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RESIDENTIAL LETTINGS & PROPERTY MANAGEMENT
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INFORMATION FOR TENANTS

These notes are **IMPORTANT** and provide information to answer many of the questions which prospective tenants frequently raise.

VIEWING PROPERTIES

When you have registered your requirements with us, we shall provide details of any properties which appear to suit your needs. You can also access available properties via our **web site : www.drewery.co.uk**. When you wish to view a property, please note the following procedures:

1. Please ensure **ALL VIEWERS** are able to attend at the same appointment. We can usually only offer ONE viewing appointment. Please remember to let us know if you are unable to attend, as staff often have to travel fair distances to meet viewers.
2. **BEFORE arranging a viewing**, check the following details:
 - a) whether the furnishings and contents are suitable for your needs.
 - b) the restrictions relating to the property, i.e. whether children,
 - c) the availability of the property. Is the date suitable to you?

HOW MUCH RENT CAN YOU AFFORD?

Many landlords have rent/legal protection insurance, and the insurance companies have strict criteria about the amount of rent a tenant (or Guarantor) can afford. You may wish to discuss this with a member of our staff before deciding on the amount of rent you wish to pay.

REFERENCES (DO YOU NEED A GUARANTOR?)

If in doubt, do discuss with our lettings staff the suitability of your references. You will be advised if you need a Guarantor. Discuss the matter thoroughly with any proposed Guarantor before viewing the property and check that the Landlord will accept a Guarantor instead of normal references. The Guarantor will be entering into a legally binding contract and will undertake to ensure the rent is paid during the tenancy. They may be asked for this to be paid from their OWN Bank Account.

COMPLETION OF APPLICATION FORMS

You will be given application forms to complete. ONE FORM IS NEEDED for each person OVER 18 YEARS, plus any GUARANTOR. (If any tenant will become 18 during the term of the tenancy, you should advise us of this). **SUITABLE IDENTIFICATION WILL BE REQUIRED FOR TENANTS AND GUARANTORS** to comply with current legislation.

WHEN WILL THE TENANCY COMMENCE?

Unless the property is not available until a later date, you will be expected to take up the tenancy within a maximum period of 14 days from receipt of application forms.

You be required to pay an Agreement Processing fee . The application **CANNOT** be processed until these monies are paid. **PLEASE** do not return forms without the fee. (Cheques acceptable, but regrettably no Cash).

WHAT MONIES WILL YOU NEED TO PROVIDE?

- 1. AGREEMENT/PROCESSING FEE - payable with application forms.**
£150 (inclusive of VAT) for the first applicant and guarantor (which includes the cost of the tenancy agreement and legal documentation).
£100 (inclusive of VAT) for all subsequent applicants / guarantors
£50 (inclusive of VAT) for permitted occupiers.

We accept all major debit and credit cards). Personal cheques supported by a cheque guarantee card and made payable to Drewery Property Services are acceptable as well as postal orders.

Important - 'Money Laundering' regulations unfortunately mean that we DO NOT accept CASH payments.

(This is your contribution to the preparation of the tenancy agreement. Until the Agreement is drawn up, the fee is accepted as a non refundable payment to cover the cost of administration, negotiations and taking up of references).

- 2. TENANTS CONTENTS INSURANCE PREMIUM**
Under the terms and conditions of a tenancy through us, you will be required to have cover to protect the Landlord's possessions against Accidental Damage. As a guide, current premiums start at around £50. *You will be contacted by our lettings insurance provider to discuss the levels of cover you require.*
- 3. ONE MONTH'S RENT IN ADVANCE plus THE DEPOSIT (normally one month's rent plus £100)** *Payable on the signing of the Tenancy Agreement.*

When you sign the Tenancy Agreement, you will have to pay the first month's rent, the insurance premium and the the deposit (and a further £100 if you are permitted to keep a pet at the property)

Note: Sorry, but CASH payments cannot be accepted, and PERSONAL CHEQUES need at least 7 working days to clear before the tenancy commences. Rent and Deposit is normally paid by cleared funds, such as Bankers Draft, Building Society cheque or bank transfer and it should be noted that in no circumstances can a tenancy commence until payment is received by cleared funds. We also accept all major credit and debit cards.

WHAT HAPPENS NEXT?

If you wish to take up a tenancy, immediately advise our Lettings Staff and complete the Forms and pay the required fees as soon as possible (and provide photographic identification i.e. copy of your passport). We will then contact the Landlord and inform him of your requirements and circumstances and negotiate the initial terms of the Tenancy.

We will then apply for references and as soon as these are received we will contact the landlord for final approval and finalise the date the tenancy will commence.

UNTIL SATISFACTORY REFERENCES and the Landlord's approval are received there is **NO GUARANTEE** the tenancy can be granted. *In all cases it is of course the eventual decision of the Landlord whether he wishes the tenancy to commence to any particular tenant and this company cannot accept any liability in respect of costs incurred by the tenants in this respect.*

OTHER FREQUENTLY ASKED QUESTIONS:

Rent - This is payable monthly in advance by **STANDING ORDER**. In the case of sharers, one party should set up the standing order and the others should arrange to pay the rent to that person. If there is a Guarantor, they may be asked to pay the rent from their own Bank Account.

Services: Rental is **exclusive** of gas, water, electricity, telephone and other charges for services and Council Tax. **YOU** will need to make arrangements to have water, telephone and council tax put in your name and should remember to do this as soon as know the definite tenancy date. *This company cannot accept any responsibility for services not being available when the tenancy commences.*

DREWERY will make the necessary arrangements to have both the gas and electricity services transferred in to your name when the tenancy starts. *This company cannot accept any responsibility for services not being available when the tenancy commences.*

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Insurances: The Building and landlord's own contents should be insured by the Landlord, but Tenants must have adequate cover for their own possessions. Tenants are required to have Contents insurance and tenancies are offered on this understanding.

Tenancy Agreement: This is a fairly lengthy, comprehensive legally binding document, and prospective tenants are welcome to make an appointment to call into our offices to inspect an office copy before signing. *(Some Landlords ask for extra clauses to be incorporated to cover their own special requirements and these will be drawn to your attention where applicable, as soon as they are known)*

Initial term of a Tenancy: It is usual for the Landlord to grant an ASSURED SHORTHOLD TENANCY for an initial FIXED TERM (usually 6 or 12 months). At the end of the fixed term, (dependent upon the Landlord's requirements) a renewal may be negotiated. Tenants should remember they are undertaking to continue paying rental for the WHOLE of the fixed term and they cannot terminate the tenancy before the end of the fixed term.

Deposits: The deposit is normally held by us (- safeguarded by the ARLA Bonding Scheme).. *Where we are NOT Managing or Rent Collecting Agents, the Landlord may hold the deposit.* At the end of the Tenancy, the Landlord or his Agent should undertake a full check of the Inventory & Schedule of Condition (Check Out). Following this, it is possible to deal with the return of the deposit.

Children, Pets, Smokers etc.

Tenants should carefully check whether any restrictions on the tenancy apply to them so there is no breach of the tenancy agreement. In particular, the approval of the Landlord to keep a pet MUST be obtained. A sum of £100 will be held and retained to cover the cost of any additional cleaning/ flea infestation treatment which may be required. *(Unfortunately, pets do have a habit of attracting unwanted mites which appear in carpets etc. once the pet has vacated.- Often at the start of another tenancy in warm weather, - causing distress to the new tenants and the need for professional cleaning techniques to eradicate the pests!).*

ARLA Fidelity bonding for Rents and Deposits *(Written details on request*)*

All clients monies are held in our designated CLIENTS ACCOUNT and are safeguarded by ARLA FIDELITY BONDING *. Tenants should note that it is not possible to pay interest on deposits whilst they are being held in the Clients Account, and all tenancies are offered on this understanding.

ARE THERE ANY OTHER CHARGES or FEES ?

Apart from the above costs, which are payable BEFORE the tenancy can commence, and the monthly rent during the tenancy, the only other charges you should expect are the charge for the Check out at the end of the tenancy, your contribution to renewal tenancy agreements, Tenants contents insurance renewals and non routine services.

THE FOLLOWING ARE CURRENT* CHARGES (FOR INFORMATION PURPOSES)

(all charges are subject to review)

Renewal Tenancy Agreement

Where a new fixed term tenancy is entered into, the current cost of a renewal Tenancy Agreement is £60.00 (inc. VAT)

Check Out

The Check out is undertaken to ensure that a fair and accurate record is produced as to the contents and condition of the property at the end of the tenancy, to deal with the refund of the deposit.

The actual cost is dependent upon the size and contents of the property, and currently starts at approx. £64 *(inc. vat)*

Tenants Contents Insurance

(subject to review by insurance company as applicable)

As a Guide, current premiums start at around £50

**WE HOPE THIS INFORMATION IS HELPFUL TO YOU
PLEASE DO NOT HESITATE TO CONTACT A MEMBER OF OUR LETTINGS STAFF IF YOU
WANT TO ASK ANY FURTHER QUESTIONS -
Tel : 020 8300 6761 : e-mail – lettings@drewery.co.uk**