

Tenants Pack



TENANTS

If you are a tenant looking to rent a property then as the area's leading independent residential letting agent we have the widest selection of properties available in the local area.

REGISTER

In order to help you find the right property you are able to register your details to receive our up to date mailing list.

VIEW

Our offices are open seven days a week and viewings for all our properties can be arranged by telephoning our office or emailing any of our 6 local offices. If the property is unoccupied we are happy to offer our accompanied viewing service 7 days a week.

APPLY

A Pre application form will need to be completed and returned with all details of tenants over the age of eighteen years. Pre Application forms can be collected from any one of our 6 branches or downloaded on the website, alternatively if you contact us direct we can email a pre application to your corresponding email address.

Once the pre application has been returned, our referencing company Van Mildert will contact all tenants in order to fill out the full application.

APPLICATION TERMS

Once you have decided to apply for a property we will give you a pre Application Form to be completed. The Pre application explains in more detail the Charges payable, the Process involved and the Main Points of a proposed Tenancy.



TENANTS PAYMENTS

From 1st June 2019, the law provides that a Landlord or a Letting Agent may only require a Tenant applying for a tenancy to make specific types of payments, some of which have limits on the amounts requested. These payments are (further details of these are available on request):

1. The Rent due under the tenancy
 2. A refundable Tenants Deposit – Capped at 5 Weeks’ rent
 3. A refundable Holding Deposit (see above under Consents) - Capped at 1 Week’s Rent. Please note
 - The Deadline for retaining this Holding Deposit is 15 days unless a longer period is agreed between you and us / the Landlord
 - A Holding Deposit must be repaid if a tenancy agreement is completed, or the Landlord decides before the Deadline not to enter into the agreement or no tenancy agreement is completed between Landlord and Tenant before the Deadline.
- A Holding Deposit may not be refundable if:
- A Tenant fails a Right to Rent check or,
 - A Tenant provides false or misleading information which the Landlord reasonably considers materially affects a Tenants suitability to rent the Property) or,
 - A Tenant notifies the Landlord or Letting Agent that they do not want to complete a tenancy agreement or unreasonably delays in completing it
4. Payments in the event of a default:
 - If rent is not paid on or within 14 days after the due date as specified in the Tenancy Agreement then interest is charged on rent which has not been paid, calculated from the date the rent is due at 3% above Bank of England base rate
 - If Keys or Key Fobs are lost then payment of the reasonable costs incurred in replacing
 5. Payment where a Tenant requests variation, assignment or replacement of a tenancy. The payment in this case is not to exceed £50 (including VAT) or the reasonable costs of the person to whom payment is to be made
 6. Payment where a Tenant requests early termination of the Tenancy Agreement – such payment cannot exceed the loss suffered by the Landlord or reasonable costs by the Letting Agent. Please note that a Landlord is not obliged to accept an early termination.
 7. Payment In respect of Council Tax where the Tenant has failed to pay it
 8. Any payment in connection with the provision of a utility to the Property (meaning electricity; gas or other fuel; water or sewage)
 9. Payment for a television license
 10. Payment for communication services (telephone other than a mobile telephone; internet; cable television or satellite television)
 11. Green Deal Charge

THE PROCESS



- We (or the Landlord) will undertake Right to Rent checks under the Immigration Act 2014 as appropriate
- Once you have completed this Pre Application form, your details will be passed over to our referencing company Van Mildert who will contact you to complete the Application for tenancy.
- We will require to see original photographic evidence of identity for all Applicants (i.e.driving licence or passport) as well as proof of address (i.e. a utility bill – but not a mobile phone bill) for each Applicant.
- If the Landlord accepts your application you will be asked to pay a refundable Holding Deposit as explained under Tenants Payments above.
- Once this Holding Deposit has been received we will instruct Van Mildert to begin the referencing process.
- If the referencing process is satisfactory then we will report to the Landlord and, if instructed by the Landlord to do so, we would offer you a Tenancy of the Property and will send you a copy of the Tenancy Agreement to read before arranging for you to sign it.
- We will require payment of:
 - a. the first months rental and
 - b. the amount of the Tenants Deposit (see Main Points below).

Please note that if a Holding Deposit has been paid by you then as explained above under Tenants Payments, you will be entitled to a refund of that Holding Deposit. As set out in point 1 under Consents (above) that refund will be made by way of a deduction of the equivalent amount from the first months rental.

- If we are managing the Property on behalf of the Landlord as well as letting it we will also explain the procedures concerning the drawing up and completion of an Inventory relating to the condition of the Property and of items in the Property which should be done before a Tenant takes up occupation of the Property.
- If the references are not satisfactory then if you have made any advance payment of rental or Tenants Deposit, these will be repaid to you - but no interest will be paid on the amounts. Please note that we may be entitled to retain the amount of the Holding Deposit as explained under Tenants Payments above

TENANTS CONTENTS INSURANCE

You are strongly advised to take out your own personal contents cover as these are not covered under any insurance put in place by the Landlord.

TENANTS PROTECTION INFORMATION

Richard Kendall Estate Agent Ltd is a member of CMP Propertymark, Scheme Ref:C0124400, which is a client money protection scheme, and also a member of Property Ombudsman Scheme Ref: N3734, which is a redress scheme. You can find out more details on our website noted above or by contacting us by telephone.

FURTHER INFORMATION

As Members of ARLA(The Association of Residential Letting Agents) our staff are fully trained and highly experienced in the renting and management of residential property. This ensures that Richard Kendall offers clients the highest standards of service. To speak to a member of the Rental Team please contact us on 01924 260022 or email rented@richardkendall.co.uk

FAQs

When will I get my deposit back?

This will be returned after the final checkout has been completed and the landlord and Agent are satisfied that the property has been left in accordance with the Inventory on commencement of Tenancy.



What happens at the end of the Tenancy?

You will be required to hand all keys in, together with a completed end of tenancy check out form. The final checkout will then be carried out at the earliest opportunity.

Is my deposit protected?

The tenants deposit will be held under the Tenancy Deposit Scheme operated by The Dispute Service Ltd if we are managing the property. If the Landlord is proposing to manage the property then the Landlord must place the deposit in an approved Tenancy Deposit Protection Scheme. The landlord must tell you which scheme is being used.

Who is responsible for utility bills?

The tenant will be responsible for the gas, electricity, water and Council tax on commencement of tenancy.

How much will I have to pay to commence the tenancy?

One month's rent and the deposit

Are pets allowed?

This is at the discretion of the individual landlord.

What is an Inventory?

This is a comprehensive record of the condition of all items and materials at the property both externally and internally and all goods included in the tenancy.

What is furnished/unfurnished?

Every property obviously varies, but generally unfurnished would include floorcoverings, curtains or blinds, and some white goods. Furnished would include larger items of furniture, but please contact us for further information as full inventories are provided on all managed properties.

How long is the tenancy for?

Usually a six month term initially, this may then be renewable for a further fixed period of time or you may have the option of having a periodic tenancy if the Landlord is in agreement.