

## Information for Tenants

Once you have found a suitable property to rent and the terms have been agreed with the Landlord you will be required to pay our Tenant Administration and Reference fee(s) to take the property off the market and to enable us to process your reference application(s) via our reference agents.

As part of this process we will require you to provide us with two forms of identification. The first must be one of the following:-

- Current UK Picture Driving licence
- Current passport or National Identity card
- Electoral Identity Card

The second must be one of the following:-

- Birth certificate
- Marriage certificate
- A current utility bill dated in the last three months

If you are a non UK national we will require the following information and copy documents so that our referencing agents can verify the information provided. These include:-

- Certified copies of documents from an embassy, consulate or high commission of the country of issue or a senior official of a UK employer, lawyer or attorney. Certified copies should be signed “original see” and dated with the full printed name, title/position, telephone e-mail contact and the address of the certifier.
- Copy of your Travel permit including the expiry date and entitlement to work
- Copy of your Work permit.
- Copy of your passport or National Identity Card

Details of the Right to Rent documents required by the Home Office can be found on the following link. [Right to Rent Document Checks](#)

### Administration & Referencing Fees

There will be a charge of £240.00 inclusive of VAT to secure the property you wish to rent. This amount acts as a holding fee against the property you wish to rent until we have received acceptable reference replies from our reference agents. This fee applies to a standard application of 1 or 2 Tenants over the age of 18 years. The administration fee is non-refundable should you decide to wish to withdraw from the tenancy or in the event your references prove to be unsatisfactory.

Contact Pike Smith & Kemp Lettings LLP for our bank account details to make your payment.

Please note that the administration fee inclusive of the VAT will be refunded in full to you in the event the Landlord withdraws from the tenancy for reasons other than indicated. All offers to rent a property are subject to contract and receipt of satisfactory reference replies and correct identification documents being received and verified by our referencing agents.

## Referencing

Each Tenant over the age of 18 years will be required to complete an application for references. Pike Smith & Kemp Lettings LLP will arrange for their reference agents to forward you an email containing a link enabling you to complete your reference information online.

Replies to references are usually received within 48 hours or two working days. We will contact you once the replies have been received.

Pike Smith & Kemp Lettings LLP are unable to confirm your moving in date until all reference applications have been received and cleared and the Landlord is satisfied.

The charge for a reference application per person will be £60.00 inclusive of VAT. If you require a Guarantor the charge for the Guarantor to be referenced will be £60.00 inclusive of VAT per Guarantor.

If you are a UK based Company wishing to rent a property via Pike Smith & Kemp Lettings LLP the charge for a reference to be carried out will be £108.00 inclusive of VAT.

If you are an individual non UK resident the charge for references will be £108.00 inclusive of VAT per person.

If you are an overseas Company wishing to rent a property the charge for a reference will be £144.00 inclusive of VAT.

## Rent and Security Deposit

Once you have signed the tenancy Agreement you will be required to pay the first month's rent in advance and a total of six weeks rent equivalent (the security deposit) one week before the start date of your tenancy.

Please ensure that you include the property address you will be renting as your payment reference. If you are transferring monies from an overseas bank account, please ensure sufficient monies are allowed for any transfer charge made to you by your bank originator.

Contact Pike Smith & Kemp Lettings LLP for the bank account details to make your payment.



### Deposit

Pike Smith & Kemp Lettings LLP are members of the Deposit Protection Scheme (DPS). Upon receipt of your deposit we will forward the monies to the DPS who will act as custodians to the deposit until such time you have vacated the property and any deposit charges, if applicable have been agreed between the named parties to the tenancy agreement.

Once the deposit is lodged with the DPS you will receive a certificate of registration from the DPS which contains a unique reference number for your deposit. Details of the scheme can be found on their website <https://www.depositprotection.com/> or alternatively you can look at the information booklet <https://www.depositprotection.com/documents/tenant-guide-custodial.pdf>

In the event of a dispute where you require assistance with the provision of any paperwork from your tenancy there will be an administration fee payable of £54.00 inclusive of VAT per hour.

## Pet Deposit

If you have a pet there will be an extra deposit required for your tenancy. This will be two months' rent equivalent to cover any damage caused by your pet to the property, fixtures and furnishings or the garden and any buildings. If you have contents insurance you may wish to check with your provider if you are covered for accidental damage for your pet in a rental property. Your Landlord's insurance will not cover any damage caused by your pet to the property fixtures and fittings. The pet deposit is lodged with the Deposit Protection Scheme (DPS).

## Tenancy Agreement

Before you move into the property you will be required to sign the Tenancy Agreement which outlines the Landlord and Tenant's obligations. Once you receive the Tenancy Agreement, if you are unsure of the legal content you should seek independent legal advice from a Solicitor or property expert before you sign it. Pike Smith & Kemp Lettings LLP will email you the tenancy agreement for you to electronically sign using DocuSign. If you prefer to sign in person you will need to make arrangements to come into one of our offices to sign the Tenancy Agreement before you move into the property.

## Checking into the Property

Pike Smith & Kemp Lettings LLP will write and advise you of the check in time for you to be met by an independent inventory clerk or the Landlord to conduct the handover. At this appointment you will be provided with an inventory schedule of condition. This document will form the basis of any deductions from your security deposit and should therefore be checked with care at the check in appointment. The charge for the inventory clerk to check you into the property is generally paid for by the landlord. This excludes Company tenancies. The inventory clerk will provide you with the keys to your property and they will record the meter readings for the utilities. You will be asked to sign a copy of the inventory at the end of the check in procedure.

If the property is managed by Pike Smith & Kemp Lettings LLP, we will write and inform the utility providers and the local authority of your occupancy and opening readings using our providers The Tenant Shop.

The Tenant Shop Limited acts on our behalf to notify the local council, water supplier(s) and energy provider(s) in line with your tenancy start date and secondly to supply notifications to the local council, water supplier(s) and energy providers(s) from the date that you vacate the property. Tenant Shop limited will only use your information for the purpose of council and utility registration, closing of council and utility accounts and Energy/Media comparisons upon your arrival. Call Centre comparisons are completely optional for you (the tenant) and you can opt out at any time. Tenant Shop Limited is fully compliant with the data protection act 1998 and a registered member of the Information Commissioners Office with registration number Z305733X

You will be responsible for setting up your own telephone and television services, broad band, cable or satellite contracts. Alternatively with your written permission The Tenant Shop can provide you with comparisons for media deals. **\* Please ensure that you check with the Landlord first if you intend to have satellite television or broadband services installed.**

It is the Tenants responsibility to ensure that there is a valid television licence for your television regardless of whether the television is owned by you or the landlord in a furnished property. You can make arrangements to do this do this by clicking on the link [www.tvlicensing.co.uk/cs/pay-for-your-tv-licence/index.app](http://www.tvlicensing.co.uk/cs/pay-for-your-tv-licence/index.app)

## **Tenant Obligations**

Minor maintenance such as replacing a bulb or a fuse or battery is the responsibility of the Tenant. It is particularly important that you make sure when you leave the property unoccupied that you take reasonable steps to avoid the freezing of any pipes by setting your heating thermostat onto a low setting. A Tenant will be bound by the terms and conditions of any head lease covering flats and apartments in a managed building.

## **Agents Obligations**

Pike Smith and Kemp Lettings LLP will write and inform you of the service level provided to the Landlord so that you are advised of whom to contact in the event of any maintenance requests.

## **Property Inspections**

If your property is managed by Pike Smith & Kemp Lettings LLP, we will contact you approximately two weeks before to advise you of the appointment. The purpose of the inspection is to monitor the condition of the property whilst under tenancy and to examine any repairs required and report them to the Landlord. Pike Smith & Kemp Lettings LLP will also provide the Tenant with a form to complete to allow the Tenant to advise us of any areas that may need to be drawn to the Landlord's attention in the event you are not going to be present for the inspection visit. There will be a fee of £36.00 inclusive of VAT levied in the event you cancel an appointment with the clerk giving less than three hours' notice.

## **Renewal of the Tenancy Agreement**

In the event you wish to renew the tenancy agreement for a further fixed term there will be a charge for administration for the sum of £36.00 inclusive of VAT at the prevailing rate.

## **Early Termination of your Contract**

In the event you wish to leave the property before the end of your contract date you will be held responsible for any rent payable up until a new Tenant can be found and fully referenced. Once the new Tenant has cleared references and paid the security deposit to Pike Smith & Kemp Lettings LLP we will write to you to make arrangements for you to be checked out of the property. Any rent overpayment will be calculated on a pro rata basis and refunded to you. If a new tenancy is agreed and there is a shortfall of rent offered versus the rent amount paid for your tenancy, any shortfall will be calculated pro rata. Calculated up to and including the end date of your contract. You will be responsible for the payment of the new tenants check in appointment and any charge levied against the Landlord for the inventory to be updated for the new tenancy.

## **Check Out**

Once you have served notice to vacate the property, Pike Smith & Kemp Lettings LLP write to you with the vacating instructions and make arrangements for the inventory clerk or the Landlord to meet you at the property at a pre-arranged time and date to carry out the handover process.

We will provide you with the invoice for payment of the check-out appointment. If you were provided with an inventory at the start of your tenancy this will be used to cross reference the in-going versus the out-going condition. Pike Smith & Kemp Lettings LLP will be happy to provide you with details of their preferred end of tenancy cleaners and gardeners upon request.

Please note: It is in your best interests to be present for your check out appointment. Please ensure that you provide the clerk with copies of any cleaning or gardening invoices.

### **Check Out Charges**

1 BEDROOM	£102.00
2 BEDROOMS	£114.00
3 BEDROOMS	£126.00
4 BEDROOMS	£132.00
5 BEDROOMS	£144.00

\*For furnished properties there will be an additional charge of £12.00 inclusive of VAT per bedroom.

# Tenants Questionnaire

**Please complete, tear off and return to Pike Smith & Kemp Lettings LLP**

<b>Names &amp; Ages of dependents:</b>
<b>Details of Pet(s) to include breed if known</b>

- I/We confirm that I/We have received, read and understood the “Information for Tenants booklet” and that the information provided by me/us is correct.
- I/We enclose a copy of our identification documents/ Visa/ Work Permit/ proof of residency

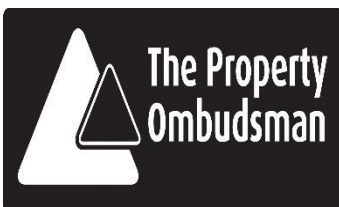
<b>Full name of Tenant(s)</b>	<b>Signature</b>	<b>Date</b>

To speak with us telephone 01628 784400

Or email Chris Scupham at

[lettings@pikesmithkemp.co.uk](mailto:lettings@pikesmithkemp.co.uk)

[www.pskweb.co.uk](http://www.pskweb.co.uk)



Pike Smith & Kemp Lettings LLP are regulated members of the Property Ombudsman redress scheme.