



THE TENANTS GUIDE TO RENTING

Church House, 49 Queen Street, Seaton, Devon EX12 2RB

Telephone: 01297 20290
Email: rentals@johnwood.co.uk

INTRODUCTION

John Wood & Co has an excellent reputation for helping tenants find their new home. We let and manage a variety of properties throughout East Devon, the Axe Valley and surrounding areas. Our experienced Lettings Team are here to help you with your search and to ensure your move goes as smoothly as possible.

Our list of available rental properties is updated regularly. If you would like us to keep you updated with new properties that match your search criteria as they become available, then please contact us to register your interest.

STEP BY STEP GUIDE

This step by step guide is to help you understand how to rent your next home through John Wood & Co. The process is set out below with a few useful tips along the way:

STEP 1 - VIEWING

From looking at our rental list, you've found your potential new home; after contacting us for an initial discussion, we will then arrange an appointment for you to view the property. During the viewing we will give you more information about the rental process, the property and local area and we will endeavour to answer any of your queries.

STEP 2 - APPLICATION FOR TENANCY

Once a suitable property has been found, all applicants over the age of 18 will need to provide us with a completed Tenancy Application Form together with a copy of your photographic identification, i.e. a valid UK passport or driving licence. Identification is required to enable us to carry out and obtain a Right to Rent check on behalf of the Landlord. This is a legal requirement and has to be completed before a property can be let.

Also at this stage you will also be required to submit a holding deposit totalling one weeks' rent, which will reserve the property for you while we carry out the necessary referencing and Right to Rent checks. Please see our costs section for more information regarding the holding deposit.

STEP 3 - REFERENCING

We currently use a referencing agency called Rent4Sure to carry out the referencing on our behalf. You will be sent a link via email to complete their online form. They will carry out checks on your financial status/history, employment history, obtain a Landlords reference (if applicable) and also check your previous address history. Once they have completed their checks, they will send us the completed report. This part of the process can take up to a week depending on the amount of information they require.

Once the report(s) come back as 'acceptable', we will proceed to the next step. However, if the report is 'declined', we will contact you to discuss this further.

Occasionally, a Guarantor will be required if, for example the tenant has not been continuously employed for the past 18 months; has been working abroad in the previous 6 months; the tenants' income falls short of our criteria or the tenants' employment is considered as changeable.

Please note:

1. That the same referencing process using Rent4Sure applies to the guarantor. The guarantor must be aware that they will stand as guarantor for you, (and your partner if you are moving into the property together), for the entire occupancy period, not just for the period of the initial tenancy term.
2. Please note that not declaring or providing false or misleading information which affects the Landlord's decision to let the property to you, may also lead to the retention of your holding deposit and your application being declined.

STEP 4 - TENANCY AGREEMENT AND SECURITY DEPOSIT

Once all referencing has been approved we will contact you to discuss when you would like to move in and arrange for the security deposit to be paid.

Before you sign the Tenancy Agreement, we need to have received your security deposit, paid in cleared funds. Most of our Tenants prefer to pay this via bank transfer.

The security deposit is held and protected for the duration of the tenancy against loss, damage or charges payable at the termination of the tenancy. It is returnable in full at the end of the tenancy subject to final inspection of the property. It should be noted that deductions can be made if the property is not left in a suitable and satisfactory condition at the end of the tenancy.

Once the deposit is in place, an appointment will be arranged with you to visit our office in Seaton to sign the Tenancy Agreement. The Landlord will be asked to sign their copy of the document beforehand. You will receive a copy of this, together with all prescribed tenancy information at this appointment.

STEP 5 - RENT

Rent is to be paid monthly in advance commencing on the first day of the tenancy and then on the same day each month thereafter. You are responsible for setting up a standing order with your bank or building society and ensuring that your rental payments are paid on time each month. As mentioned in our costs section, with your consent, we can deduct your holding deposit from the first months' rent due.

STEP 6 - MOVING IN

Before you move into your new home, we produce a schedule of condition of the property which we ask you to read and sign at your check-in appointment. All information is provided in good faith and is based on our observations on the day the schedule was produced. The property will have a current gas safety certificate, smoke alarm(s) and carbon monoxide detector (if applicable). John Wood & Co endeavour to ensure the property is ready for you to move in, however, please bear in mind, we do not turn on or test any electrical appliances, heating systems, etc.

STEP – 7 PROPERTY INSPECTIONS

If we are managing the property for the landlord, we will visit you periodically to carry out a property check. We will arrange a suitable time to visit you at the property and this should take no longer than one hour.

STEP 8 – MOVING OUT

At the end of your tenancy, it is important that you clean the property through thoroughly. The carpets in the property must be professionally cleaned, especially if you have pets. We can provide you with an end of tenancy check list which will help you with this. You will need to leave the property in the same condition as when you commenced the tenancy, with the exception of reasonable wear and tear.

OTHER POINTS TO CONSIDER

- The Tenant will be responsible for insuring their own possessions.
- The Tenant will take over all utilities such as Gas, Electricity, Water/Sewage charges, Council Tax & Telephone upon moving into the property and will be responsible for contacting the relevant suppliers accordingly prior to commencement of the tenancy.
- Both the Landlords and Tenants responsibilities towards the property are clearly outlined in the tenancy agreement. All maintenance problems and/or breakages should be reported immediately.
- Decoration of the property must only be done with your Landlord's permission.
- No pets are allowed unless the Landlord has given written consent.
- Reasonable notice should be given in the event that the Letting Agent or Landlord wishes to inspect the property outside pre-agreed times
- Most lets are for a minimum of 6 months, although some Landlords may consider longer terms
- If the agent has been instructed to manage the property then you will normally report any repairs or queries to them. If not, then you will deal directly with the Landlord.

COSTS TO TENANTS

In line with the Tenant Fees Act 2019, fees and charges to rent a property through us are as follows:

- **Holding Deposit** - The value of one weeks' rent to reserve the property, which is refundable or, with your consent can be deducted from your first months' rent.

Please Note: your deposit may be retained for the following reasons:

Providing false or misleading information (including guarantors), which affects the Landlord's decision to let the property to you, failing a right to rent check, withdrawing from the agreement or fail enter into a tenancy within the deadline for agreement, which is 15 calendar days or other deadline which has been mutually agreed in writing.

- **Security Deposit** - refundable at the end of the tenancy, subject to final inspection and covers any damages or defaults caused by the tenant, as outlined in the tenancy agreement.

The security deposit capped at five weeks' rent for properties with an annual rent below £50,000 and six weeks' rent for properties where the annual rent is £50,000 or above. The deposit is insured and held with MyDeposits.

As members of the National Association of Estate Agents (NAEA), we are required to hold all tenant security deposits in a government approved, separately audited and designated client account that is fully insured under a Tenancy Deposit Protection Scheme.

- **Default Fees** - as follows:

Late payment of rent - these are charged when the rent is more than 14 days overdue and currently stand at 3% above the Bank of England's annual percentage rate. The charges apply for each day the rent is outstanding.

Loss of keys or security fobs etc., where required under the tenancy agreement.

Changes to the tenancy when requested by the tenant, currently capped at £50.00. These may be implemented for certain situations e.g. change of sharer or permission required to keep pets at the property.

Early termination of the agreement, requested by the tenant. Fees surrounding this will vary from property to property but will not exceed the financial loss incurred by the Landlord for re-letting the property and not be greater than the total amount of rent outstanding for the remainder of the tenancy.

Tenants will be responsible for paying the cost of all utilities, communication services and Council Tax for the property.

John Wood & Co provide a professional, reliable service and we are here to make your move a successful one.