

Tenant Information

James Sellicks Lettings will find you the perfect property and make your move as stress free as possible.

You can view all our **properties available to let** online at www.jamesellicks.com.



We will arrange and conduct **viewings** at a time that is convenient for you, from Monday to Saturday. Call us on **01162851600** or e-mail lettings@jamesellicks.com.

Our **referencing** process is quick and simple to complete. We will check your credit report, request a current Landlord reference and confirm your employment, income and affordability.

We will meet you in person to confirm your identity and complete the **Right to Rent** check at our Leicester office at **56 Granby Street, Leicester, LE1 1DH**.

All of our properties have up-to-date **Gas Safety Certificates** and **Energy Performance Certificates**, for your peace of mind.

All of our properties will be clean and operational ready for your move in date. For our fully managed properties, the condition of the property will be evidenced in the **Inventory**.

We will transfer all **utilities** and **council tax** over to your name and provide meter readings.

You will pay your **rent** via standing order on the specified dates as agreed under the terms of the tenancy agreement, normally on a monthly basis.

We will offer you **exceptional service** at all times. If, in the unlikely event you have any problems once you have moved in, we will resolve any issues you may have with the minimum of disruption to you.

We encourage you to treat the property as if it is your own home. We will offer you helpful tips for the avoidance of condensation, together with a seasonal property maintenance schedule.

For our fully managed properties, you can report any **repairs** to us **24hours** a day.



We will deal with your **Deposit** collection and registration in accordance with a government-authorized tenancy deposit protection scheme. We will serve the prescribed information to you and we will comply with the initial requirements on behalf of the Landlord. For managed properties, we will register your Deposit with the **Tenancy Deposit Scheme** and we will hold the funds securely in our client account throughout the duration of your Tenancy. To find out more, visit www.thedisputeservice.co.uk.



We offer **Zero Deposit** with our properties. You can choose between a traditional Deposit, or buy a Zero Deposit guarantee, which costs one week's rent. To find out more, visit www.zerodeposit.com.

At the end of your Tenancy, for our fully managed properties, the condition of the property will be documented in the **check-out** report. We will resolve any disputes amicably between you and your Landlord and administer the return of your Deposit under your instruction.

It is important you have the appropriate insurance in place. We recommend that you take out **contents insurance** for your own belongings. In order to protect the property, we ask you to insure against accidental damage to the property contents, fixtures and fittings - also known as **Tenant Liability insurance**.

The majority of our Tenants prefer a long-term let. Your initial Tenancy term will usually be **6-12 months**. For our fully managed properties, **Renewals** are regularly implemented to assure security of tenure.

For our fully managed properties, we complete regular property **interim inspections**. We will always contact you to advise when we will be visiting and to confirm the appointment is convenient for you.

James Sellicks Lettings is a member with The Property Ombudsman (TPO). James Sellicks Lettings follow TPO Codes of Practice and aims to provide the highest standards of service. Details of the scheme can be found at www.tpos.co.uk.

James Sellicks Lettings is a member of RICS Client Money Protection scheme. Details of the scheme can be found at www.rics.org/uk.

Tenant Scale of Fees

In addition to your rent payment, you may also be required to make the following permitted payments.

Before the Tenancy starts (payable to James Sellicks Lettings 'the Agent')

Holding Deposit: 1 week's rent. Non-refundable if you decide not to proceed with the Tenancy or if you fail to provide the information required for referencing within 15 days.

Deposit: 5 weeks' rent.

During the Tenancy (payable to the Agent or the Landlord)

Rent: Payment of interest for the late payment of rent at a rate of 3% above Bank of England base rate from the date due. Payment of any unpaid rent or other reasonable costs associated with your early termination of the tenancy.

Change of Tenancy: Payment of a charge equal to half of one month's rent to make a change to your Tenancy agreement, subject to the Landlord's approval.

Keys: Payment for the reasonably incurred cost for the loss of keys, security devices or car parking permits.

Pets: Payment of £5 per week per pet, subject to the Landlord's approval.

During the Tenancy (payable to the relevant authority or supplier), if permitted and applicable

Local Authority: Council tax, community charge or similar tax.

Utilities: The supply and usage for water and sewage, gas, electricity and fuel oil.

Communications: Television licence, provision of a telephone line and installation and subscription of cable/satellite and broadband.

Other permitted payments

Any other permitted payments, not included above, under the relevant legislation including contractual damages.