



Guide for **Tenants**

How do I find a property?

Although our web site features properties to let, you should register your requirements with one of our offices and keep in touch with them by phone. Give us your details, a good description of what you are looking for, when and how long you will need it for. You can also download the Featherstone Leigh app, receive email updates and text messages. We will take you to see properties that might be suitable and hopefully find you the right thing.

If we are unable to find you a suitable property, you may wish to register with other Agents. If so, we would advise you to make sure that any other Agent you use is, like Featherstone Leigh, a member of the Association of Residential Letting Agents (ARLA).

What happens next?

Properties can be let very quickly so you may not have much time before the Landlord lets it to someone else. You need to give us your "offer" which should include all information about the people who will be living there, any special requirements you have and how long you want to rent the property for. We tell the property owner about your "offer" who will give us their instructions about what they want to do.

My offer has been accepted what do I need to do?

Your offer will have been accepted subject to references and contract. You will be asked to pay a holding deposit which would be returned to you in the unlikely event that the Landlord changes their mind. You will be also asked to supply details for referencing which is done by a specialist company. It is a good idea to let your referees know that they are going to receive a request and should reply quickly. There is a charge of £60.00 (including VAT) per person for references.

Are there any other letting agreement costs?

Both Tenants and Landlords pay £295.00 (including VAT) per property for preparation of the formalities (Tenancy Agreement and anything else that might be needed). We usually prepare a draft Agreement which is sent, by email, to you and your Landlord for consideration. You need to read the final document very carefully before signing it to make sure that it contains what you are expecting and you understand all your obligations.

How much deposit will I need to pay?

You will be asked for a deposit equivalent to six weeks rent which is held by us as stakeholder. You need to pay this, together with the first rent instalment and any other costs in cleared funds before you can move in. Your holding deposit will be deducted from the amount due.

Most of the tenancies we arrange are Assured Shorthold Tenancies and the deposits are registered with The Dispute Service (www.thedisputeservice.co.uk). You know that your deposit is protected and that any problems at the end of the tenancy can be resolved by an independent arbitrator. Unlike many Agents, Featherstone Leigh does not charge tenants for registering their deposit.

How long can I rent a property for?

Most tenancies are initially for twelve months but any term can be agreed. There are set procedures and timescales for ending tenancies which need to be followed by you and your Landlord.

How many people can rent a property?

Unless you are a family, a maximum of four tenants can live in one property.

How do I pay my rent?

It is your responsibility to ensure that the rent is paid (which means received by us) by the due date on the Tenancy Agreement. We ask Tenants to set up a standing order to ensure this is done. If we have not received rent on the due date, we automatically advise your Landlord. Non-payment of rent (other than due to banker's error) will be recorded and may affect future references. We do not take payment by direct debit or credit card.

What bills will I be responsible for paying?

Under a normal tenancy agreement, it is likely the tenant will be responsible for paying all utility bills applicable for the whole period of their occupancy including council tax. Any service charge or block charge would usually be the responsibility of the landlord.

A guide to our fees and potential costs and charges involved with your property.

Prior to move in

All tenancies will need initial monies paid prior to check in; consisting of a full security deposit and first months' rent. Additional fees and charges are as follows:

	Inc. VAT	(Net charge + VAT)
• Holding deposit (usually equal to one week's rent and deducted from first months rent)	Varies	
• Referencing fees (per person)	£60	(£50)
• To prepare documents for a new tenancy	£295	(£245.83)

During or at the end of a tenancy

	Inc. VAT	(Net charge + VAT)
• To prepare extension documents for an existing tenancy	£125	(£104.17)
• To add additional tenant to existing tenancy	£390	(£325)
• Administration for change of sharer to existing tenancy	£390	(£325)
• Additional referencing fee (per person)	£60	(£50)
• Rent demand letter (if applicable)	£25	(£20.84)
• Outgoing referencing (if applicable)	£25	(£20.84)

At the end of tenancy

Tenants are expected to pay for the checkout fees and for professional cleaning at the end of a tenancy. Quotes are available from independent clerks and contractors only as Featherstone Leigh are not directly affiliated with these services.

Redress scheme

Featherstone Leigh are a member of: The Property Ombudsman.

Deposit protection scheme

Featherstone Leigh are a member of: The Tenants Deposit Scheme.





featherstoneleigh.co.uk