

GUIDELINES FOR TENANTS

INTRODUCTION

Clarke and Simpson endeavour to offer a personal and professional service to both Landlords and Tenants. This guide has been prepared to try and make finding the right property and taking a tenancy as straightforward as possible and we would ask that you take the time to read it through. If any questions remain unanswered please do not hesitate to make contact with a member of our rental team.

Clarke and Simpson are a Chartered Surveying and Estate Agency business based in Framlingham and from there, deal with all types of residential lettings throughout Suffolk. We focus on East Suffolk and as such we can offer the local knowledge to back up our service. Our residential lettings team is ten strong and we endeavour to offer a speedy and efficient letting and management service.

THE TENANCY

Almost all of the tenancies that we set up are Assured Shorthold; these are usually for an initial fixed term of six or twelve months. An Assured Shorthold Tenancy is a binding contract between Landlord and Tenant and it is not possible to leave before the termination date. Some landlords have a preference for six month agreements and others for twelve – this will need to be a matter of discussion with Clarke and Simpson and is usually indicated on the property details. If you wish to leave at the end of a fixed term you need to serve not less than one month's prior notice in writing (from the Term date) in advance. This notice should be served in writing upon Clarke and Simpson or the Landlord, depending on who is managing. The Landlord must give the Tenant two months' notice prior to the end of the fixed term.

As Chartered Surveyors and members of the Association of Residential Letting Agents (ARLA) we have the backing of the foremost professional organisations for rental property and accordingly we have the expertise to offer an excellent service. Deposits are held in accordance with the Tenancy Deposit Scheme, more details of which are given later in this document. No interest will be paid upon deposits held by Clarke and Simpson.

THE TENANCY APPLICATION FORM

Once you have found an available property that you wish to rent, we will be delighted to try and help fill in a Tenancy Application Form. It is important that this document is correctly completed as it will be used to draw up the legally binding tenancy agreement; please give us as much information as possible. Where there are multiple applicants a landlord is more likely to accept an application where they have all relevant information. Your form will need to be submitted with a photocopy of your passport or driving licence and a current utility bill. Please note that completing and submitting this form does not necessarily guarantee that a tenancy will be offered to you. The commencement date of the tenancy will need to be agreed between the parties but you should indicate when you would like a tenancy to start.

We will always take out three references (more if deemed necessary) – a reference from your bank (where applicable), your employer and from your previous landlord or a suitable other referee as agreed between the parties. We will also carry out a credit reference check via Rentshield Direct. If you are self-employed, we will take references from your accountant and/or solicitor. Please note that most banks charge the customer a fee for the reference/status enquiry and we find that this is typically in the region of £5 to £15. Please contact your bank or building society for more information in this regard.

You may be asked to provide one or more guarantors (for example if you cannot provide an appropriate bank reference). These guarantors will be party to the tenancy agreement and will be responsible for any payments not met by you, including payment for any damage you cause. The guarantors will not be entitled to take a tenancy of the property. It is always an advantage to a tenant's application form if a guarantor is available. We will also require two forms of identification from the guarantor.

Once all of the references have been received and assuming these are acceptable, then you will be asked to sign the tenancy agreement (a draft of which will have already been sent to you for approval), this may be sometime before the commencement date. Before signing the agreement, Clarke and Simpson will need to be in receipt of cleared funds equivalent to the deposit and first month's rent. The deposit is equivalent to five weeks' rent and will be held in accordance with the Tenancy Deposit Scheme. Money held by Clarke and Simpson in expectation of a tenancy shall not be treated as deposit until the tenancy agreement is signed by the Landlord and Tenant and is dated. No interest is payable to Tenants on monies held. All clients money is held in a clients account Regulated by the RICS at Barclays Bank, Account No 60253723 Sort Code 20-98-07.

If you are in receipt of any Benefits, have pets or are a smoker, it is best to speak with Clarke and Simpson before viewing. Whether or not an application may be acceptable will depend very much upon individual circumstances, as all Landlords and properties are different and we cannot generalise. Talking to a member of staff in this way should avoid wasting time for all parties and an unsuccessful application. When there are a number of applications for a property, an instant decision will not normally be possible and it can take up to a week, the decision will normally be that of the Landlord.

We will always send out a draft agreement before commencement and it is important that you read this and understand your liability. For example, in most cases, the garden is the responsibility of the tenant and you will be required to keep this in good order. Equally with regard to decorating, you may not undertake any decorating without prior written permission from the Landlord or Agent. Whilst the agreement is relatively standard, we recommend that you take separate professional advice on this before signing if you have any concerns.

RENTAL PAYMENTS

Rental payments will be made either to the Landlord direct or to Clarke and Simpson and the tenancy agreement stipulates that these must be made by standing order. Rental payments should be made promptly and therefore, standing orders will need to be made five working days before the rent is due to allow time for payment to clear the banking system.

ARRANGEMENTS FOR SERVICES / COUNCIL TAX

When you sign a tenancy agreement, it is your responsibility to inform all the utility companies including gas, electricity, water and sewerage, TV licence, telephone etc., of the tenancy commencement date as in most cases you will be responsible for all of these from that date. You should not inform the utility companies until the agreement is signed, unless previously discussed with Clarke and Simpson. In addition, it is your responsibility to inform the relevant council that you are a new resident of a property and that you will be responsible for payments from the tenancy commencement date. You must satisfy yourself that appropriate utility connections, including telephone and television are available.

MANAGEMENT

A number of our rental properties are managed by Clarke and Simpson with the remainder managed directly by Landlords. You will be given the appropriate contact details for all ongoing matters accordingly.

When Clarke and Simpson are managing the property they will make regular inspections after the first three months and thereafter, every six months. In all cases the Landlord will have the right to inspect and access the properties as per the tenancy agreement.

DEPOSIT

All deposits are protected by the Government authorised Tenancy Deposit Scheme (TDS) and must be held in accordance with the Scheme regulations. You will be supplied with details of this and how your deposit is protected under the TDS. This will include contact details of the TDS, contact details of the Landlord or Agent, how to apply for the release of the Deposit, details of the purpose of the Deposit and what to do if there is a dispute about the Deposit. You have a responsibility to return the property in the same condition that it was let to you, allowing for fair wear and tear. It is important that you understand this responsibility.

If you require more information regarding the Tenancy Deposit Scheme, you can find this at www.direct.gov.uk/tenancydeposit, which is part of the Government's central website. When you leave the property, a final inspection will be undertaken. We will try to agree matters in relation to the deposit and, if so, the deposit or the appropriate part of it will be returned to you within ten days of agreement being confirmed in writing. If for any reason the parties cannot agree upon the amount of the deposit to be returned, then the matter will be referred to the Dispute Service. There are details regarding this Service in the Tenancy Agreement.

You will be provided with a comprehensive schedule of condition and inventory at tenancy commencement – this is most important and will be used as our record of contents, and condition etc to assess at termination. You will be given three working days to check this and to make comment if you do not agree with it. If you require a member of Clarke and Simpson staff to meet you and go through the schedule of condition and inventory we will be pleased to do so. If we do not hear from you within the specified time scale we will assume that you agree and accept the contents of the schedule of condition and inventory in full.

WHAT HAPPENS AT THE END OF THE FIXED TERM?

Assuming no valid notice to quit has been served by either party, there are two options for continuation of a tenancy after the fixed term:-

The Tenancy can be converted to a periodic basis and be continued from month to month, if it is what the Landlord and the Tenant agree. To terminate such a Tenancy, the Landlord must give you not less than two months' notice in writing to expire on a rent period date which is normally the date in the month upon which the rent is due and payable. The Tenant is required to give Clarke and Simpson or the Landlord (depending upon who is managing) not less than one month notice in writing to expire on the day before the commencement date in any month.

A further fixed term can be agreed if this is acceptable to both parties and at the discretion of the Landlord.

When the tenancy finally terminates the property will be inspected by the Landlord or Clarke and Simpson depending on whom is managing. (See under Deposit above).

We do hope that these guidelines are helpful to you but if you should have any concerns or queries, please do not hesitate to contact us. A copy of our complaints handling procedure is available on request.

Contact Us



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ACCEPTABLE FORMS OF IDENTIFICATION

- List A Group 1 show a permanent right to rent in the UK - one to be provided; or
- List A Group 2 permit the holder to an unlimited right to rent in the UK - two to be provided
- List B permit the permit holder to a time-limited right to rent in the UK

List A Group 1 - One document to be provided

UK Passport

EEA/Swiss National Passport / Identity Card

Registration Certificate or document certifying permanent residence of EEA/Swiss National

EEA/Swiss family member Permanent Residence Card

Biometric Residence Permit with unlimited leave

Passport of travel document endorsed with unlimited

UK immigration status document endorsed with unlimited leave

Certificate of naturalisation or registration as a British Citizen

List A Group 2 - Two documents to be provided

UK Birth or adoption certificate

Full or provisional UK driving licence

A letter from HM Prison Service

A letter from a UK Government Department or Local Authority

A letter from National Offender Management Service

Evidence of current or previous service in armed forces

A letter from a police force confirming that certain documents have been reported stolen

A letter from a private rented sector access scheme

A letter of testimony from an employer

A letter from a UK further or higher education institution

A letter of testimony from a UK passport holder

Benefits paperwork

List B - Time-limited documents

A valid passport endorsed with a time-limited period

Biometric immigration document with permission to stay for a time-limited period

Non-EEA National residence card

UK Immigration status document with a time-limited endorsement from the Home Office

June 2019