

## **IMPORTANT INFORMATION FOR ALL PROSPECTIVE TENANTS**

Thank you for your enquiry. We are delighted to assist you in your search for a property.

### **TENANCY**

The majority of properties are let on an Assured Shorthold Tenancy for a minimum term of six months. This may be extended for a fixed period of time or on a periodic basis, subject to the Landlords consent.

### **RENT**

The first month's rent is payable in cleared funds in advance of the commencement of the tenancy and thereafter monthly in advance by standing order. Any missed payments without valid reason will be subject to an administration charge at the discretion of Downer & Co (Lettings) Ltd. And will be at the rate of £24 Inc vat for each letter & or email sent chasing arrears.

### **DEPOSIT**

A deposit equivalent to one and a half months rent is payable by cleared funds in advance at the start of the tenancy. The deposit will be held by Downer & Co (Lettings) Ltd under the terms of the Tenancy Deposit Scheme, unless otherwise stated. The deposit is held until the determination of the tenancy and returned subject to any dilapidations assessed, dispute or outstanding accounts. In the event of a dispute the case may be referred to an independent assessment committee.

### **RESERVATION PLEDGE**

On agreeing the terms and conditions of the offer we will require a non-refundable reservation pledge of £300 within 48 hours to secure the property. The property will only be removed from the market once this money is received and we will not show any further applicants the property during this 48 hour grace period. This pledge will be taken off the first month's rent on move in. Downer & Co (Lettings) Ltd reserve the right to increase this reservation pledge as appropriate in cases where the proposed move in date is in excess of 4 weeks from the offer agreed stage. In the event of the tenant withdrawing from the offer this money will be passed to the Landlord as compensation.

### **REFERENCES**

Downer & Co (Lettings) Ltd will take up references for each adult to be named on the tenancy agreement using a professional referencing company to investigate all applicants' identity, financial, credit and employment status. Where appropriate they will also obtain Landlord references. Downer & Co (Lettings) Ltd will require a contribution of £60.00 Inc Vat per tenancy towards referencing. Applicants will also be required to pay an administration fee of £216 Inc. VAT towards the cost of drawing up the tenancy agreement, associated documents and tenancy administration costs. This contribution is non-refundable in the event of unsatisfactory references or the application is withdrawn by the applicant without valid reason.

If a guarantor is required a further tenant assessment form will need to be processed. The fee per guarantor is £60 Inc Vat. The guarantor will need to sign the original tenancy documents prior to the agreement starting.

In rare cases of failed references we will review the individual circumstance and options include an increased deposit or full payment in advance.

### **INVENTORY**

A detailed independent inventory of the property, its contents and condition will be provided at the start of the tenancy (the Landlord will pay for this document to be drawn). The tenant is advised to check the inventory and note any discrepancies and comments before returning it signed to Downer & Co (Lettings) Ltd. At the end of the tenancy we will refer to the inventory as part of our check out procedure. The fee for this service is £180 Inc. VAT.

### **RENEWAL**

After the initial term of the tenancy should you wish to renew, there is a charge of £60 Inc vat per property, which is payable upon signing the new agreement. There will be no charge for agreements that run on a statutory periodic basis.

### **SERVICES**

Unless otherwise stated the Tenant will be responsible for the payment of the water rates, council tax, gas, electricity, fuel, telephone, television licensing and any other additional services they choose to opt into.

### **MAINTENANCE & REPAIRS**

If Downer & Co (Lettings) Ltd manages the property, we will arrange for any maintenance and repairs requested, subject to the Landlords approval, provided that the problem is not caused by the Tenants neglect or misuse. If we are not managing the property, the Tenant must contact the Landlord directly. The cost of repairs carried out without the Landlords consent will be the responsibility of the tenant.

### **ENDING THE AGREEMENT**

It is the responsibility of the tenant to inform Downer & Co (Lettings) Ltd in writing if you would like the tenancy to end. Most tenancies will run on to a Statutory Periodic Term if this is not received - Please check your agreement or speak to the negotiator that you are dealing with.

### **INSURANCE**

It is your responsibility to insure your own possessions for the duration of your stay. Most standard household insurance policies will not fully protect tenants of rented properties - particularly if they are rented on a multi-tenure/shared basis. Downer & Co (Lettings) Ltd have a good relationship with a local insurance provider and can arrange a quote for you for the protection of your possessions during your tenancy. Please speak to the negotiator you are dealing with.

### **COMPLAINTS**

In the event of a complaint you will be reassured to know that Downer & Co operates a Complaints Handling Procedure, approved by the Royal Institution of Chartered Surveyors and this includes the ability for redress by the Ombudsman for Estate Agents, of which we are a Member.

Signed;.....(All applicants.) Date:.....

I/We agree the terms outlined above.