



# Guide for Tenants

## In 5 easy steps...

### STEP 1 – Pointing you in the right direction...

We are specially trained and equipped to assist Tenants to find properties to rent that will meet their needs. As properties become available, our first action is to contact waiting Tenants on the database, who's requirements match the property. Typically, properties to rent become available about two months before occupancy date, so where possible it is advisable to start looking early.

Having identified a potentially suitable property, we will arrange a viewing. This will be at a time to suit you, and could be at evenings or weekends, subject of course to the Landlords/Tenants permission. All viewings will be accompanied by a member of staff, who will be able to provide immediate advice and answer any questions you may have.

### STEP 2 – Application Process

#### Offer & Application

Having decided on a property, you will need to complete a written application form. At this time any details or requirements can be provisionally agreed, such as occupancy date, duration of the letting, etc.

On application, a Reservation Deposit will be required of £500.00. Assuming the rental proceeds, this will be deducted from the Fees due before proposed tenancy start date. If we or the Landlord decline your application it will be refunded. It will however not be refunded if you decide not to proceed for any reason, or if the tenancy fails to proceed due to incomplete or inaccurate information provided in the tenancy application.

#### References

We will take references on behalf of the Landlord. Normally these will include your employer, any former landlord and a character reference. In addition, a credit check will be undertaken.

Where a Tenant is unable to meet the required income or credit checks, the Tenant may have a Guarantor agree to underwrite any rent liabilities.

We will ask you for Identification from yourself and any joint tenant over the age of 18, we prefer this to be a passport. We will need proof of your current address within the last three months, a utility bill is best.

Affordability of the rental is based on your current monthly salary multiplied by 30.

*Eg. £1000.00 pcm  
£1000 x 30 = £30,000 pa*

Applicants income can be shared.

#### Security Deposit

A deposit is normally required prior to occupation. This is normally equal to 6 weeks rent. Check with our representative. Where we are managing the property, this deposit will be forwarded to the TDS (Tenancy Deposit Scheme).

Where we are not managing the property any tenancy deposit which is required will be taken by the Landlord.

The deposit is held to cover any breakages, damage, or other tenant liabilities. Where we are managing, at the end of the tenancy we will check the property in the presence of the Tenant and assess any damages and deductions due.

Please note that the deposit cannot be used by you to cover rent.

## STEP 3 – Fees & Tenancy Agreement

A fee is due prior to the start of the tenancy to cover the Tenant's share of administration costs, including preparation of the tenancy agreement and any legal notices, referencing and credits checks.

Fees are charged at 12.5 days of the rental, based on 2 applications. Please note there maybe an extra charge for further references. All fees are due to us 48hrs before moving in, we accept payment via bank transfer and you will be supplied with our account details.

<b>Holding Deposit</b>	£500.00
<b>Administration Fees</b>	12.5 days of the annual rental
<b>Inventory – Check In</b>	£100 - £200 dependant on property size
<b>Security Deposit</b>	1½ months rent upfront
<b>Pets</b>	An additional 2 weeks on standard security deposit
<b>Guarantor/Additional References</b>	£80.00
<b>Renewal</b>	£75.00
<b>Change of Occupier</b>	£250.00
<b>Express Check In</b>	3 days rent
<b>Additional Paperwork</b>	£25.00
<b>Early Termination Fee</b>	Equal to Landlords set up fees and £100 administration fee

Our Assured Shorthold tenancy agreements are professionally prepared to include all necessary legal clauses, information relating to the Tenancy Deposit Regulations (TDS) and the mandatory statutory Prescribed Information. Our Tenancy Agreements are regularly checked and updated by our Legal Advisors in order to comply with any new regulations that come into force. These are normally sent out to you a week prior to your start date, so please look out for this on your email.

Tenants are responsible for paying Stamp Duty Land Tax if the rent exceeds £125,000 per annum (£10,416 per month). For further information please contact HMRC.

<b>Term</b>	The agreement is an Assured Shorthold Tenancy Agreement, which means that the tenant can stay in the property for the period of the lease, provided they meet all the obligations of the tenancy with an initial minimum term of six months.
<b>Notice Period</b>	If the landlord wishes to end the tenancy at or after six months, we will serve what is known as a Section 21 Notice, which gives the tenant two months' notice before the tenant has to leave the property. You as tenants have the same right to give notice prior to the end of tenancy with two months' written notice.

## Early Surrender

Due to the terms of the agreement, the tenant is contracted to remain at the property until the end of the period stated in the agreement. Should the tenant decide to leave at the end of the period stated in the agreement, the tenant must notify us in writing, giving a minimum of one month's notice prior to the end of the period. Should the tenant vacate the property prior to the end of the contracted period, whether or not the tenant gives a month's notice the tenant will be liable for all rent payments due until the end of the contracted period, or until we are able to find a replacement tenant. The tenant will also be liable for the landlord's re-letting fee for the new tenancy and administration fee.

## Sharers

Every adult that moves into the property (eighteen years old and above) must be named on, and must sign the tenancy agreement. It will be a breach of the agreement should anybody else move into the property during the tenancy without express written permission from the landlord. Should permission be granted, a new tenancy agreement will be drafted and must be signed by all adults and a further fee is payable.

## STEP 4 – Property Condition & Inventory

Before you move in we undertake a full Inventory and Property Condition Report which you will have the opportunity to check, agree and then sign. The inventory provides a condition rating and description of all of the rooms and it's contents. The inventory and property condition report is drawn up in order to ensure that when you vacate it is clear whether the property has been left in the same condition and good decorative order as when you moved in.

A Check-in will be carried out by an independent inventory clerk which we advise you as tenants to attend. You will receive a copy of the inventory to which you have 21 days from the tenancy start date to add any additional comments in writing to KPL Lettings.

A Check-Out report will take place at the end of your tenancy which we again advise the tenant to attend. Items should be in the same position as noted from the check-in, if not this may incur a charge, payable by the tenant.

Check-in / Check-out rearrangement is possible, but with 24 hours' notice. Failure to notify will result in a cancellation fee of £75.00.

If your property has a garden it is your responsibility to ensure the lawns are cut regularly and the borders are kept weed-free. In addition, the gardens must be kept tidy and free from refuse. If the carpets are brand new or have been professionally cleaned prior to your occupation then you are required to have them professionally cleaned on vacation. If the oven, hob or extractor have been professionally cleaned prior to your occupation then you are required to have them professionally cleaned on vacation.

Strictly no smoking in the property.

Should you wish to make any changes to the property, you must inform us in writing and wait until written permission is given before any work commences. Permission will not be withheld unreasonably but any redecoration should not be anything garish. At the end of your tenancy we may insist that the property is repainted to the same standard as when you moved in.

## STEP 5 – Maintenance & Repairs

For our Fully Managed properties our maintenance team provide day-to-day care for any issues that may arise during the tenancy. If a fault becomes apparent at the property, you must inform us immediately as failure to do so may mean that you are held responsible for any further deterioration as a result of the delay. Once we have been informed of a fault we will contact the landlord and act upon their instructions as swiftly as possible – any emergency repairs will be dealt with as a priority.

**Please Note:** You must not instruct a contractor to undertake any work without our permission. The cost of any works carried out without our permission will become your responsibility.

For non urgent maintenance/repair work we encourage our Tenants to email us and if possible with photographic evidence.

Where repair work is urgent, ie out of hours/weekends, a mobile number is available on our night service which will go through to a member of our team.

We conduct visits on a regular basis. The purpose of the visit is to check to ensure there are no maintenance issues that need attention and also to check the property is being maintained in a fair manner.

Each visit will normally take less than twenty minutes, and we will contact you beforehand giving you notice of our intention, with an appointment date and time. If for any reason the appointment is inconvenient, please contact us immediately so that we can reschedule the date.

If a property is not managed by ourselves, repairs and inspections will be carried out by the Landlord.

### Right to Rent – The Immigration Act

As of the 1st February 2016 the government have introduced the legislation to check that tenants have the right to live in the UK. This applies to any persons over the age of 18 living in the property. The landlord has a duty to check that every tenant has the right to rent. We will ask you at the referencing process for your passport to prove your nationality and that you have the right to rent in the UK. We must take a passport in person with you there and this will be passed onto the referencing company to verify the authenticity. We must take a copy of your documents and keep these on file.

We may require documentary evidence alongside your passport if you are from outside the EEA. If we believe there is an issue with any documentation we are not permitted to rent to you.

KPL Lettings is part of the NALS (The national approved lettings scheme) and The Ombudsman services.

You can find any advice online at:

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

[www.ombudsman-services.org](http://www.ombudsman-services.org)

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