

HOUSING HELP

A helping hand to finding your next home

TERMS OF SERVICE - IMPORTANT INFORMATION

This document enables the service known as 'Housing Help' operated by 'London Residential Inventories' hereby referred to as 'LRI' which is a trading name of 'AIG Ltd' to act on your behalf in contacting landlords and agencies and any necessary organisations with the sole aim to find you, your next place to live.

Have all your documents ready as Landlords or agencies/organisations will want to confirm your identity, Immigration status, Credit history and employment status (if working) and proof of any benefit being claimed.

Please read through this document and sign accordingly.

After signing this document you will need to pay a one-off fee of **£109.99**. This payment includes the minimum 'service fee' of **£39.99** which will be deducted if you do not find a property through us, as payment for services rendered. The remaining **£70** will be refunded. If there are any extenuating circumstances we can investigate whether a full refund is necessary. We require the following Information along with payment paid in advance for us to start the search for your next home.

IDENTIFICATION – Passport and valid visa where applicable.

RIGHT TO RENT- You will need to provide a copy of your passport. If you don't have a British passport you will need to also provide a government provided 'share-code' (guidance on how to provide this can be given if needed).

PROOF OF UNIVERSAL CREDIT, HOUSING OR ANY BENEFIT BEING CLAIMED – Please provide proof of payments, or the application. Alternatively, a contact and their contact details at the council that can be contacted to verify.

PROOF OF ADDRESS – This can be a utility bill (gas, water or electric, Council Tax) or Bank Statement if original copy – Please note: - must be dated within the last 4 weeks and cannot accept mobile phone bills.

PAYING SERVICE FEE – Payment must be made via debit card through our secure payment solution online.

Please note: We can only help if accurate information is provided, the requested documents and proof of universal credit, housing benefits or any other benefit being claimed. If the information provided or documents are found to be deliberately dishonest you agree to forfeit the whole service fee paid.

There is no time-limit for how long we will help. We will search on your behalf until a suitable property or solution is found or your money back minus the minimum service fee which is currently **£39.99**.

Please note: Any applicable refunds will be processed within 3-5 working days back to the original payment method.

*Please have a look at the useful documents on the website prior to renting. Once you have found a property you will be in direct contact with either the landlord or agency/organisation that have the property.

If you require further assistance for example attending viewings or with the application process until moving in, we can help for an additional fee of **£34.99**. This is optional.

By signing this document you agree to allow the representatives of 'LRI' delivering the service known as 'Housing Help' to hold/process your data & information while acting on your behalf including registering with if necessary, any estate agents or other necessary organisations if needs be.

This form will be sent via DocuSign to be signed. If you have issues signing you can print, sign and send via email to info@londonresidentialinventody.co.uk

SERVICE FEE SCHEDULE

Service Fee **£109.99 one off payment.** This is for providing the service, searching on your behalf and representing you. There is no time limit to how long we will search on your behalf for. Service stops once you have found a property or if either party 'The Applicant(s)' or the representatives of 'LRI' delivering the service known as 'Housing Help' terminate this agreement. Please Note: Any notice from either party will need to be in writing at the earliest convenience, this can be sent via email.

This fee will be withheld in full if any relevant person (including any guarantor(s)) provide materially significant false or misleading information.

Minimum Service Fee **£39.99 deducted from the one off service fee if you don't find through 'LRI' of 'Housing Help'.**
Immediately from instruction we start searching on your behalf, so this covers the time and effort we would have put into starting the search and contacting our network of landlords and agencies.

Paperwork/Application fee (Optional) **£34.99 additional payment**
We can help you with negotiating and delivery of requests agreed, viewings, the paperwork and the process on the whole until you move-in. We can offer guidance on the referencing, Right-to-Rent checks, documents required to be provided to you, as well as advice on execution of any new legal documents.

Termination of Service
Should you not find a property through the service known as 'Housing Help' operated by 'LRI' you will need to notify us immediately in writing of any termination, this can be sent via email and **£70.00** will be refunded back to the original payment method within 3-5 working days .

DETAILS NEEDED: WE REQUIRE THE FOLLOWING INFORMATION:

Full Name(s)?- (All persons moving with you 18 or above)	
Total number of Adults that will be moving with you?	
Profile of Applicants Moving in? Are you a couple, family, sharers, Fostering etc.	
Reason for your Move? More space, Landlord selling etc.	
Contact Details? Mobile and Email Address of main applicant filling this form	
Current Address?	
Are you Currently Renting or with Family/Friends?	
How Many Children will be living with you?	
Ages of the Children?	
Any Pets? - How many and what do you have	
How Many Bedrooms are you looking for?	
Furnished/part-Furnished/Unfurnished?	
Latest Moving Date? - If applicable	
Max Rental Budget?	
Any Special requirements? Must have e.g. Wheelchair access/Has to be Ground Floor/parking etc.	
Any Bonus Criteria? Important but not a deal breaker- Parking, Garden/Balcony etc.	
Any Other Requirements we should know? – If none put N/A	
What Benefit(s) are you claiming- Please state whether Universal/Housing/PIP/Tax credits/JSA etc.	

Are you currently receiving these already? Yes/No	
Do you have Proof of Entitlement or payments received?	
Amount of Universal Credit/Housing or any other benefit being claimed?	£
Employment status? Please indicate whether you are - Employed/Self-Employed/Unemployed/full-time/part-time/Zero-hour contract/etc.	
If Working what is the name of the company you work for, and duration of employment?	
What is your Job title?	
Earnings Before Tax? Approx	£
Amount of Savings? If applicable (In a UK account)	£
Any Adverse Credit? – criminal record, CCJ's, IVA's Bankruptcy, debt management etc. Settled or unsettled (5 yrs or less)- Please provide details?	
Do you have a British Passport? Yes/No	
If No, what passport do you have? Country issued	
Current Immigration Status? Indefinite Stay or limited leave to remain etc.	
Do you have a 'Right to Rent' Sharecode, if so please share? (To generate please use link-click or copy+paste into browser and follow steps) https://www.gov.uk/prove-right-to-rent If you don't please provide a visa application reference so we can contact Home Office and request a status update.	

Please note; Any deliberate effort to provide misleading information or documentation will result in termination of this service and loss of your entire Service Fee payment.

THIS MUST BE COMPLETED IF ANOTHER PERSON OTHER THAN ONE OF THE PROSPECTIVE TENANTS (NAMED ABOVE) WILL BE PAYING THE INITIAL SERVICE FEE.

Will a third party pay the initial Fee on your behalf? YES / NO

If No, please write N/A on each line.

If yes, please state the following information:

Full Name of third party _____

Address of third party _____

Contact number _____

Email address _____

SERVICE FEE EXPLAINED

Thank you for applying to use our service. Before we can start searching on your behalf, you will need to pay to us the service fee which is currently £109.99. This document explains what happens to that service fee, the non-refundable portion and the circumstances in which the deposit will / will not be refunded in its entirety. It is important that you know your legal rights and accordingly you should feel free to seek independent legal advice before signing this or indeed any other document which we might put before you.

Once we have received your payment, you will be assigned a consultant who will start searching on your behalf immediately. Once the search has begun you will be able to provide the documents requested, as long as you confirm you have them we will start. You will be able to email or call for updates on your search but we will keep you updated as much as possible.

If at any time you decide you no longer require our representation because you have found or no longer looking for any reason, then your Service Fee payment will be refunded minus the 'Minimum Service Charge' which is currently £39.99. While representing you if it comes to light that you or anyone your moving in with has deliberately provided us with false or misleading information/ documentation which renders us unable to help you then your entire 'Service Fee payment' will not be returned. It will be retained by 'LRI' of 'Housing Help'.

Once you have found a place to live we are happy to help with the processing of the application and offer assistance for an additional fee currently set at £34.99. This is optional and at any point you can let us know you require this and we will support until you move in.

There are no other fee's associated with using this service apart from those stated in this document. Any payments of a holding deposit, first months rent or Dilapidation deposit will be paid by you or any associated party directly to the agency or landlord managing the property.

How personal information about you will be used

Where 'LRI'/'Housing Help' handles your personal information, 'Housing Help' will do so in accordance with all applicable legislation protecting the personal data of natural persons, including the Data Protection Act 1998 and any replacement to it (and, from 25 May 2018, the General Data Protection Regulation (Reg (EU) 2016/679)), together with binding guidance and codes or practice issued from time to time by relevant supervisory authorities.

DECLARATION

If you have an unspent criminal conviction, or CCJ that is (unsatisfied or satisfied) you must make the us aware of this prior to the start of the search on your behalf as this could affect the outcome of any offer you place to a landlord or agency. If we know immediately we can advise on what you need to do or speak to landlords that will be understanding.

I/We have read, understood and agree to the Service fee schedule and terms as confirmed under this 'Terms of Service' agreement. I/We understand that if I/We do not supply information/ documentation required and/or provide information/documentation that may be deemed inaccurate or fail to declare information ie: If you have any crominal convictions, insolvencies, CCJs, bankruptcies, IVA's or a Debt Management Plans in place this will result in the termination of the service and loss of your service fee payment. Unless it has been made clear from the beginning, Failure to disclose this information on your application form will result in the loss of all monies paid to 'LRI'/'Housing Help'.

I/We understand that the 'Service Fee Payment' needs to be paid prior to any property search being conducted.

**** Payment must be made via debit card on the website or via bank transfer unless advised differently.***

*** I/We can confirm that I/We are instructing 'LRI'/'Housing Help' to help in our property search for a new home. I/we can confirm that to our knowledge the information provided is accurate and not misleading.**

Applicant Signature(s):

- | | |
|----------|-------------|
| 1. _____ | Date: _____ |
| 2. _____ | Date: _____ |
| 3. _____ | Date: _____ |
| 4. _____ | Date: _____ |

Signed on Behalf of LRI/Housing Help: _____ Date: _____