

# Tenants' Guide to Services and Fees

We have produced this guide to inform tenants of the procedures and requirements relating to a typical tenancy. It is important that you read it carefully so as not to delay the securing of a property. Please note the charges listed below are the MAXIMUM fees that will be applied depending on your circumstances and the number of tenants and all fees are inclusive of VAT. We aim to be as transparent as possible when disclosing our services, procedures and fees. Whilst every care is taken, changes such as seasonal promotions do occur so contact our lettings branch directly for an accurate assessment of your rental needs.

<p><b>TENANCY APPLICATION/REFERENCES</b> When a suitable property to rent has been found ALL persons aged eighteen or over will complete an Application Form and will be named in the Tenancy Agreement. We will take up references on behalf of our client, your landlord, which may include a bank reference for which your bank may charge a nominal fee, a credit reference, an employer's reference, an accountant's reference, and a previous landlord reference. A payment to indicate your commitment is required when you submit your application and is held against expenses and fees incurred. If your application is successful this payment will be deducted from your Initial Money. The payment is non-refundable should your application be unsuccessful or withdrawn in certain circumstances, the details of which are set out in the confirmation letter. Please note that this payment in advance does not constitute a tenancy or offer of a tenancy but is proof of your serious intention to proceed.</p>		
<p><b>TENANCY AGREEMENT</b> Before any tenancy begins you will sign a Tenancy Agreement setting out the landlord's and tenant's obligations. A charge of £300 is made for the preparation of the original Agreement and a further £125 for any extension Agreement(s) subsequently entered into. Once the Tenancy Agreement has been executed by you and the landlord it is binding. Should you change tenants at any point during the tenancy you must inform us and, subject to your landlord's agreement (which might include the need to take up new references) we will prepare new documents for signature. Our fee for this will be £300.</p>		
<p><b>SECURITY DEPOSIT</b> Before your tenancy commences you will be required to pay a security deposit which will be a minimum of one and a half month's rent. This deposit is held by us as stakeholders or passed to your landlord. The deposit is held against any damages or expenses arising during your tenancy and will not be released until after you vacate the property, all rent has been paid up to date and we have written confirmation of any costs for damages from both parties. No interest on the deposit is payable to either party.</p>		
<p><b>TENANCY DEPOSIT PROTECTION</b> When you pay a security deposit your landlord or agent must protect it using a Government authorised Tenancy Deposit Scheme. This is to ensure you get all or part of your deposit back when you are entitled to it and any disputes will be easier to resolve. Within 30 days of paying your deposit your landlord or agent is required to give you details about how your deposit is protected. This includes the contact details of the tenancy deposit scheme and what to do if there is a dispute at the end of the tenancy.</p>		
<p><b>WHEN DO YOU SIGN AND WHAT DO YOU PAY?</b> Once acceptable references have been received and approved, a date will be agreed for the commencement of your tenancy. It is essential that you sign the Tenancy Agreement and pay the Initial Money before this date.</p>		
<p>The Initial Money consists of:</p> <ul style="list-style-type: none"> <li>• First month's rent in advance</li> <li>• Security Deposit - one and a half month's rent</li> <li>• Administration Fee £50 per tenant</li> <li>• Referencing Fee £75 per tenant</li> <li>• Check-in fee - minimum of £72.00</li> <li>• Tenancy Agreement £300 (if supplied by us)</li> </ul> <p>If there are any guarantors to the tenancy:</p> <ul style="list-style-type: none"> <li>• Guarantor Referencing Fee £100 per guarantor</li> <li>• Agreement of Guarantee £75</li> </ul> <p>And if the tenant is a company:</p> <ul style="list-style-type: none"> <li>• Company Referencing Fee £175</li> </ul>	<p>Other Charges:</p> <ul style="list-style-type: none"> <li>• Change of Sharer £300</li> <li>• Extension Agreements £125</li> <li>• Outgoing reference fee £24</li> </ul>	<p>Optional extras if agreed:</p> <ul style="list-style-type: none"> <li>• Express Move-In within 3 days £100</li> <li>• Express Move-In within 5 days £50</li> <li>• Saturday Move-In £60</li> <li>• Pet licence fee £75</li> </ul>
<p>The Initial Money will be detailed in the confirmation letter and must be paid by debit card, bankers draft or building society cheque. If you use a credit card there will be a 3% additional charge to cover the costs. PLEASE NOTE WE DO NOT HAVE THE FACILITIES TO ACCEPT CASH.</p>		
<p><b>INVENTORY AND SCHEDULE OF CONDITION</b> An Inventory and Schedule of Condition of the property, its contents, furniture, fittings and effects will normally have been prepared. This will be checked and agreed with you at the commencement of your tenancy. It is important that you take care in agreeing the Inventory and Schedule of Condition at this stage as it will form the basis of any claim for damages, by your landlord, at the end of the tenancy. At the end of tenancy the Inventory and Schedule of Condition will be checked again. In your own interests we strongly recommend that you are present at both the check-in and check-out.</p>		
<p><b>RENTAL PAYMENTS</b> All rent is payable in advance by standing order. Please note that all standing order payments should be made three days prior to your rent due date to allow for clearance. Should you experience any financial problems during the course of the tenancy it is essential that you contact us immediately.</p>		
<p><b>TENANT'S OBLIGATIONS</b> You should be aware that responsibility for the property rests with the tenant during any tenancy. It is particularly important that any gas or electrical problems are reported immediately and the property is fully secured when you leave it unattended at any time. During the winter months necessary steps must be taken to prevent the freezing of the water and heating systems. In leasehold properties, mainly flats and maisonettes, the tenant will be bound by the rules and regulations affecting all residents within the block, contained in the head lease.</p>		
<p><b>THE AGENT'S OBLIGATIONS</b> Our obligations will vary depending on which of the following services we provide for your landlord:</p> <ul style="list-style-type: none"> <li>• Purely let the property</li> <li>• Let the property and accept the rent</li> <li>• Let and manage the property.</li> </ul> <p>You will be advised which of the above applies prior to your tenancy commencing but should you need further details regarding a specific property please contact your local branch.</p>		
<p><b>MISC</b></p> <p><b>Property Visits:</b> - Properties may be subject to visits. The purpose of these is to check the condition of the property, its cleanliness, garden maintenance and the way in which the tenancy is being conducted generally. A mutually agreeable appointment will be made in advance with the tenant.</p> <p><b>Pets:</b> - Should you wish to keep one or more pets in the property we will negotiate this individually with your landlord, and include a specific clause in your tenancy agreement.</p> <p><b>Council Tax:</b> - It is the tenant's responsibility to pay the Council Tax directly to the local authority.</p> <p><b>Insurance:</b> -The tenant is responsible for insuring his / her own personal effects and furnishings. Should you require insurance, we can provide a competitive quotation.</p> <p><b>Burglary:</b> -Should the property be burgled during the tenancy you should contact the Police and your local branch immediately.</p>		

A DRAFT TENANCY AGREEMENT IS AVAILABLE IN ANY BRANCH FOR A PROSPECTIVE TENANT TO READ PRIOR TO THE COMMENCEMENT OF A TENANCY. COUNTRYWIDE RESIDENTIAL LETTINGS WILL OPERATE IN ITS OWN NAME WHEN PROVIDING ADMINISTRATIVE SUPPORT.

We operate a client money protection scheme provided by RICS and an independent redress scheme provided by The Property Ombudsman [www.tpos.co.uk](http://www.tpos.co.uk)