

## Information for tenants

### The procedure

1. Please select the property(s) you wish to view from our Website/Rightmove/Zoopla.
2. Please email us with your selected property(s).
3. We will send you a viewing application form.
4. Please submit your application to view. We need to know about all adults over 18 years of age that wish to rent the property.
5. Your application will be shared with the landlord and the landlord will confirm if a viewing can be offered. Please use the link to our application form or complete a Property Passport using The Lettings Hub: <https://customer.lettingshub.co.uk>
6. If a viewing is arranged, you will need to adhere to our health and safety procedures to keep us all safe.
7. If you like the property and wish to rent it, we will ask that you confirm this to us by email.
8. We will inform the landlord of your wish to let the property.
9. If agreed, we will send you confirmation information by email.
10. Once you have acknowledged all the information, we will ask that a reservation fee be paid. This is equivalent to one week's rent.
11. We will ask that you supply your ID to satisfy the Government Right to Rent legislation. Please visit the following link: <https://www.gov.uk/check-tenant-right-to-rent-documents/how-to-check>.
12. We will then commence referencing, if required.
13. We use an external company to conduct referencing and they will check your credit, income and seek a landlord's reference (if you have rented recently). References will be required for each adult who will be renting /living at the property.
14. The information given on your viewing application must be the same as that confirmed by the referencing company. Your reservation fee is at risk if any false information is given or information is omitted from your application form.
15. On the conclusion of referencing we will re confirm a check in date to the property.
16. We will send out draft paperwork electronically to you to read.
17. You will need to transfer the remaining rent and/or deposit to us on the morning of check in. Bank details will be supplied.
18. On the check in day, all tenants will need to attend the office to sign and receive paperwork. You will need to bring the originals of your ID for us to view.
19. We will hand you the keys to your new home.

## Reservation/offer letter/Property Passport/ references and timescales

### Reservation/offer letter

Upon the landlord accepting your offer we will require you to pay a reservation fee equivalent to one week's rent, sign an offer letter and give us sight of your ID (see 'Right to Rent Check and Identification' below).

Prior to signing an offer letter and making payment we will require you to acknowledge receipt of the EPC and How to Rent Booklet.

We will not allow you to reserve a property without formal acknowledgment of these documents. We will also supply at this time a draft blank tenancy agreement and any other relevant information that we may be in knowledge of at this time.

### Property Passport

If you wish to obtain a 'renter's CV' before applying for a property, please create a Property Passport. This will provide us with referencing information we can pass on to landlords immediately. More information about Property Passport will be provided at property viewings or can be found on our website ([www.emsleysestateagents.co.uk/renting/property-passport](http://www.emsleysestateagents.co.uk/renting/property-passport)).

### References

You will be sent a link to a referencing agency by email and be asked to complete referencing via them. References will need to be obtained and be passed within 15 days of signing the offer letter and agreement signed unless a later date for signing is agreed in writing.

References are usually a credit check, income check and landlord's reference.

After 15 days the landlord may recommence marketing the property if references have not been obtained.

Where you supply your own references, these will need to verify, and we reserve the right to request that re-referencing be undertaken by the referencing agent submitted by us to you.

### Reservation fee

Your reservation fee will not be refunded if the details given in references are not the same as the information supplied on your application form. Your reservation fee will be returned if the landlord does not wish to continue or the property is re-marketed within 28 days of payment.

On completion of the tenancy the reservation fee will be used in conjunction with the rent and deducted from the first month's rental payment.

## Right to Rent and Identification

It is a legal requirement for landlords and letting agents to undertake a Right to Rent check prior to letting. We are required to check your immigration status and that of anyone aged 18 or over who will be living with you.

For information on Right to Rent checks and documentation we require please use the following link:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/573057/6\\_1193\\_HO\\_NH\\_Right-to-Rent-Guidance.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/573057/6_1193_HO_NH_Right-to-Rent-Guidance.pdf)

We must see you in person before allowing you to sign the tenancy agreement and complete the letting. If any person aged 18 years and over will live at the property, we will also need to undertake a Right to Rent check for them, even if they are not named in the Tenancy Agreement.

To comply with money laundering regulations, we are also required to obtain proof of your address. We will require you to also bring a utility bill or bank statement less than three months old. These must be original copies and supplied in person.

## Payments in Advance

If it is agreed that you will be paying a lump sum payment for the rent and deposit such as six months in advance, we will require you to comply with our Money Laundering Regulations. We will require proof of the monies and how you have accumulated the monies into your account. This may require confirmation from 3<sup>rd</sup> parties such as Solicitors or Family Members.

All information will be submitted to our Compliance Officer and require their confirmation that the letting can go ahead before a tenancy agreement can be completed.

## Deposit

Upon letting the property, you will be required to pay a deposit equivalent to 5 weeks, or a sum agreed by the landlord. The deposit will be registered with a tenancy deposit scheme and we will provide you with full details. You will be sent details of its registration within 30 days of the start of the tenancy.

The tenancy cannot commence until full payment of the deposit has been made.

## Smart deposits/*Reposit*

Where we offer the *Reposit* scheme you will need to pass their qualifying criteria and pay a premium of one week's rent to enable them to set up the policy. The cost is less than you would pay for a tenancy deposit, but you do not get any of it back when you leave.

After you leave, if you owe the landlord any rent, have not paid your utility bills, water rates or council tax to the date your tenancy legally finishes or if you have damaged the property, *Reposit* makes a pay-out to the landlord. You will be required to repay *Reposit*.

Smart deposits do not have to be protected in a government-backed scheme. Please ask for more details if you wish to use this scheme.

### **Inventory/Check in and check out**

Where Emsleys Estate Agents' Lettings and Property Management team is managing the property, you will be supplied with an inventory at the outset of the tenancy. You will have 7 days to check this inventory and return it with any comments or amendments you may wish it would make. If you do not return it in 7 days, we will deem that you have accepted the inventory given to you.

This inventory will be used to check you out of the property when you leave. We will make an allowance for fair wear and tear for the length of time you have been living at the property, but we would always encourage tenants to ensure the property has been thoroughly cleaned when they leave. If you have a pet, you should have the carpets professionally cleaned and de-odoured. This will reduce the chance of any dispute occurring.

In cases where the landlord is managing their own property, you will be supplied with an inventory and you should ensure you check and return this to them within 7 days of the tenancy starting. Your landlord will undertake the check-out of the property when you leave.

If the landlord is managing the property but Emsleys Estate Agents have registered the deposit, the landlord will still undertake the check out and we will need you and the landlord to provide details of the return of the monies. We will also need you to provide us with your bank details for payment.

If a dispute arises, we would refer you to the details of the scheme as given to you at the outset of your tenancy.

### **Tenancy Agreement**

The Tenancy Agreement sets out the terms of the property you are letting. It is important that you read and understand the terms and conditions prior to signing it.

### **How to Rent Booklet/EPC**

Before placing a reservation fee you will be given a Government guide '[How to Rent](#)' and the [EPC for the property](#). These documents are supplied for you to read and understand the letting process and energy performance of the property you wish to rent.

## Tenant charges as per the Tenant Fees Act 2019

- **Rent** – as set out in the tenancy
- **Tenancy deposit** – equivalent of 5 weeks' rent or use of *Deposit* scheme if offered by your landlord (and you have met the eligibility criteria for *Reposit*).
- **Reservation monies** – equivalent to one week's rent.
- **Payment in the event of a default** – such as loss of keys, security device, alarms etc. The tenant will pay the cost of replacement keys or devices including any associated contractor bills and £30 (including VAT) for administration.
- **Payment on variation, assignment or novation of a tenancy** – £50 (including VAT) per change. For example; change of name such as marriage, divorce or transgender; change of the rent due date; inclusion or exclusion of pets; change for permitted occupiers.
- **Payment on early termination of the tenancy** – cost of landlord's reasonable fee to remarket, plus a £50 administration fee for the Deed of Surrender.
- **Payment for Council Tax to the end date of your tenancy.**
- **Payment for utilities** – such as gas, electricity, water, LPG or oil.
- **Payment for a television licence.**
- **Payment for communication services.**

### Charges for non-assured short hold tenants and licences (contractual agreements):

- **Reference fee** – £150 (including VAT) per tenancy.
- **Right to Rent check** (for permitted occupiers) – £50 per occupier. All other charges listed above also apply.
- **Referencing on vacation of a property** – should a reference be requested from Emsleys Estate Agents' Lettings and Property Management service from a referencing agency or other body, a charge of £50 (including VAT) per tenant will be required in exchange for a reference. We will require proof of a tenant's consent to supply a reference.

## Commission statement

Emsleys Lettings and Property Management receive commission from *Reposit*, *Homeshift* and *HomeLet* should you choose to purchase any of their products.