

Southernbrook Lettings Ltd
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TENANTS TERMS & CONDITIONS

At Southernbrook Lettings, we deal with all your initial questions and the search for your new home. Once we have identified a property for you, the process of referencing and all matters to do with the collection of your rent and the administration of your tenancy will be dealt with by us.

SUBMISSION OF OFFERS: All rental offers will be submitted to the landlord as soon as reasonably possible for consideration.

ACCEPTANCE OF OFFERS: Acceptance of your offer by the landlord is subject to contract, and receipt of satisfactory references, along the signing and dating of approved tenancy agreements.

CHANGE IN CIRCUMSTANCES: Should your financial or personal situation change between your offer being accepted and moving in, you must notify us in writing prior to the signing of any Tenancy Agreement.

TENANT REFERENCES: To accelerate the process of obtaining references, the services of Rent4Sure will be used, a credit referencing and data collection agency, who normally give their reply to enquiries within 48 hours subject to employers and current landlords responses. Their report will be communicated to Southernbrook for approval. If you do not pass the referencing procedure you will be advised of this, and will also be advised if you can re-apply using either a Guarantor or payment rent in advance. The Guarantor will also have to undergo the full referencing procedure.

DATA PROTECTION:

In processing your tenancy application, we shall be required to process and store personal information on your behalf, and liaise with credit referencing agencies and your landlord. We will keep such information safe and secure. Once you have moved into the property, it may occasionally be necessary to share contact information with our preferred trusted contractors, usually Houserack Ltd, unless otherwise requested by the Landlord (for example to arrange access for maintenance work), and Utilitell, a utility switching provider. Please see attached our Privacy Notice.

Where there are rent arrears or other charges remaining at the end of the tenancy, we reserve the right to pass on your details to a tracing agent or debt collection company to help recover the money owed. Leaving unpaid rent and other bills at the end of your tenancy may affect your credit rating, and your ability to obtain a new tenancy, or other credit facilities.

IDENTIFICATION REQUIRED For Immigration Act 2014

You can provide either 1 of the following:

- UK Passport (*current or expired*)
- EEA/Swiss national passport
- 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 or travel document endorsed with unlimited leave
- UK immigration status document endorsed with unlimited leave
- A certificate of naturalisation or registration as British citizen.

If you do not any of the above, you will need to provide any 2 of the following:

ANY LETTERS MUST DATED WITHIN THE LAST 3 MONTHS.

- 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 UK 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 attestation from an employer
- A letter from a UK further or higher education institution
- A letter of attestation from a UK passport holder working in an acceptable profession
- Benefits paperwork
- Criminal Record Check

Important Note: ALL documents provided will need to be verified in the presence of the Agent ONLY.

REFERENCE & ADMINISTRATION CHARGES:

Per Application (max 2 people):	£426.00 – INCLUSIVE OF VAT
Additional Tenants (per tenant)	£210.00 – INCLUSIVE OF VAT
Guarantor (if required):	£60.00 – INCLUSIVE OF VAT
Company Let Applications:	£474.00 – INCLUSIVE OF VAT

*****PLEASE NOTE THAT REFERENCE/ADMINISTRATION FEES ARE NON-REFUNDABLE WHERE REFERENCES ARE NOT SATISFACTORY OR SHOULD YOU WITHDRAW YOUR APPLICATION*****

PAYMENTS PRIOR TO TENANCY COMMENCEMENT: Once references and negotiations are completed and the terms of the tenancy agreed, the following payments will be required prior to commencement of the tenancy;-

- 1. First month's rent.**
- 2. Deposit equivalent to 6 weeks rent (unless otherwise agreed with Landlord)**
- 3. Tenancy Checkout Fee (See Scale of Fees)**

RENT PAYMENTS: All rent due is payable in advance. The first payment is due together with the other completion monies by bank transfer prior to the commencement of the tenancy. During the tenancy, rent must be paid by bankers standing order, and should be sent from your bank account **three days prior to the rent due date** in order to allow time to clear. Any late rent payments that we have to chase will be subject to a Late Payment Fee (See Scale of Fees)

DEPOSIT: The deposit is the equivalent of six weeks rent, and will be protected by our chosen Deposit Scheme Provider, **The Deposit Protection Service**. The deposit shall be returned following completion of the inventory check-out, and subject to the terms of the tenancy agreement and DPS Rules.

TENANCY AGREEMENTS: The tenancy agreement forms a legal contract between the tenant and the landlord. You should carefully read the agreement and accompanying documentation. A sample of the tenancy agreement will be sent to you via email upon application to rent the property. We are unable to give you legal advice. If you have any queries, we recommend that you take independent legal advice. Signing of the agreement will normally take place at our office, and we suggest that 30 minutes be allocated for the appointment.

COMMENCEMENT OF TENANCY: The ultimate decision of when a tenancy may commence rests with the landlord. A mutually convenient moving date is negotiated between landlord and tenant. Tenants must have signed the tenancy agreement and presented completion monies in cleared funds prior to occupancy.

INVENTORY: Prior to commencement of the tenancy, an inventory and schedule of condition of the property will be prepared if requested by the landlord. This will be at the expense of the landlord. When the tenancy commences, you will be given the inventory to be checked and any amendments made and reported to the Agent within 7 days.

UTILITIES AND OTHER COSTS: The tenant is responsible for the payment of all utilities, unless otherwise agreed (gas, electricity, telephone, internet, council tax, water rates and sewerage costs) and for the transfer of these services. It is also the tenant's responsibility to provide a television licence.

INSURANCE: Whilst it is the landlord's responsibility under the terms of the tenancy agreement to provide buildings insurance, they are not liable for the tenant's possessions. It is advisable that all tenants have adequate contents insurance prior to taking up occupancy. The policy should cover the tenant's personal belongings, and include an additional feature of accidental cover to the landlord's effects under an all risk's policy. Please ask for details.

PROPERTY MANAGEMENT: Whilst we can help you to find a property, not all landlords instruct an agent to be responsible for the ongoing management of the property. If the Landlord manages the property, you will be informed of their contact details prior to taking up occupancy.

PROPERTY VISITS: If Southernbrook manage your property on behalf of the landlord, it will be necessary for us to conduct visits, on a periodic basis. It is vital, and a legal obligation on your part as the tenant, to allow reasonable access for these visits to take place. We will notify you by e-mail of any visits due along with a specified date and timeframe. Please note that if you cannot be in attendance for the visit, we will gain access using our management set of keys.

RENEWAL CONTRACTS: Just prior to the final two months of the term of the tenancy, Southernbrook will contact the landlord and tenant to ascertain their future requirements. If the tenancy is to be extended for a further term, renewal documentation for the agreed period will be prepared, which will specify any revised conditions pertaining to the extension of the tenancy. Upon renewal of a tenancy, an administration charge will become payable by the tenant. (See scale of fees) Any outstanding charges must also be settled by the tenant prior to renewing the tenancy.

TERMINATION OF TENANCY: Upon notification that the tenancy shall not be renewed, Southernbrook will discuss end of tenancy procedures with you. An inventory check-out will be arranged, if requested by the landlord, normally via our preferred contractor, Houserack Ltd, and a report of any dilapidations compiled. This will be carried out at the expense of the tenant. A thorough **professional clean* of the property is recommended at the end of the tenancy, at the expense of the tenant and receipts must be provided. Please note that all keys to the property will need to be returned at the inventory check-out, and no further access will be granted following completion of the report.

**The Agent can recommend contractors to provide quotes for this upon request.*

DEPOSIT DEDUCTIONS: In the event that there are any outstanding charges at the end of the tenancy, the tenant agrees that the agent may deduct these from the Deposit along with any dilapidations agreed.

TENANT SCALE OF FEES:

The tenant is liable for the following charges that may arise during the tenancy. It is therefore advisable to ensure that all contractual terms are adhered to:

CHECK OUT FEES

- UP TO 2 BEDROOMS - **£90.00 INCLUSIVE OF VAT**
- 3 BEDROOMS - **£108.00 INCLUSIVE OF VAT**
- 4 BEDROOMS - **£120.00 INCLUSIVE OF VAT**
- 5 BEDROOMS AND OVER - **£150.00 INCLUSIVE OF VAT**

RENEWAL FEE – FIXED TERM TENANCY **£132.00 – Inclusive of VAT**

RENEWAL FEE – PERIODIC TENANCY **£54.00 – Inclusive of VAT**

LATE PAYMENT OF RENT **£30.00 Inclusive of VAT per follow up letter/e-mail.**

TENANT CHANGE OVER **£210.00 - Inclusive of VAT**

DEBT LETTER FEES Administration charge **:£30.00 per letter - Inclusive of VAT**

DEBT COLLECTION VISIT **£60.00 per Visit - Inclusive of VAT**

ABORTED VISITS **£60.00 Inclusive of VAT**