

# Guidance Notes for Tenants & Notification of Charges

## MAKING AN OFFER

Once you make an offer it will be put to the landlord. The offer will have several components such as the monthly rent offered, proposed moving in date, the length of tenancy, break clause details and any other requirements you may have. As the landlords acceptance of any offer is dependant not merely on price but **ALL** elements of your offer, it is crucial that they are put forward at this stage.

## TENANCY APPLICATION

When you have found a property you would like to rent, you will be required to complete an application form. An administration charge of £150 plus VAT (£180 inclusive of VAT) will be required on application. If you are renting on a joint and several basis there will be a further £75 plus VAT (£90 inclusive of VAT) required for each further applicant. Administration charges are non-refundable should your application be unsuccessful or is withdrawn by you.

In the event of a Guarantor being needed, the same reference procedure will apply. If the application is successful, the Guarantor will be required to sign a 'Guarantor Deed'. The charge for this process is £90 plus VAT (£108 inclusive of VAT) and would need to be paid along with the tenancy application fee.

If a tenancy is to be entered into by a limited company, partnership or charity, a company search will be carried out on completion of the relevant application form and on receipt of an administration charge of £350 + VAT (£420 inclusive of VAT).

## RIGHT TO RENT – ID

Any person coming from inside the EU is required to produce a passport to prove their right to rent. Any person coming from outside the EU will be required to show their VISA or Permit Card to accompany their passport.

All applicants will also be required to produce a recent copy of official correspondence i.e. a utility bill or bank statement at your most recently stated address. These will be required at time of application.

## TENANCY AGREEMENT & PAYMENTS

Once we have satisfactory references we will agree a move in date that is suitable for yourself and the landlord. You will then be required to sign a tenancy agreement outlining the Landlord and Tenant obligations. It is extremely important that you read the Tenancy Agreement carefully and make sure you understand the clauses. If there is anything you do not understand or would like clarified, you should initially speak to a member of our lettings staff. You should also seek independent legal advice to satisfy that you understand all aspects of the document.

To enable you to take possession of your rental property you will need to pay:

1. Your first month's rent in advance
2. Quarters request a standard deposit of one and a half month's rent, however some landlords may request a larger deposit depending on tenants circumstances
3. Cost of the Checkout (See below)

The money must be paid in some form of cleared funds i.e. bankers draft, building society cheque, cash or bank transfer. Bankers drafts and building society cheques must be made payable to Quarters Estate Agents.

**VERY IMPORTANT: FAILURE TO ENSURE THIS PAYMENT IS RECEIVED IN CLEARED FUNDS PRIOR TO OR ON THE DAY OF YOUR MOVE WILL RESULT IN YOUR TENANCY COMMENCING BUT YOU BEING UNABLE TO TAKE UP OCCUPANCY UNTIL THE FUNDS ARE CLEARED.**

Our bank details are NatWest Bank; Sort Code 53-70-11; Account Number 72674369 using the first line of the property address as a reference. Please note that transfers can take up to 5 working days to clear, please check with your bank.

## INVENTORY AND SCHEDULE OF CONDITION

An inventory and schedule of condition of the property will be prepared by an independent inventory company, and paid for by the landlord. An independent inventory clerk will then check you in to the property. At this stage you will agree the present condition of the property and sign to confirm. Keys will then be released to you.

At the end of the tenancy a check out will be carried out by the inventory company to verify the condition of the property. The cost of the checkout is to be paid by the tenant at the beginning of the tenancy along with the first month's rent and deposit. The cost of this will depend on the size of the property. Please see guide prices below (these prices are subject to change):

## CHECK OUT PRICES

	Studio/1Bed	2 Bed	3 Bed	4 Bed
Unfurnished	£70.00	£80.00	£90.00	£110.00
Furnished	£80.00	£90.00	£100.00	£130.00

All prices are subject to VAT and correct as of 2014. These prices are subject to change.

## MANAGED PROPERTY

We manage a large proportion of the properties we let on behalf of our clients. This means that we are your point of contact for all maintenance and repairs or for any other issues in relation to the property or the tenancy. For example these include; rent processing, quarterly inspections, tenancy renewals and the move out procedure.

## NON-MANAGED PROPERTY

Where the property is not managed your point of contact will usually be your landlord or the appointed representatives. We will provide you with all the necessary contact details.

## RENT PAYMENTS

After the initial payment, your rent should be paid by Standing Order leaving your account three days prior to the due date each month. You must therefore have a bank or building society account capable of supporting payments by this method. It is a contractual obligation that the rent is paid on time by standing order.

## RENT ARREARS

Non-payment of rent is a breach of contract. Please inform your agent or landlord if for any reason the rent payment will be late or if you are experiencing any difficulty in paying the rent.

## UTILITIES

You are responsible for the payment of all utilities (for example gas, electricity, telephone, council tax and water) during your tenancy. You must notify all utility companies of your contact details and meter readings. You will also be responsible for notifying them of your departure at the end of the tenancy. If you have a television you will need to purchase a TV Licence.

## INSURANCE

We strongly advise that you arrange your own contents insurance to cover your belongings and valuables. Any insurance the Landlord may have would not cover the tenant's belongings. As accidents can happen, we would also insist that you have a form of 'Tenant Liability Insurance' to cover you for accidental damage. We can provide information for an insurance company at your request and we would require a copy of your insurance documents.

## PERIODIC INSPECTIONS

For managed properties Quarters will visit the property on a quarterly basis to ensure it is being kept in good order. We will always endeavour to arrange these visits well in advance to minimise any inconvenience and to give you the option to be present if you wish to be. For non-managed properties, your landlord may also wish to carry out inspections but these will also be done by prior arrangement to suit both parties.

## RENEWAL

At the end of the initial period of your tenancy, if your tenancy is renewed on either another fixed term or a Statutory Periodic (month by month) basis, we will draw up all the relevant paperwork to confirm this.

## EARLY TERMINATION

When you enter into a tenancy you are legally bound by its terms, including the fixed period of tenancy.

If however you wish to end the tenancy earlier than the fixed term, in some circumstances the landlord may agree to release you from the tenancy early. If the landlord agrees to an early release it will be solely at their discretion, and may be subject to conditions. By ending the tenancy early you would be responsible for the landlords fees and charges incurred due to the early termination and also our administration charge of £100 plus VAT.

## VACATING THE PROPERTY

At the end of your tenancy you will be asked to leave the property in a clean and tidy condition. If the landlord had the property professionally cleaned at the start of the tenancy, you are responsible for having it done at the end and supplying Quarters with a valid receipt. An inventory checkout will be carried out once you have finished in the property and keys returned direct to the Inventory Clerk at the time of checkout. If you are unable to attend the checkout, keys must be returned to Quarters in plenty of time for the inventory clerk to collect them.

You will be requested to cancel your standing order for the payment of rent. If you fail to do this you will be charged £25 plus VAT for the reimbursement of any overpaid rent.

Any post should be redirected to your new address. Quarters will not be responsible for forwarding or holding post in the office for you.

## DEPOSIT RETURN

Once the checkout has been done, all parties will receive a copy of the report. This will state if anything is needed to be done which is tenant responsibility, i.e. cleaning etc.

We will always try to reach an agreement between yourself and the landlord regarding any deductions, however if this is not possible Quarters/the landlord/yourself will be asked to forward all evidence, i.e. check in and checkout reports and any quotes for works etc, to the Deposit Protection Scheme who will make the final decision and apportion the deposit appropriately.

## USEFUL TELEPHONE NUMBERS AND ADDRESSES

### UTILITIES COMPANY

**EON:** 0333 202 4606

**Scottish Power:** 0800 027 0072

**British Gas:** 0800 048 0202

**N Power:** 0800 073 3000

**EDF Energy:** 0800 056 7777

**SSE:** 0800 107 9639

**Anglian Water:** 0845 791 9155

**Thames Water:** 0845 920 0888

**National Grid – If you smell gas call 0800 111 999**

### LOCAL HEALTH CENTRES

**Leighton Road Surgery:** 01525 372571

1 Leighton Road, Linslade, Bedfordshire LU7 1LB

**Bassett Road Surgery:** 01525 373111

29 Bassett Road, Leighton Buzzard, Bedfordshire LU7 1AR

**Pear Tree Dental Practice:** 01525 372732

28 Hockliffe Street, Leighton Buzzard, Bedfordshire LU7 1HJ

**Leighton Buzzard Health Centre,**

**Dental Department:** 01525 751104

25 Bassett Road, Leighton Buzzard, Bedfordshire LU7 1AR

### LOCAL COUNCILS

**Central Bedfordshire:** 0300 300 8301

**Dacorum:** 01442 228000

**Buckinghamshire County Council:** 0845 370 8090

### LOCAL SUPERMARKETS

**Waitrose:** 01525 378334

9 Water Bourne Walk, Town Centre, Leighton Buzzard, Bedfordshire LU7 1DH

**Tesco:** 0845 677 9421

Vimy Road, Leighton Buzzard, Bedfordshire LU7 1ER

**Morrisons:** 01525 851909

Lake Street, Leighton Buzzard, Bedfordshire LU7 1WS

### LOCAL LEISURE

**Tiddenfoot Leisure Centre:** 01525 375765

Mentmore Road, Linslade, Bedfordshire, LU7 2AF

**Energie Fitness:** 01525 853000

Unit 2, Leighton Road, Leighton Buzzard, Bedfordshire LU7 1LA

**Leighton Buzzard Theatre:** 0300 300 8130

Lake Street, Leighton Buzzard, Bedfordshire, LU7 1RX

## VAT

All charges are subject to VAT at the prevailing rate.

**YOUR SIGNATURE(S)**

You confirm you have been provided with a copy of these 'Guidance Notes for Tenants and Notification of Charges', and have read and understood it. You agree to pay the charges outlined when required to do so.

Print Name(s)

Signature(s)

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Date

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**T. 01525 853733**

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