

# Renting Terms and Conditions

**Holding Deposit (per tenancy): One week's rent.** This is to reserve a property. Please Note: This will be withheld if any relevant person (including any guarantor(s)) withdraw from the tenancy, fail a Right- to-Rent check, provide materially significant false or misleading information, or fail to sign their tenancy agreement (and / or Deed of Guarantee) within 15 calendar days (or other Deadline for Agreement as mutually agreed in writing).

**Security Deposit (per tenancy. Rent under £50,000 per year): Five weeks' rent.** This covers damages or defaults on the part of the tenant during the tenancy.

**Security Deposit (per tenancy. Rent of £50,000 or over per year): Six weeks' rent.** This covers damages or defaults on the part of the tenant during the tenancy.

**Unpaid Rent:** Interest at 3% above the Bank of England Base Rate from the Rent Due Date until paid in order to pursue non-payment of rent. Please Note: This will not be levied until the rent is more than 14 days in arrears.

**Lost Key(s) or other Security Device(s):** Tenants are liable for the cost of replacing any lost key(s) or other security device(s). If the loss results in locks needing to be changed, the costs of a locksmith, new lock and replacement keys for the tenant, landlord or any other persons requiring keys will be charged to the tenant. If extra costs are incurred there will be a charge of £15 per hour (inc. VAT) for the time taken replacing lost key(s) or other security device(s).

**Variation of Contract (Tenant's Request):£50 (inc. VAT) per agreed variation.** To cover the costs associated with taking landlord's instructions as well as the preparation and execution of new legal documents.

**Change of Sharer (Tenant's Request):£50 (inc. VAT) per replacement tenant or any reasonable costs incurred if higher.** To cover the costs associated with taking landlord's instructions, new tenant referencing and Right-to-Rent checks, deposit registration as well as the preparation and execution of new legal documents.

**Early Termination (Tenant's Request):** Should the tenant wish to leave their contract early, they shall be liable to pay the landlord's costs in re-letting the property as well as all rent due under the tenancy until the start date of the replacement tenancy. These costs will be no more than the maximum amount of rent outstanding on the tenancy.

# Frequently asked Questions

## **Is there a holding deposit to reserve the property?**

Once the Landlord has agreed to accept your application (subject to references and contract) we will ask for a holding deposit equating to one week's rent. Upon successfully passing the referencing stage of the application, the holding deposit paid will count towards the total balance of rent and deposit owed before the tenancy start date. You risk losing your deposit in the event you provide inaccurate or misleading information on your application, fail a right to rent check, do not all reasonable steps to enter into a tenancy agreement or unilaterally withdraw your application.

## **What references do you require?**

All referencing is completed by The Lettings Hub on our behalf. We have a very brief application form, which is effectively your authority for us to complete the referencing, and we input those details onto the on-line system for The Lettings Hub. This generates an email to the prospective tenant containing a link onto The Lettings Hub secure website where all required information can be input. Should any additional information be required The Lettings Hub will contact the tenant direct. Standard referencing includes, soft credit reference search, bank, employer, previous landlord etc.

## **What identification do you require?**

All prospective tenants must supply copies of their passport, visa showing a right to remain if foreign national and proof of address such as a utility bill or bank statement.

## **Can I have a pet?**

You cannot have any pets unless you have permission from the landlord/ourselves in writing. You must consult us prior to obtaining a pet and submit a written request to have a pet stating age/type/breed etc.

## **What deposit is required?**

The Deposit normally equates to 5 weeks rent and will be held throughout the tenancy in a government approved deposit scheme and will be returned at the end of the tenancy subject to the property being left in a good condition without any claim for potential damages beyond fair wear and tear.

### **How often will the property be inspected?**

We have an obligation to conduct regular inspections of all tenanted accommodation and we complete the first inspection at three months and every six months thereafter. This is to ensure the property is not in need of repair, that you are looking after the property and to discuss any problems you may be experiencing. You will be given notification when an inspection is due to be conducted.

### **What happens if there is a maintenance issue?**

In the event of maintenance being required please telephone us at the earliest possible time in order to minimise any problem that could subsequently arise. Trades persons will be alerted by the Agent and dependent upon the nature and urgency of the task will respond accordingly. Simple precautionary procedures should then be taken by the tenant to prevent any additional problem arising e.g. turn off water at the stop cock if necessary, isolate electric or gas supplies at the mains where required.

### **Do I Need insurance?**

You should consider taking out contents insurance to cover accidental damage to the Landlord's contents, buildings, fixtures and fittings. The landlord is responsible for insuring the building.

### **How is the rent paid?**

As a tenant you are responsible for ensuring the rent is paid in full and on time. We have facilities to enable you to establish a standing order which will mean payments are paid directly from your bank to our designated account. You will need to cancel the standing order before leaving the property.

### **Who is responsible for the Council tax and other bills?**

Utility bills, including Council Tax is the tenant's responsibility unless stated otherwise in the tenancy agreement. You will need to choose your supplier upon moving in and ensure accounts are closed when you vacate.

### **What do I need to do to hand the property back when I vacate?**

The property should be returned in the condition it was taken allowing for fair wear and tear. The property should be professionally cleaned or cleaned to a professional standard, including carpets, with all rubbish removed, and furniture, fixture and fittings returned to their original place. The garden should

be neat and tidy with the grass cut, paths and patios swept and borders weeded. Garages should be empty and swept. For further information please contact a member of staff.