



TENANT BROCHURE

Moving home can be stressful for anyone and when you are planning to rent a home there are all sorts of pressures to deal with. This guide is intended to provide some assistance by offering some information to help understand some of the things to consider.

Why rent through Award Property Management Ltd?

Most people will have an idea of the location, type and size of property they wish to rent and may have a budget in mind. With this information a Letting Agent can help to match your requirements to local property that is available to let.

By choosing and using Award Property Management Ltd you are choosing an agent that is a licenced Safeagent (see our compliance page) you are therefore assured of dealing with an organisation that meets stringent quality standards. As members of the Safeagent scheme, we are also members of their approved Client Money Protection Scheme providing the full assurance that funds are fully protected.

Should things go wrong, we are members of The Property Ombudsman Scheme (TPOS) giving access to fully independent redress, although of course we would hope that this is never required. We are happy to adhere fully to the TPOS code of conduct abide by its rules and guidance.

We are a member of the TDS Tenancy Deposit Protection Scheme which regulates how we take, hold and deal with any tenancy deposit we ask you to place with us, details can be found on our compliance page.

At Award Property Management Ltd we aim to provide the very highest levels of service and tenant support, not just in helping you find the right home but making sure your tenancy runs smoothly.

Finding the right home.

People choose a home for various reasons however it helps to have a clear idea of your requirements in mind before talking to or registering with us. Things to think through before contacting us are:

- Where do you need to be located?
- What size and type of home are you seeking?
- Who is the property for (.e.g. family, couple, individual, sharers, company etc.)
- What is your realistic budget for rent (taking into account other running costs)?
- Are there any additional requirements, do you have pets for instance?
- When do you wish to move?
- What is your employment status and income level?

It is important to be honest with these questions as we would not wish to waste your time with property that might not be suitable for your needs.

Once you are ready to find a new home, then register with us and keep a check on the available property by looking at our website, Rightmove and Zoopla regularly. Things do change and property can be reserved quickly so it pays to keep checking.

Our tenant acceptance criteria

Before taking the step of booking a property viewing, you should consider whether you are able to meet the minimum tenant criteria we outline below:

- We would need to see evidence of your ability to meet an affordability calculation of 2.5 x the annualised rent figure, either singularly or jointly. (For example: If the rent for the property is £800.00pcm, then you would need to demonstrate income of $(12 \times £800.00) \times 2.5 = £24,000$ p.a.
- You must be able to evidence your income source; this can be through evidence from your employer, pension provider, accountant, military allowance confirmation etc.
- You must not have an adverse credit history within the past 3 years (e.g. County Court Judgements (CCJs), Individual Voluntary Arrangements (IVAs), Outstanding debts that are overdue or in arrears).
- If currently renting we will require a satisfactory landlord reference.
- We will need to obtain a satisfactory credit agency score.

- For corporate lets, most established PLC / Ltd companies or large organisations will meet our criteria providing three years trading records are available at companies house and satisfactory accountant references are forthcoming

Providing you are able to meet all of the above, we will generally be happy to receive an application for a property from you, once we have spoken to the landlord.

Booking a viewing.

Once you have identified the property or properties that you wish to view, then talk to us about arranging to go along and have look. We will always accompany you on a property visit and will be happy to answer any questions you may have about the home or the local area. Please bear in mind that some properties may still be occupied and we cannot usually offer viewings the same day for these homes. It is also better to try and ensure everyone in the party can be present at the viewing as we cannot always provide second viewing opportunities. Please be aware that we will ask some questions about your circumstances during the viewing, we do not wish to offend this is just to try and make sure that your wishes and the landlord's requirements can be matched.

Making an application with us.

Should you decide to rent a property with us, we will ask each applicant (and in some cases a guarantor) to complete paperwork that will enable us to fully assess your suitability for a tenancy with us. We may ask each applicant (and guarantor) to complete:

- A copy of our application form (confirming your details and circumstances)
- A Right to Rent Form (confirming your right to reside and rent in the UK)
- A copy of your ID such as Passport, Visa, Residency permit – please note we will require to see original documentation also.
- Proof of your current address.
- Additional information as necessary – bank statements, tax returns, pension statements etc.

It is important that you provide as much information as possible, this will ensure we are able to process your application promptly and provide you with a timely decision.

Reserving a property (see our flowchart for guidance).

Once we receive your application paperwork, we will check that we have all the information we need. Providing the documentation is complete, we will be in a position to reserve a property for you.

Please be aware that there are strict rules relating to the process and timescale (15 days) for dealing with your application. We will make every effort to process things promptly and will ask that you do the same. Please advise your current landlord and employer that they will be asked for references and seek their assistance in turning these around promptly so that the process delayed unduly.

We will confirm the specific timescale for your application and will ask you to sign a document confirming your intention to proceed.

You may be asked to pay a holding deposit and the arrangements surrounding this will be fully explained to you. This may form part of your rent or tenancy deposit should your application proceed. We may return or retain part or all of your holding deposit in the event that your tenancy does not proceed.

We always confirm our decision to you as quickly as we can and will keep you informed of progress with your application if things become delayed for any reason.

When we confirm acceptance for your tenancy, please be ready to sign your Tenancy Agreement and pay your Tenancy Deposit etc. within the timescale given as we cannot hold a property indefinitely for you.

Your tenancy and moving in.

Your move in will always be conducted at the property on the first day of your tenancy. The date and time will be confirmed once your Tenancy Agreement has been signed and all due payments received.

When you move into your new home we will meet you to show you the important things, like where to find the water stopcock and heating controls etc. We will also take meter readings provide details so that utility accounts can be opened in your name(s).

At the handover we will ensure that you have been given all the documentation forming the 'Prescribed Information' for your tenancy and you will be asked to sign to confirm receipt.

Our tenant information pack includes:

- The signed Assured Shorthold Tenancy Agreement (AST)
- Any specific Addenda to the AST covering such matters as Pets / Decoration / Provision of Satellite Dishes etc
- All prescribed information compliant with current regulations
- Full Property Inventory and Condition Schedule
- Confirmation of Utility Suppliers and meter readings
- Information about looking after the property e.g. preventing condensation
- Tenancy Deposit Scheme information and certification
- Bank Standing Order form for ongoing rent payment
- Any specific property details – e.g. appliance manuals
- Contact details for ongoing support and emergency assistance
- Feedback form relating to their experience of using Award Property Management Ltd

You should take time to get to know your new home, if you have questions please do ask us as we are keen to help you throughout your tenancy. Please check your property inventory thoroughly and sign and return it to us as this forms our joint record of the property and its condition at the point you take over the keys.

If you have any problems or notice any faults with the property, please tell us as soon as possible so that we can record them and get things sorted out for you. During your tenancy please keep your property clean and if you notice any faults or problems let us know about them promptly, for emergencies that occur outside of our opening times, we will provide you with our out of office hours contact details.

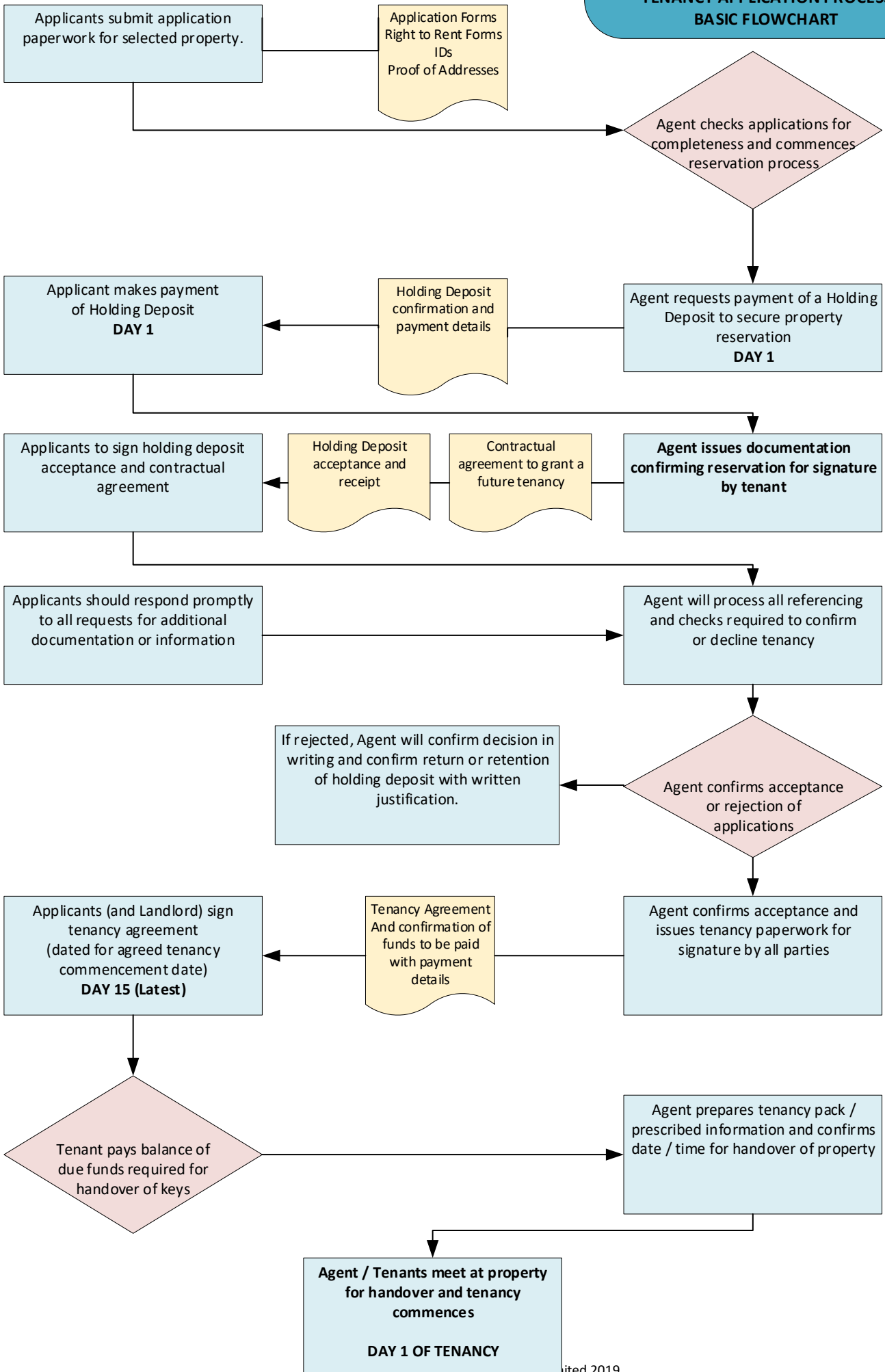
Please be aware that you may retain some liability for damage caused to a property as a result of an ongoing fault that is known about but not reported to us.

Please do not make any changes to the property or repaint rooms, walls etc. without first asking for permission. Landlords will often agree to tenant requests, but often do not take kindly to changes being made without their knowledge.

When you are leaving the property.

Please make sure that you give notice that complies with the conditions of your Tenancy Agreement (if you are unsure, please ask us). We will provide guidance on the process for preparing and handing back the property and will deal promptly with the end of tenancy process. Please follow any guidance given with respect to repairs or cleaning ready for handing back as this will help us deal more quickly with your deposit and will ensure we can return your deposit in full. Our Guide for property return will help you understand what needs to be carried out prior to giving back the key

**AWARD PROPERTY MANAGEMENT LTD
TENANCY APPLICATION PROCESS
BASIC FLOWCHART**



Tenant Fees and Charges

Award Property Management Ltd do not make any charges in relation to your application for, renewal of or ending a tenancy.

We may ask you to pay specific charges in respect of the following matters:

- A Holding Deposit (up to the value of one week's rent for the property. – This may be refunded, applied to your first month's rent or tenancy deposit or may be retained in certain circumstances if your tenancy does not proceed.
- A Tenancy Deposit (up to the value of five weeks' rent for the property in most circumstances) – generally refundable at the end of your tenancy if all tenant obligations have been met.
- A charge for a request to change the tenancy (if such change is requested by you). This will be either a standard charge of £50.00 or more if the reasonable cost of the change exceeds this.
- A charge for an approved request to end the tenancy early. The charge is as specified in the Tenancy Agreement and will be dependent on the timing of the request but must compensate the Landlord for any loss. We will confirm the financial implications upon an individual request.
- Payments in association with utilities and council tax (you will either pay these directly to the providers or through ourselves if included within the tenancy).
- A charge for replacing lost keys when requested. The charges will be the actual cost incurred for replacement keys.
- A default payment in respect of rent arrears in excess of 14 days. Any rent overdue will attract interest charges daily at the rate of 3% above the current Bank of England Base Rate.

TENANT INITIAL PAYMENT GUIDE 2019

Payment Values from 1st June 2019 - Tenants

Monthly Rent		Holding Deposit		Balance Payable		Tenancy Deposit	
PCM		1 Weeks Rent		Month 1 Rent		5 Weeks Rent	
£	600.00	£	138.46	£	461.54	£	692.31
£	650.00	£	150.00	£	500.00	£	750.00
£	700.00	£	161.54	£	538.46	£	807.69
£	750.00	£	173.08	£	576.92	£	865.38
£	800.00	£	184.62	£	615.38	£	923.08
£	850.00	£	196.15	£	653.85	£	980.77
£	900.00	£	207.69	£	692.31	£	1,038.46
£	950.00	£	219.23	£	730.77	£	1,096.15
£	1,000.00	£	230.77	£	769.23	£	1,153.85
£	1,050.00	£	242.31	£	807.69	£	1,211.54
£	1,100.00	£	253.85	£	846.15	£	1,269.23
£	1,150.00	£	265.38	£	884.62	£	1,326.92
£	1,200.00	£	276.92	£	923.08	£	1,384.62
£	1,250.00	£	288.46	£	961.54	£	1,442.31
£	1,300.00	£	300.00	£	1,000.00	£	1,500.00
£	1,350.00	£	311.54	£	1,038.46	£	1,557.69
£	1,400.00	£	323.08	£	1,076.92	£	1,615.38
£	1,450.00	£	334.62	£	1,115.38	£	1,673.08
£	1,500.00	£	346.15	£	1,153.85	£	1,730.77
£	1,550.00	£	357.69	£	1,192.31	£	1,788.46
£	1,600.00	£	369.23	£	1,230.77	£	1,846.15
£	1,650.00	£	380.77	£	1,269.23	£	1,903.85
£	1,700.00	£	392.31	£	1,307.69	£	1,961.54
£	1,750.00	£	403.85	£	1,346.15	£	2,019.23
£	1,800.00	£	415.38	£	1,384.62	£	2,076.92
£	1,850.00	£	426.92	£	1,423.08	£	2,134.62
£	1,900.00	£	438.46	£	1,461.54	£	2,192.31
£	1,950.00	£	450.00	£	1,500.00	£	2,250.00
£	2,000.00	£	461.54	£	1,538.46	£	2,307.69
£	2,050.00	£	473.08	£	1,576.92	£	2,365.38
£	2,100.00	£	484.62	£	1,615.38	£	2,423.08
£	2,150.00	£	496.15	£	1,653.85	£	2,480.77
£	2,200.00	£	507.69	£	1,692.31	£	2,538.46
£	2,250.00	£	519.23	£	1,730.77	£	2,596.15
£	2,300.00	£	530.77	£	1,769.23	£	2,653.85
£	2,350.00	£	542.31	£	1,807.69	£	2,711.54
£	2,400.00	£	553.85	£	1,846.15	£	2,769.23
£	2,450.00	£	565.38	£	1,884.62	£	2,826.92
£	2,500.00	£	576.92	£	1,923.08	£	2,884.62

Note: Tenants will be asked to pay Holding Deposit when reserving a property. This will form part of the first month's rent with the balance (as shown) and tenancy deposit payable prior to move in.