

INFORMATION FOR TENANTS

FINDING A PROPERTY

Our primary function is to assist Tenants to find properties to rent that will meet their needs. We maintain a database of properties available to rent and of prospective Tenants and their requirements. As properties become available, our first action is to contact waiting Tenants on the database, who's requirements match the property. Typically properties to rent become available about two months before occupancy date, so where possible it is advisable to start looking early.

VIEWINGS

Having identified a potentially suitable property, we will arrange a viewing. This will be at a time to suit you and could be at evenings or weekends, subject of course to the Landlords permission. All viewings will be accompanied by a member of staff, who will be able to provide immediate advice and answer any questions you may have.

OFFER / APPLICATION

Having decided on a property, you will need to complete a written application form. At this time any details or requirements can be provisionally agreed, such as occupancy date, duration of the letting, etc. All properties are to be let on an Assured Shorthold Tenancy initially for a 6-month period.

On application, an Administration Fee will be required, together with proof of identity, e.g., valid passport or driving licence, along with six months bank statements and your National insurance number. If you are not registered at the address you have given you must supply a utility bill. This fee is non refundable even if you decide not to proceed for any reason, or if the tenancy fails to proceed due to incomplete or inaccurate information provided in the tenancy application.

REFERENCES

We will take references on behalf of the Landlord. Normally these will include your employer, financial, credit reference agency, and any former landlord reference.

Where a Tenant is unable to meet the required income, the Tenant may have a Guarantor (who must be a UK based employed home owner) agree to underwrite any rent liabilities. If financial or employer references are unavailable, then a guarantor (who must be a UK based employed home owner) will be required and an extra fee will be charged. (£75 per Guarantor application)

RENT

Rents are normal quoted on a calendar month basis. In addition, the Tenant is liable to pay for services to the property including Council Tax, Water Rates, Gas, Electricity, Telephone, TV license and contents insurance on their items where applicable (special tenants contents insurance can be arranged via us if required).

Rents are payable by standing order (unless alternative arrangements are agreed in advance) to our Company bank account monthly in advance, with the first month's rent due before taking occupation of the Premises.

If a tenant has to leave the property before the tenancy has expired, they will be liable to pay the full rental up to the end of the tenancy or until a new tenant has been found. This is subject to the landlord's Agreement.

DEPOSIT

A deposit (or 'bond') is required prior to occupation. This is normal equal to one months rent, but may be more. Check with our representative. Where we are managing the property, this is held by ourselves in accordance with the 2004 Housing Act and notification given to the tenant of the precise location and conditions of holding of the deposit within 14 days of the tenancy commencing and held until the end of the tenancy. Where we are not managing the property it will be passed over to the Landlord who will be finally responsible for notifying the tenant of the precise location and conditions of holding of the deposit within 14 days of the tenancy commencing.

The deposit is held to cover any breakages, damage, or other tenant liabilities. Where we are managing, at the end of the tenancy, we will check the property in the presence of the Tenant and assess any damages and deductions due. The balance of the deposit will be refunded after the termination of the tenancy, once the Checking Out report that we prepare is **accepted** by the landlord. Forwarding addresses should be left with the agent for the refund of the deposit. If the Deposit is being held by a third party approved deposit scheme, the agreed deposit will be refunded to the tenant directly from them.

PLEASE NOTE THAT THE DEPOSIT CANNOT BE USED BY THE TENANT TO COVER RENT.

ADMINISTRATION / AGENCY FEES

A fee is due to this company prior to the start of the tenancy to cover the tenant's share; including the preparation of the tenancy agreement, and any legal notices, referencing and check-in and check-out. Our Fees are payable on application.

Should references prove unsatisfactory or if the applicant withdraws the offer for any reason, then payment Will not be refunded and will be offset against all costs incurred.

STAMP DUTY

It is a legal requirement to stamp Tenancy Agreements where the term rental exceeds £5,000.00. Tenancy Agreements which have not been stamped, may not be used as evidence in a Court of law. The onus for Stamping the original Agreement is on the Tenant.

OTHER TENANT CHARGES

The following charges may apply during your tenancy.

Renew fee for further Shorthold Tenancy (either 6 or 12 months) £30.00.

Providing written reference for mortgage purposes £30.00

If an appointment is arranged for a property visit after a Tenancy has commenced, but the tenant then fails to be present to allow access, an abortive visit charge will apply £30.00.

If tenants accidentally lock themselves out of the property and call out The Agent, to let them back in, a call-out charge will be made of £30.00

Copy of any documents mislaid i.e. Tenancy Agreement/Inventory £30.00

DURING THE TENANCY

ANIMALS: Most landlords do not permit domestic animals but there are exceptions. If you do have a pet and you are looking for a property through us, please let us know we shall do our best to help.

INSURANCE: It is a requirement of the lease that you are insured under your own contents policy, which must include accidental damage to Landlords contents (**PROOF OF POLICY WILL BE REQUIRED AT COMMENCEMENT OF TENANCY**) so in order to help protect tenants deposits against deductions for accidental damage.

We have negotiated with **Home Let** on your behalf to provided a policy to cover your possessions and help Protect your deposit. Covers starts from as little as £7.50 per month please ask for further information. The tenant will be responsible for any damager caused by frost. In the event of a property being left vacant for any length of time during the winter, the tenant should ensure that the water system is completely drained down.

GARDENS: Gardens should be properly maintained throughout the year.

FORWARDING MAIL: All mail addressed to the landlord should be redirected to the Agent for onward transmission. On vacating a property it is your responsibility to make arrangements with the Royal Mail for redirection of your own mail.

INSPECTIONS: All properties managed by Sino-UK Residential Lettings are inspected periodically by prior arrangement with the tenants (you do not need to be present) giving forty eight hours notice. These inspections will be carried out during normal office hours.

SMOKE ALARMS: Where battery operated smoke alarms have been installed, it is the tenants' responsibility to test these from time to time and to ensure that the battery is in working order at all times.

TERMINATION OF TENANCE: Prior to the end of your tenancy, you will be contacted to arrange a mutually convenient time for you to be checked out of the property (this only applies for managed properties). At this time, meter readings will be taken and the keys to the property handed over. Please see that everything listed in the inventory is returned to its original position. Allowances are made for reasonable wear and tear. In accordance with the Tenancy Agreement, the property **must be cleaned to a professional standard to include carpets**. Any extra cleaning will be charged to the tenant and deducted from the deposit. Forwarding addresses should be left with the agent or landlord, if he is managing the property, for the refund of the deposit.

REFERENCES TO LENDERS, LANDLORDS ETC: A fixed fee of £30.00 will be charged for supplying References to a third party. Your written authority will be required with the fee before sending any information to a third party.

INVENTORY: An inventory will be taken at the commencement of the tenancy of all items left at the property by the Landlord, the condition of these items and general overall condition of the property. It should be noted that you as tenants, will be held responsible for the difference in condition of the property and contents at the end of the tenancy (of course fair wear and tear accepted). Once the inventory has been checked and signed, the keys will be handed over to you for you to commence your tenancy (only applicable for managed properties).