



TENANTS INFORMATION GUIDE

You will not be charged for registering with our agency, however, if a tenancy offer has been accepted holding/administration and referencing fees will be payable.

FEES

Once a tenancy has been agreed verbally you will be required to complete a tenant referencing assessment form and pay your holding/administration and referencing fee/s, details of which are provided at viewings.

This payment is non-refundable except that, if the Landlord decides that the tenancy will not proceed, even though your references have proved satisfactory, then your holding fee will be refunded to you.

REFERENCES

You will be required to complete a credit reference form, which when completed will be faxed or emailed to our credit and referencing company to process the necessary references. Responses are usually within 2-3 working days.

In certain circumstances, we may require a suitable Guarantor; this person will also have to complete a credit reference form which may involve a further charge.

TENANCY AGREEMENTS

Upon the receipt of satisfactory references a tenancy commencement date will be finalised and agreements will be prepared for signature. These documents need to be signed by all parties concerned prior to the commencement of the tenancy.

PAYMENT OF INITIAL RENT & DILAPIDATIONS DEPOSIT

Prior to the commencement of the tenancy, payment of the initial rental amount and the dilapidations deposit will need to be paid. This has to be paid prior to the commencement of the tenancy and must be cleared funds, i.e. Bankers Draft, Building Society Cheque, Cash or Bank Transfer (arranged in time for clearance).

Personal or company cheques will only be accepted seven working days prior to the commencement of the tenancy. All cheques should be made payable to Drummonds.

The dilapidations deposit will be taken and usually held for the term of the tenancy by Drummonds as stakeholders. The sum taken will be equivalent to 1.5 month rent, in some cases it may be higher please check with Drummonds for further details.

Your deposit will be held in a government backed protection scheme. Full details of which will be provided following the signing of the agreement for your home.

The deposit CANNOT be used for payment of rent either during or at the termination of the tenancy.

At the end of the tenancy the deposit will be returned less any agreed dilapidations. Copies of all final bills must be produced before release of the deposit.

Please ensure that a forwarding address is given for the return of the deposit.

RENTAL PAYMENTS

Your rent will be due on the day you commence occupation, and on the same date each month thereafter until the end of the tenancy.

Rental payments can be made by standing order, cheque or cash, however payment should be cleared by the rental due date. In the case of a standing order, payment should be set up to leave your account three days prior to the rent due date, cheques will need to be received at our office seven days prior to the rent due date.

Late payment of rent will result in a reminder letter being generated and an administration charge may be made.

INVENTORY

An inventory for the property will be prepared, unless otherwise specified by the Landlord. It will note all items left at the property, their condition and also the general overall condition of the property itself.

CHECK IN / CHECK OUT

It is essential that ingoing tenants are present at the check in and check out. If tenants are not present the report compiled will be taken as the final version. An appropriate fee will apply.

UTILITIES

Where we are Managing Agents we will contact all utility companies to inform them that the account names need to be changed. Meter readings will be taken and given at this point. However, it is advisable for you to confirm this directly with all utility companies.

During your tenancy you will be responsible for the cost of gas, electricity, water, telephone, council tax, and the television licence unless otherwise stated.

If you wish the telephone to be connected, we would advise that you contact the relevant supplier at least three working days in advance of your tenancy start dates. Any reconnection fees are the tenants responsibility.

INSURANCE

It is not the Landlords responsibility to insure the Tenants possessions. We strongly advise that you have sufficient insurance cover, details for which we are happy to provide.

It is the Landlords responsibility to have insurance cover; however accidental damage caused by tenants will not be covered and will be chargeable.

PETS

In some cases where the Landlord would agree to have pets in the property a larger deposit may be required.

INSPECTION VISITS

In the event that Drummonds are the managing agent we shall carry out periodic inspections. If we are not managing agents then the landlord will make inspection visits

You will be given plenty of notice for this and are expected to co-operate with access arrangements.

Inspections are not just carried out for the benefit of the Landlord; it also gives you, the Tenant the opportunity to raise any maintenance issues.

GARDEN

Gardens are to be maintained by the tenants unless previously agreed prior to the commencement of the tenancy.

If the garden is improperly maintained during the course of the tenancy Drummonds reserve the right to instruct a gardener. The costs of which will be borne by the tenant.

TENANCY RENEWALS

Should you wish to extend your tenancy for a further period an administration charge will be made.

FORWARDING OF MAIL

Unless otherwise instructed, all mail addressed to the Landlord should be sent to Drummonds for forwarding.

Upon termination of your tenancy you are advised to arrange for the redirection of your mail. It is not the responsibility of Drummonds or the Landlord to forward mail.

TENANCY TERMINATION

Towards the end of the tenancy we will contact you to arrange a mutually convenient time for you to be checked out of the property.

Prior to the checking out procedure, everything listed in the inventory provided must be returned to its original position.

Allowances will be made for reasonable wear and tear, however any other dilapidations will be charged to the tenant and deducted from the dilapidations deposit being held.

Final meter readings will be taken and keys handed over to the inventory clerk.

Should a dispute arise regarding your deposit refund that cannot be settled within the prescribed period, the disputed sum will be sent to the Dispute Resolution Service who will consider the evidence and allocate the funds in accordance with their decision. This process is dictated by Law. Please note that this process may take several months.

THE NEXT STEPS....

Having read and fully understood the terms and conditions set out in the above information you will be asked to sign a Tenants Reservation Form, complete a credit and referencing form and pay your initial holding/administration and reference fee/s.

CONTACT INFORMATION

Drummonds Property Letting
& Management Services
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We are members of ARLA Accreditation Number: 3726 & The Ombudsman of Estate Agents Membership number L00082. As such you can be sure of our professional attention and client money protection.

