

INFORMATION FOR EXISTING TENANTS

WHAT DOCUMENTS WILL I RECEIVE?

Within 14 days you will receive: –

- DPS Prescribed Information
- DPS Deposit ID
- Details of how to setup your standing order

WHAT ARE THE RESPONSIBILITIES OF THE LANDLORD AND TENANT?

The **Landlord** is responsible for: –

- Maintaining and repairing hot water and heating systems, electricity and plumbing
- Maintaing and repairing any appliances which were included within your tenancy
- Communal area cleaning

The **Tenant** is responsible for: –

- Notifying utility companies and the council of your occupancy
- Paying all bills for electricity, gas (if applicable), water and council tax
- Bills for telephone, broadband and cable TV
- Insuring your possessions which are being kept in the property
- Insuring the Landlords fixtures and fittings (such as laminate flooring)
- Keeping the property clean and in good condition
- Informing the Landlord of any problems
- Replacing lightbulbs
- Maintaining your garden if you have one

HOW LONG IS MY TENANCY?

- All of our tenancy agreements are a minimum of 6 months. Your contract cannot be terminated within this period by either the landlord or the tenant.
- We will write to you roughly 6-8 weeks before the expiry of your agreement. Should you wish to vacate the property after the tenancy comes to an end, the landlord will require 28 days notice. This notice should be given in response to own email or letter and given in writing either by letter or email. If your landlord requires possession then 2 months' notice is served along with a Section 21 Notice.

WHAT IS A SECTION 21 NOTICE?

- A section 21 notice allows the landlord to take possession of the property at the end of tenancy. It is there to safe guard the landlord from any problem tenants and is only enforced when strictly necessary.

HOW DO I PAY MY RENT?

- Our preferred method of payment is by Standing Order. Paying by Standing Order is quick and convenient and also carries the added peace of mind that it is your instruction to your Bank to pay us. You will receive an email or letter within the first 14 days of your tenancy stating how to pay your rent.
- Please note there is a 3% charge for all payments made via Paypal.

WHEN IS MY RENT DUE?

- Your standing order should be set up to leave your account 4 days before the date your tenancy was signed, for example, if you signed your agreement on the 14th, your standing order should be set up to leave your account on the 10th.

WHAT IF MY RENT IS LATE?

- If you ever experience difficulties paying your rent, for whatever reason, it is imperative that you speak to us as you may incur a late payment fee.
- Do not ignore the problem and contact us immediately to discuss matters as and when they arise.

I'VE DECIDED TO MOVE, WHAT DO I NEED TO DO?

- If you have decided to move you will need to put this in writing 28 days before you intend to vacate (see 'How long is my tenancy?'). We will then write to you explaining everything you need to know when vacating the property.

CAN I MOVE OUT EARLY?

- You can move out early. You will need to give 28 days written notice from the date that your rent is due. However you will be liable for any rent until the expiry of your tenancy agreement. We will also try to re-let the property but until a new tenant has been found you will still be liable for any rent due. Please also note that in this event you will be terminating a fixed agreement prior to the expiry term, therefore you will be required to pay the landlords agents fee for re-letting the property.

THE DAY I MOVE OUT?

- A time will have been arranged with one of representatives to collect the keys from you.

WHAT CONDITION DO I LEAVE THE PROPERTY IN?

- The property needs to be left in the same state you took it in. All of our properties are professionally cleaned before any tenant moves in. A receipt from the professional cleaning company must be produced at check out.
- Any damages, mess or items not listed on the inventory will be deducted from your deposit.

HOW DO I GET MY DEPOSIT BACK?

- At the end of the tenancy you will need a Deposit ID number (supplied by ourselves after you move in) and a repayment ID number supplied by the DPS. It is important to retain these numbers; otherwise you will not be able to claim back your deposit.
- If for some reason you do not have this number you will need to contact the DPS directly to receive it. For more information, visit their website www.depositprotection.com, or by telephone on 0844 472 7000.

DISPUTING THE AMOUNT DEDUCTED FROM YOUR DEPOSIT?

- All vacated properties are fully assessed with a check out report. The £65 per person charge can be deducted from your deposit. The checkout report is then directly compared with the inventory conducted just before you moved in.
- Any damages caused by negligence, accident or undue wear and tear will then be charged to the tenant.
- If the tenant does not agree with the charges, we will firstly explain the charges. If the tenant still does not agree to the charges, then the case will be referred to the DPS. If there is a dispute, The DPS administrators return any undisputed amount to the relevant party, but hold the disputed portion until the ADR service decides what is fair.