



TENANT INFORMATION

This is a guide to help you over the next few weeks and explain the procedures once you have decided to rent with us. ***The information detailed below does not form any part of a contract which may be entered into as part of a tenancy but is issued for guidance only.***

ONCE YOU HAVE FOUND A PROPERTY

When you have viewed a property that you wish to rent, we will ask you for a Booking Deposit of **One Weeks Rent. We cannot hold or reserve a property for you until the booking deposit is paid.**

We regret that an application from anyone under the age of eighteen may not be considered.

REFERENCES

We take out references on every person over the age of 18 years moving in to the property. These will include the most appropriate from the following:- EMPLOYER, ACCOUNTANT, BANK, MORTGAGE PROVIDER, PREVIOUS LANDLORD, CREDIT CHECKING AGENCY, NOMINATED CHARACTER REFERENCE.

We obtain references via Rent 4 Sure a credit referencing Agency. In certain circumstances we may also ask for a guarantor, someone who will agree to pay the rent if for any reason the tenant defaults. If you are self-employed, we would require a reference from your Accountant or the name of a suitable guarantor. A decision as to whether or not a Tenancy may be granted cannot be given until we have had confirmation of satisfactory references. The process of taking references, drawing up the tenancy documents etc takes approximately five working days from the day we receive your completed application form and administration fee.

RENTS AND DEPOSITS

Prior to moving in you will be asked to pay the following:-

- 1) One month's rent in advance. The rent is then paid monthly in advance throughout the duration of the tenancy.
- 2) The equivalent of five weeks rent is taken as a deposit and kept in a bonded client account by CS Properties. Occasionally the landlord may hold the deposit. The deposit will be returned to you after the end of the Tenancy following the Inventory check-out. Providing the property has been left in Inventory order and there are no deductions to be made for damage, missing items or cleaning in which case there may be a delay in the return thereof. Additional deposit will be taken if tenants are given permission to keep pets at the property.

Payment may be made by Debit card, Credit Card, Cleared Bankers Draft or Bank Transfer. If you wish to pay by cash, then we have to charge a cash handling fee as we are charged by the bank for paying it in. All cheques must be made payable to CS Properties.

MOVING IN / PAYMENT OF RENT

When all the references are received, we will arrange a date for you to move in. On the day in question we will meet you at the property to sign all the relevant documents and hand over the keys.

After the initial months rent, payments will be made via a standing order, the form for which we shall supply. This will be dated 3 working days before the rent is due to allow for the banking process. Should the rent be more than 5 days late reaching our account then a Late Rent administration fee will be levied.

In the unlikely event that a standing order is returned by your bank 'REFER TO DRAWER' an administration fee will be made to cover costs and bank charges that we would incur.

SERVICES

You will need to contact the utilities:- gas, electricity, local council, water board to inform them of your occupation of the property and where appropriate or practical, meter readings. If you require BT, Sky or other multimedia services you must apply to them in person. Although a telephone socket may be present in the property, it may not be in working order. The landlord is not responsible for any charges made to connect or reconnect the line.

MOVING OUT

Approximately 2 months before your tenancy is due to expire; we will contact you to confirm whether you or the landlord wishes to extend the tenancy. If both parties wish to extend then the relevant paperwork will be drawn up to carry on the tenancy for a further term you wish.

However, should the tenancy expire on the original date, we will contact you to arrange a mutually convenient time on or after that date to check the contents against the original inventory, take final meter readings and check you out of the property. After all the paperwork has completed we will return your deposit to your bank account less any charges for inventory dilapidations if necessary. A report advising on any dilapidations to be made from the deposit will be sent to you normally within 10 working days from you moving out. Under the 2004 Housing Act, any irreconcilable disputes will be handled under the Tenancy Deposit Protection by The Dispute Service, of which CS Properties are a member.

You must advise all relevant utilities as to the final meter reading and also a forwarding address so that all final bills can be despatched to you. You must not arrange for supplies to be disconnected. The phone number at the house on arrival must stay at the property on your departure.

Should you wish to terminate your Agreement prior to the end of the term and your Agreement does not include an appropriate Break Clause you will be responsible for the Landlords costs incurred in re-letting the property.

MAINTENANCE

If anything goes wrong with the structure of the property or contents (supplied by the landlord), the landlord is responsible for the repairs. In managed properties, any problems should be reported to us as soon as convenient. Please do not instruct a contractor yourself and send us the invoice, as this will not be paid by us or your landlord unless we have previously agreed to do this. If anything goes wrong due to misuse or neglect it will be your responsibility to cover the costs of repair.

In unmanaged properties you should report them directly to your landlord.

Your own furniture and possessions are of course your responsibility to insure against fire and theft. (Neither CS Properties or the landlord will accept any liability for a tenant's failure to have their personal possessions fully insured) In the case of managed properties we will at various stages of your tenancy make property visits. We will give you prior warning of these.

MAINTAINING THE PROPERTY AND GARDEN

The tenant is responsible for normal household maintenance at the property i.e. replacing light bulbs and smoke alarm batteries, cleaning windows, cutting lawns, maintaining hedges, borders, keeping all guttering and drains clear from leaves and blockages. If there is a garden with your property you must keep it in good seasonal order. You must not uproot established trees and shrubs and you must not remove lawns as already laid at the start of the tenancy.

If you share a common entrance to your property with other residents you are required to keep this area and other shared areas clean and tidy.

GAS APPLIANCES

By law your landlord must comply with the Gas Safety Regulations 1994 and subsequent associated legislation. Your landlord must have all gas systems, appliances and flues checked every 12 months by a CORGI registered engineer. It is in the interests of your own safety and welfare that you fully co-operate with contractors making appointments with you to carry out a gas safety inspection. A copy of the Landlords Gas Safety Certificate is held at the office.

TENANT DECORATION / ALTERATIONS

Your landlord wants the property to be treated as your own home. However, the landlords or agents **PRIOR WRITTEN CONSENT** must be obtained prior to any redecoration or alterations being carried out. Failure to comply with this may result in you being charged the cost of returning the property to its original condition at the end of your tenancy. You are not permitted to alter, add, pull down or remove any part of the fabric of the building or the gardens.

OPENING HOURS: Monday to Friday 9.00am to 5.30pm Saturday 9.00am to 1.00pm