

# Guide for Tenants

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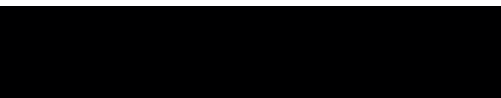
# We try to make *applying* for a rented property with us as *easy* and *fair* as possible.

Here's how it works:

1. Find a property

Choose something you like the look of, book with us to go and see it. Prior to booking a viewing, you will be asked some brief questions to ensure the property is suitable for you.
2. Tell us you want it

Our application process is done online; you will be asked to complete a form to make sure that it's likely you'll be able to go forward with the letting. There will be some necessary personal questions in there, such as how much you earn. This information is then used to present your application to the landlord. Please note that the information on this application forms the basis of your offer to rent the property and your offer will be accepted with this in mind. If you subsequently wish to amend any details, for example the start date/rent offered, we will need to renegotiate this with the landlord and cannot guarantee that such changes will be accepted.



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.



3. Offer Accepted

If your application is accepted, you will be asked to pay a holding fee equal to one weeks' rent. Once payment has been received, we will cancel any further viewings and, if referencing is successful, the holding fee will be credited against your first rent payment. The tenancy is not legally binding until referencing checks are completed and the contract is signed by all parties. If your referencing is successful, your holding fee will be credited against your first rent payment. If you fail referencing based on something you put on the application that turns out to be incorrect the holding fee isn't refundable, so now is the time to tell us if you think there might be something that could stop your passing the check.

You'll be asked to upload various information that will be used 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 rent in the UK.

As an example, if you rent a property with a monthly rent of £1250:

By law we cannot charge you unnecessary fees, but there are some occasions where additional costs may be payable.

We are unable to accept payments by credit or debit card. Payments should be made by bank transfer.

Holding fee	£288
Deposit	£1442
First month's rent (minus holding fee)	£962
TOTAL	£2692
Changes to tenancy, instigated by you	£75
Company let fee	£500
Lost set of keys	£50
Re-let fee if tenant is exiting fixed term early	Property dependent
Rent arrears	Interest charged at 3% above Bank of England base rate



Next step:

7. Book a move in appointment

You will need to come to our office with a copy of your passport and visa if applicable (if you don't have a passport please ask about alternatives) so we can finalise the Right to Rent Check. You can then sign for and collect your keys.
8. The paperwork

Your inventory will be emailed to you directly from the independent inventory clerk for you to check through. We will upload all your tenancy documents to your portal for you to access including your tenancy agreement, prescribed information and your deposit certificate.
9. Move-in.

Go to the property and let yourself in to your new home! Read all the meters and have a look around. Your inventory should be with you within a week of move in so it is a good idea to make a note of any maintenance or wear and tear when you arrive and take some pictures so you are able to check everything off against your inventory when you receive it.
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 you upload the required information but it's usually within a day or two. Sometimes you may not be accepted immediately, or additional information is required. We will always disclose the reason why and will work with you to overcome it, for example by using a guarantor.
5. Formalise the agreement

We will prepare the Tenancy Agreement based on the terms offered, ensuring all parties agree, and send it to you to check you are happy with it before signing. This is all completed online, so no need for unnecessary printing or delays.
6. Pay the advance costs

Before the moving date you will need to pay us: A. The first month 's rent and B. The deposit, which is the equivalent of 5 weeks' rent.
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During the tenancy:

Our portal makes everything transparent. You are given the ability to check your rent account and any prescribed information at any time. If your landlord has asked us to manage the let you will also be able to track any ongoing maintenance at the property via your portal. It is also how you should report any maintenance issues. It is important your report issues as soon as you are aware of them so they can be fixed promptly before the situation worsens.

If we are managing the property you will also be notified of inspections and be able to view the reports. We will make appointments to visit you during the tenancy to inspect the property to ensure it is being well maintained. The frequency will depend on what we see at the first inspection. The better you keep it the less we will bother you.

Your deposit is held in the custodial Tenancy Deposit Scheme (TDS) which is government approved. We will send you details of this and your protection certificate via the portal.

After the tenancy:

At the end of the tenancy the company who prepared the inventory will check that the property is handed back in the same condition that it was given at the start of the tenancy. Deductions will be made in accordance with the terms of the deposit scheme and your tenancy agreement for any damages and cleaning that are not considered fair wear and tear.

You will be emailed a copy of the checkout report for you to raise any queries and you can then request your deposit return from TDS.

We strive to operate fairly and transparently. Letting agents often get bad press for how they treat tenants. We are not one of those agents.

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