

Tenants' Guide

We have produced this guide to inform tenants of the procedures and requirements relating to a typical tenancy. It is important that you read this document carefully and retain it for future reference. All fees quoted are exclusive of vat at the current rate.

Tenancy Application/References

When a suitable property to rent has been found ALL persons aged eighteen years or over will need to complete an Application Form and will be named in the Tenancy Agreement. We will take up references on behalf of the Landlord, which may include; a bank reference (for which your bank may charge a nominal fee), a credit reference, an employer's reference and, where applicable, an accountant's reference and a previous landlord reference.

An application fee is required when you submit your application, which is £198.00 for the first applicant & £78.00 per applicant thereafter. This initial payment includes referencing a Guarantor should the need arise (a further payment of £60.00 will become payable should any further Guarantors require referencing). This payment is non-refundable should your application be unsuccessful or withdrawn in certain circumstances, the details of which are set out in the confirmation letter.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.

Tenancy Agreement

Before any tenancy begins you will sign a Tenancy Agreement setting out the Landlord's and Tenant's obligations. A charge of £48.00 will be made for any extension Agreement(s) subsequently entered into.

Should you change tenants at any point during the tenancy you must inform us and, subject to your Landlords agreement (which might include the need to take up new references) we will prepare new documents for signature. Our fee for this will be £120.00, including any Referencing required.

Security Deposit

Before your tenancy commences you will be required to pay a security deposit equivalent to one months' rent plus £100.00. 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 received written confirmation of any costs for damages from both parties. No interest on the deposit is payable to either party.

Tenancy Deposit Protection

When you pay a deposit your Landlord or Agent must protect it using a Government authorised Tenancy Deposit Scheme. This is to ensure that you get all or part of your deposit back when you are entitled to it and any disputes will be easier to resolve. Within 14 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.

When do you sign and what do you pay?

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 monies before this date.

The initial money consists of;

- o First month's rent in advance;
- o Security Deposit – equivalent to one month's rent plus £100.00; and
- o Inventory Fee - £72.00.

The initial monies will be detailed in the confirmation letter and must be paid in cleared funds before the commencement of your tenancy.

Inventory and Schedule of Condition

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 when 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 the tenancy, the Inventory and Schedule of Condition will be checked again. In your own interests, we strongly recommend that you are present at the 'Check-Out'.

Rental Payments

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 of the funds. If you pay your rent by cash, debit card or cheque, a handling fee of 1% of the rental figure will be charged. 5% of the rental figure will be charged for credit card payments. Should you experience any financial problems during the course of the tenancy it is essential that you contact us immediately. **Penalties are charged for any rental arrears.**

The Agent's Obligations

Our obligations will vary depending on the service that we provide to your Landlord:

- o Purely let the property;
- o Let the property and accept rental payments; or
- o Let and manage the property.

You will be advised which service we provide prior to the commencement of your tenancy but should you require further details please contact Island Lettings.

Property Visits

Properties may be subject to visits. The purpose of these visits is to check the condition of the property, its cleanliness, garden, maintenance and the way the tenancy is being conducted in general. A mutually agreeable appointment will be made in advance with the Tenant.

Pets

Should you wish to keep one or more pets at the property, we will negotiate this individually with your Landlord and include a specific clause in your Tenancy Agreement together with a Pet Addendum for signature also. An additional £150.00 will also be added to the deposit required, at the Landlords discretion.

Utilities

When a tenancy commencement date has been agreed and all documents have been signed our utility company will arrange for all utilities to be transferred into the name of the new Tenant(s). Regarding telephones, it is British Telecom's policy to carry out a credit check on potential customers before activating a line.

Television Licence

The tenant is responsible for the television licence regardless of whether or not a television is provided by the Landlord.

Council Tax

It is the tenant's responsibility to pay the Council Tax directly to the Local Authority.

Insurance

The tenant is responsible for insuring his/her own personal effects and furnishings. Should you require insurance, we can provide you with details of specialist insurance providers.

Burglary

Should the property be burgled during the tenancy, you should contact the Police and notify Island Lettings immediately.

References

If you require us to provide a reference on your behalf for any subsequent tenancy, we advise that there will be a charge of £10.00.