

Darlows



Tenant's Guide

Register with us

This tenant guide has been created to answer as many questions as possible and help you be well prepared for the exciting process ahead of you. We want you to enjoy renting your new home and we always find that if you know what to expect we can provide a better service for you.

We are committed to helping you find your ideal home and have your best interests in mind.

For us to identify properties suited to you, we will ask you detailed questions. Remember, the more information you can give us, the easier it is for us to match you with a property!

To pass referencing you will need to meet at least one of these requirements:

- Have an income of 30x your rental budget
- Have a guarantor (subject to conditions)
- Be able to pay 6 or 12 months' rent up front

Our latest properties are listed on our preferred property search websites and our own website www.darlows.co.uk

Details of your branch contact are:

Name:

Phone:

Email:

When choosing an agent...

Look for the SAFE kitemark; your money will be 100% protected.

Use an agent with membership of a professional body such as the Association of Residential Letting Agents (ARLA), the National Approved Lettings Scheme (NALS) or the Property Ombudsman (TPO); certain standards of practice will be in place and you will have access to an independent complaints procedure.

Check that your deposit will be protected by a government-authorised Tenancy Deposit Protection scheme.



View with us

Want to know more about the property?
We're here to answer your questions. We'll also accompany you on every viewing, including evenings and at weekends.

Unsure about the area?
Just ask. We can advise you about the local amenities, schools and transport links.

Viewings

When viewing...

Try to view with everyone in your moving party. Properties will not always be available for a second viewing.

For properties newly advertised, be ready to view straight away and act quickly if you are interested. These properties are in high demand and often rent within days.



Let with us

When you make an offer it will be put forward to the landlord.

If your offer is accepted, you will need to provide:

- A holding deposit
(By debit/credit card only. Using a credit card incurs a 2% charge)
- Photographic identification for each applicant
(e.g. Driving Licence, Passport)
- Proof of address for each applicant
(ideally a utility bill no older than 3 months; for other accepted documents, please ask us)

Be ready for referencing and have the following to hand:

- Your last 3 years address history
- Your employment details
- (If self-employed) Have accounts/accountant details ready
- (If a company) Have two trade referees ready
- Your landlord details
- Your UK bank account details
- Encourage your referees to respond swiftly

When referencing is underway, we will send both tenant and landlord a 'Subject to Contract' document stating the details of the contract including any requirements/agreements made. If anything is missing, inform us straight away.

If all references are deemed satisfactory then we will create a tenancy agreement.

If there is any problem with the references, we'll let you know straight away and advise you of your options.

When applying...

Be prepared to pay a holding deposit.

Be prepared for the paperwork and have the required documents ready.

Be prepared to be referenced and inform your employer and most recent landlord that they will be contacted.

Make sure you clearly state any requirements as a part of your application.



Move with us

Before you can move in, you must have:

- Signed the tenancy agreement
(signed by all tenants and witnessed)
- A deed of guarantee signed by the guarantor (if applicable)
- Paid the initial monies
The initial monies include: the first month's rent, security deposit, tenancy set up fee and any check-in fee
- Tenant's liability insurance
We can introduce you to Homelet who can offer a tailored insurance policy that protects you against any accidental damage that you may cause to your landlord's fixtures and fittings up to £5000. They can also provide cover to you to protect your own contents as well. Please speak to any member of staff and they can arrange for Homelet to contact you.

Tenancy set up fee This fee is for:

£330 including VAT for one tenant
£78 including VAT for each additional tenant
£78 including VAT for each guarantor if required

- Production of the tenancy agreement including any individually negotiated clauses
- Production of the deed of guarantee if applicable
- Compiling, submitting and completing reference reports for submission to your prospective landlord
- Obtaining acceptance of your reference reports from your prospective landlord
- Obtaining and verifying all safety certificates and consents are in place prior to the move in date
- Arranging quotes and organising any work required pre-let
- Ensuring all paperwork is complete and in place prior to the move in date
- Arranging for the appropriate deposit documentation to be signed
- Taking payment of the move in monies
- Registering the deposit with the TDS and issuing a certificate of registration, where applicable

Check-in fee

£120 for a studio or 1 bedroom property + £10 per additional bedroom.

Once everything is ready we will hand you the keys, either at the branch or at the property check-in. If a check-in is being done, this will allow you to sign a copy of the inventory.

When moving...

Ask to see a valid Gas Safety Certificate.

Ask to see a copy of the Energy Performance Certificate (EPC); this shows the energy performance of the property.



Rent with us

Shortly after you move in, we will send you a welcome pack and tenancy handbook including details and advice about the following:

- Who to contact during your tenancy
- Setting up utility bills
- Setting up rental payments
- Tenant responsibilities
- Making changes to the property
- Property repairs
- Maintenance issues
- Gas safety
- Tenant's insurance
- Information for sharers
- What to do when your tenancy is ending
- Your security deposit
- Customer care

When renting...

Look after the property and keep it in a good condition; damages or dilapidation costs may be deducted from your security deposit at the end of the tenancy.

Pay your rent on time; your landlord may seek possession of the property if you fail to pay your rent.



Your Utility Bills

We want to make sure that everything in your new home suits your needs and, where possible, saves you money. We have therefore partnered with the TenantShop to give you access to the best deals on your energy, contents & gadget insurance, TV and broadband.

The TenantShop offer a free service to help find you the best deal from your preferred choice of supplier and have access to exclusive deals only available to their customers.

To take advantage of this service, please contact either your local branch or property management and we will refer your details over to the TenantShop.



What happens next?

After we refer your details over, a Tenant Shop advisor will be in touch shortly to discuss all of your requirements for media, energy and contents/gadget insurance. They will compare different options with you to ensure that you are set up on the best possible deal.

The Tenant Shop also offer tenants a free comparison service for all of the products they offer to save you time and money. They offer deals with some of the UK's biggest media and energy suppliers.

We offer the best deals with...



Customer care

We aim to provide a first class service and to that end have a monthly customer care award which is awarded to the member of our team that has provided the best service, based on customer feedback.

If you have been given great service and would like to tell us about it we'd be keen to hear from you, please email our customer care team: customercare.lettings@darlows.co.uk

We receive very few complaints, however we understand that sometimes things don't go exactly to plan and can occasionally go wrong. If this becomes the case, we would prefer that you try to resolve the situation with the member of our team you have been dealing with or the lettings manager, but if they are unable to resolve the situation, or you would prefer to, you may write to our customer care team at: customercare.lettings@darlows.co.uk

On moving in you will need to:

- Contact your local council
(with dates and names of who has moved in and when, for tax purposes)
- Set up your utility bills
(it is your responsibility to contact water, gas and electricity companies)
- Check your rental payments have been set up
(check with your bank that regular payments have been set up)

Settle in and enjoy your new home!



If you need more information, call us on **0845 899 4321** or visit **darlows.co.uk**