

# Information for Tenants

## **Offer/Application**

Having decided on a property, you will need to complete a written application form for referencing purposes. 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, the amount will be determined by the total due in fees for referencing, tenancy agreement and inventory charges, including V.A.T. Assuming the rental proceeds, this deposit will be taken as Fees due before occupation. If we or the Landlord decline your application it will be refunded in full. It will however not be refunded in full 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 or if the application fails due to undisclosed information which adversely affects the application.

## **References**

We will take references on behalf of the Landlord. Normally these will include your employer, former landlord or proof of sale of your property, a bank reference and a character reference. In addition a credit check will be undertaken. Where a Tenant is unable to meet the required credit checks, the Tenant may have a Guarantor agree to underwrite any rent liabilities. There is a charge for referencing of any guarantor.

We also require two separate proofs of identity - a copy of either your photo drivers licence or your passport as well as a copy of any utility bill showing your current address.

## **Tenancy Agreement**

The Tenancy Agreement is a legally binding document between yourself and the Landlord. It states rental and length of tenancy as well as rights and responsibilities of both the Tenant and the Landlord. In most cases you will receive an Assured Shorthold Tenancy for an initial fixed period of either six months or, twelve months dependent on the Landlord's terms. You cannot give notice to terminate your tenancy during this fixed period and remain liable for the contracted rent until the period finishes. A notice period of one month is required to terminate the tenancy. Notice in writing is required one month before the end of the initial fixed period. Landlords are required to give two months notice if they require repossession.

We do realise that in exceptional circumstances you may need to give notice early and in this case we would endeavour to find a new Tenant quickly.

## **Tenancy Extensions**

Towards the end of the fixed period we will contact you to determine whether you want to extend your tenancy. If you want to continue with the tenancy a new Agreement will be drawn up for a new fixed period.

## **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 to our Company bank account monthly in advance, with the first month's rent due before taking occupation of the premises.

## **Deposit**

A security deposit is required prior to occupation. Where we are managing and/or rent receiving on the property, the deposit would be held either in our client account or by the government's custodial scheme until the end of the tenancy and will be subject to the legislation on Tenants Deposits – Housing Act 2004. Where we are not managing/rent receiving on the property the Landlord will accept the deposit which will be subject to the legislation on Tenants Deposits – Housing Act 2004.

The deposit is held to cover any breakages, damage, or other Tenant liabilities. At the end of the tenancy we will check the property in the presence of the Tenant and assess any damages and deductions due. The deposit will be returned to you after you leave the property at the end of your tenancy in full or, less agreed deductions for damage/cleaning etc. as stated in the tenancy agreement.

## **Insurance**

It is important that Tenants are adequately covered for their own contents as well as for accidental damage to the Landlord's fixtures and fittings (or furnishings if applicable). We have arranged a scheme which offers a competitive rate for all our Tenants.

## **Check-in and Property Visits**

All Tenants are required to collect keys and paperwork from our offices in Storrington. You will be required to agree the inventory as a protection for yourself as well as the Landlord. Note, if you rent a property with a garden but are unable to ensure its upkeep we can offer the services of a gardener at a negotiated fee. Some Landlords will pay for professional gardening if the garden is sizeable and this will be reflected in the rental charged.

If the property is fully managed by us a member of Sussex Property Management's staff will appoint a visit with you after a period of one month, three months and twice yearly thereafter. These visits are to ensure that you the

Tenant are happy with your accommodation and to help with any problems that may arise. We will also check the exterior condition and advise your Landlord of any repairs that may be required. You can of course contact us at any time during your tenancy and would be required to do so in cases of emergency unless you are given the Landlord's contact details.

### **Check-out**

At the end of your tenancy you need to ensure that your obligations as detailed in the Tenancy Agreement are met. The property must be left in clean condition (linen washed and ironed if appropriate), appliances in working order and the garden tidy. If you have moved any furniture rented with the property you need to ensure it is returned to its original place.

Utility accounts will need to be settled in full and meter readings are taken.

If you have kept pets at the rented accommodation you will be required to provide evidence of treatment for infestation on departure. We can help with companies from our register at competitive rates.