoted on a calendar month basis. In addition, the Tenant is usually responsible for Council Tax, Water Rates, Gas, Electricity and Telephone costs.

Rents are payable by standing order (unless alternative arrangements are agreed in advance) to our Company bank account monthly in advance, with the first month's rent due before taking occupation of the premises.

## DEPOSIT

A deposit (or 'bond') is required prior to occupation. This is normally equal to one month's rent, but may be more. Check with our representative. Where we are managing the property, this is held by ourselves as stakeholders in a client account until the end of the tenancy. Where we are not managing the property it will be passed over to the Landlord.

The deposit is held to cover any breakages, damage, or other tenant liabilities. Where we are managing, at the end of the tenancy we will check the property in the presence of the Tenant and assess any damages and deductions due.

Please note that the deposit cannot be used by the Tenant to cover rent.

## ADMINISTRATION / AGENCY FEES

A fee is due to this company prior to the start of the tenancy to cover the Tenant's share of administration costs, including preparation of the tenancy agreement and any legal notices, referencing and credits checks, and check-in and check-out. Where an Independent Inventory Agent is used there may also be a fee from the Inventory agent for the check-in. Our fees are laid out on a separate sheet which should accompany this information.