

Information for Tenants



Specialists

Put your feet up and relax in your new home thanks to The Property Letting Company.

We are a local, independent firm specialising in Residential Lettings and Property Management offering Tenants and Landlords a highly personal "boutique" service since 2004.

Our aim is the management of smooth running tenancies, compliance with the landlord/tenant laws and perhaps most importantly adherence to the UK Association of Letting Agents Code of Conduct.

We understand that renting a property, especially for the first time, can be a worrying experience and with this in mind our most important consideration is providing you, the Tenant, with the best possible service and finding the right property for your needs. We never forget that your home is most important and we can confidently assure you that by instructing us your requirements will be in professional and caring hands.

Finding a Property

As specialists we assist Tenants find the right property that will meet all 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 whose 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 weekends, 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 or Holding 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.

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.

If you are unable to meet the required income or credit checks, it may be possible for a Guarantor to agree to underwrite any rent liabilities.

Rent

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

Rents are payable by Bank 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.

Security Deposit

A deposit (or 'bond') is required prior to occupation. This is normally equal to one month's rent, but may be more. Under government legislation (6th April 2007), all deposits must be held by a deposit protection scheme. Where we are managing the property we arrange this protection, tenant security deposits will be held by the Deposit Protection Service. Where we are not managing the property the Deposit will be passed to the Landlord to arrange suitable protection.

The deposit is security to cover any breakages, damage, or other tenant liabilities. At the end of the tenancy we will check the property in your presence and assess any damages and deductions due.

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

Pet Deposit

If the landlords allow pets an additional deposit will be required, this is usually equal to an extra one months 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.

Our fees are laid out on a separate sheet, which accompanies this information, no other fees are payable.

After Care

The Property Letting Company is here to help; we believe all tenants should feel comfortable in their new home.

Once settled, if you have any queries, we are just a phone call away, we will resolve any problems as quickly as possible.

Any visits to your home will be arranged at a time to suit you; we will also provide copies of our Landlord Visit Reports for your information.

Tenants Fees

NO HIDDEN CHARGES

NO VAT on The Property Letting Company fees



Tariff of Charges

Reservation Holding Deposit (Taken to hold property subject to satisfactory References and Credit Checks * Refundable against Fees required for completion of Tenancy. * Non-Refundable if you withdraw or fail to take up Tenancy. * Refundable less £25.00 Admin Fee if Tenancy refused)	£100.00
Monthly Rent: Payable monthly by Bank Standing Order	As per Tenancy Agreement
Tenancy Dilapidations Bond	One Months Rent + £100.00
Pet Deposit (If applicable)	One Months Rent
Referencing and Credit Checks (Non-refundable)	£45.00 per Tenant applicant/Guarantor
Preparation of Assured Shorthold Tenancy Agreement and Check In Inventory.	£100.00
Renewal of Assured Shorthold Tenancy Agreement (At conclusion of each 6 monthly AST should tenancy continue)	£55.00
Cheque referred to drawer (to be re-presented/bounced) Failed Standing Orders, Refunds etc	£25.00
Change of tenant in a shared house:	£30.00
Supply of reference (to third party):	£20.00
Maintenance caused by tenants or misuse of emergency call out service:	Per attendance £25.00
Repairs as a result of above:	Cost plus 10% admin charge
Reminder letter - late rent/other - per letter:	£25.00