



Guide for prospective tenants

Thank you for using our services in your search for a home to rent. You will find below a guide to the process involved once you decide to make an offer.*

The process:

- You will complete an application form with all tenants' details (and guarantors if applicable), employment status (and job titles if applicable), income situation, conditions of offer, tenancy length, proposed rent and start date.
- We will put forward your offer to the landlord with all the above information.
- Once your offer is accepted, a payment of intent equal to one and a half week's rent will be due as soon as an offer is accepted. This fee is refundable at the start of the tenancy (by means of deduction from the security deposit).
 - If you decide to withdraw from the proposed tenancy once the offer is agreed or references are not forthcoming or prove unsatisfactory, we will return the payment of intent less any costs incurred (for example reference fees, or costs involved in remarketing the property).
- With the landlord's approval, we will remove the property from our available property list, prepare the paperwork and carry out reference checks on all tenants. If requested documents or completed reference forms are not received within 48 hours, the property will likely be made available once again.
- We will prepare all necessary documents for digital signing and ask that they are reviewed by you as quickly as possible. Please contact us immediately if you have any queries, otherwise we ask that they are signed within 72 hours of you receiving them.
- **All monies due must be paid in cleared funds at least two days before the start of the tenancy otherwise there is a risk of you not being able to move in on time.** Payments should be made by bank transfer. Please note, payments made from overseas accounts can take significantly longer and you should allow ten working days.
- **The Immigration Act (2014) states we must obtain confirmation that all tenants have the Right to Rent in the UK. All named tenants and guarantors must provide photo identification and proof of address (commonly passport and bank statement / utility bill dated within the last three months).** We also require to see sight of any relevant visas or permits if originating from outside the EU (tenants only). Please note original documents must be seen (or officially certified copies provided) before a tenancy starts. We ask that you provide clear colour scans as an interim measure once an offer is agreed.

*Please note that information provided in this document is subject to change at any time and is subject to contract.

Initial invoice payment (prior to start of tenancy) consists of the following:

Rent: Rent is usually payable either per calendar month, quarterly or six monthly in advance. Future rental payments will be requested by standing order four days prior to the rent due date.

Deposit: A security deposit equivalent to six weeks' rent will be required. (In some circumstances it could be higher. If for example you have a pet, a larger deposit could be requested by the landlord.)

Reference fees: References will consist of a credit check, financial assessment and if applicable, a landlord reference. Each adult tenant and guarantor (where required) will be referenced at a cost of £60 each.

Tenancy agreement, check-out fee and administration fee: We do not charge tenants these.

Check-in fee: The Tenant is responsible for the cost of the check-in at the start of the tenancy (the landlord pays for the inventory and check-out). This helps safeguard your deposit in the event of a dispute. Cost is variable depending on the size of the property and the contractor used (£120-£216).

Referencing tips

Tenants will need to earn at least 2.5 x the yearly rent (30 x monthly rent) with their combined gross annual income.

If the financial assessment is insufficient, then there are potentially a few other options depending on the circumstances (subject to the landlord's agreement):

- Rent can be paid as a lump sum (usually either six or twelve months in advance)
- An additional upfront payment of rent, thereby reducing the monthly amount due for the remaining term
- A guarantor can be used.

Guarantors

A guarantor can be anyone who lives within England or Wales (most likely to be a close friend or family member). They must have an income in excess of 3x the yearly rent (36x monthly rent) as their gross income and it is preferred that they are a homeowner.

They will be referenced in the same way as a tenant and will also sign the tenancy agreement or contractual guarantee which holds them legally responsible for all liabilities contained within the tenancy agreement should the tenant/s not comply with them.