

Guide for Tenants

Before a tenancy:

We don't deliberately exclude anyone from letting a property, but certain landlords may have preferences for those that, for example, do not smoke or do not have any pets. We promise that no decision on accepting or rejecting a tenant will be made on the grounds of age, gender, ethnicity, nationality, religion, sexual orientation, political belief, class, physical attribute or anything else that is not directly related to the referencing agency's view of a tenant's ability to pay the rent or ability to keep the property. There are occasions where we might ask for a higher deposit, this is usually where we think there might be more risk of damage to the property, for example if you have certain pets.

We prefer not to take any payments by credit card as we are charged by the card company. If you can only pay by credit card then we will add on the fee we are charged. Debit cards and bank transfers are better.

During a tenancy:

There may be other fees that arise for example:

- To prepare a new Tenancy Agreement as a renewal or for a change of tenant: £60.00
- Cutting new keys because you've lost yours: £20.00 plus £5.00 per key
- We will always tell you about a fee before we begin any work.

We will come and see the property periodically to make sure we are happy with how you are keeping it. The first check will usually be after 2 months, after that the frequency will vary depending on our level of concern... We will always let you know by email or phone before we attend in case it is inconvenient, but we can only come during office hours.

Tenant deposits are held in a government approved scheme (they have to be) by The Deposit Protection Service and under their Terms, which are available at www.depositprotection.com.

We have things in place to help those who don't have English as their first language, including an online service in 40 languages to help with minor household tasks and repairs.

If you fail to pay rent on time you may be charged interest and penalties. Your Tenancy Agreement will describe this in detail.

After a tenancy:

At the end of the tenancy the company who prepared the inventory will check the property for any damage that is not fair wear and tear and deductions may be made in accordance with the terms of the deposit scheme.

Your deposit will be returned promptly, again in accordance with the terms of the deposit scheme.

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We try to make applying for a rented property with us as easy and fair as possible.

Here's how it works:

1. Find something. Choose something you like the look of, book with us to go and see it.
2. Tell us you want it. We'll ask you a few questions to make sure that it's likely you'll be able to go forward with the letting. There will be some necessarily personal questions in there, like how much you earn. If on the basis of your responses we think you're likely to be OK you can move on to step (3).
3. Formally apply. You'll be asked to complete an online form that we will use to formally reference you, this includes details of your employer, previous landlord and that sort of thing. It also involves a credit check and a check we are required to carry out that confirms you have the right to live in the UK. The cost of this is £150 (including VAT) per person. The point at which we receive your application fee is the point at which we reserve the property for you. This fee isn't refundable, so now is the time to tell us if you think there might be something that could stop you passing the check.
4. Get the result of your application. We'll come back to you as quickly as we can with this. The speed depends on how quickly we can get hold of people, but it's usually a day or two. If you are accepted then you can jump to step (5) Sometimes you may not be accepted immediately, we will always know the reason why and will work with you to overcome it, for example by using a guarantor.
5. Formalise a moving-in date. We will agree a date with you, prepare the Tenancy Agreement and send it to you to check you are happy with it before signing.
6. Pay the advance costs. Before the moving date you will need to pay us:
 - a. The first month's rent
 - b. The deposit, which is usually the equivalent of one-and-a-half months' rent.
 - c. Your share of the inventory and check-out cost. We use a professional inventory company and charge half the price to you and half to the landlord. We think this is the fairest way of handling the inventory and ensures you get a comprehensive, independent inventory for your own protection.

1. Get the keys. Come into the office to pick up keys, a copy of the inventory, Tenancy Agreement and various other bits of paperwork we need to give you such as your gas safety certificate. You will also need to complete a standing order form to pay the future rent, or show us that you have set something up online.
2. Move in. Go to the house, read the meters, check you're happy with the inventory and settle in.

Your share of the inventory and check-out cost (including VAT) is:

| Unfurnished | Furnished |
|-------------|-------------|
| Studio £110 | Studio £125 |
| 1 bed £125 | 1 bed £140 |
| 2 bed £140 | 2 bed £165 |
| 3 bed £155 | 3 bed £180 |
| 4 bed £175 | 4 bed £200 |
| 5 bed £195 | 5 bed £220 |
| 6 bed+ Ask | 6 bed+ Ask |

The type of fees you can expect to pay, including VAT if there are two of you renting a three bedroom unfurnished property with a monthly rent of £1,250.

| | |
|-----------------------------|-----------------|
| Application fee | £300.00 |
| Inventory and check-out fee | £155.00 |
| Deposit | £1875.00 |
| First month's rent | £1250.00 |
| TOTAL | £3580.00 |