



BONNERS AND BABINGTONS

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TENANT INFORMATION

This document contains information that you may find helpful prior to and during your tenancy.
Please read thoroughly and if you have any questions do not hesitate to contact us.

Thank you for renting a property through Bonners & Babingtons.
For managed properties, we act as Agents on behalf of the Landlord.
As Agents, we have an obligation to the Landlord to ensure the tenancy runs as smoothly as possible, the rent is paid promptly and the property is maintained to the same standard as the day the tenancy began.

Therefore we would request that in the event of any issues arising during your occupation of the property, you contact us, or your Landlord as soon as possible.

This document is a brief summary of certain points in your agreement and contains information that will ensure that your tenancy of the property will be as comfortable as possible.

PLEASE TAKE TIME TO READ YOUR TENANCY AGREEMENT.
IT CONTAINS IMPORTANT INFORMATION THAT YOU SHOULD BE AWARE OF WHILST RESIDING AT THE PROPERTY.

Registration

There is no charge for registering with us.

Applying for a tenancy

Once a suitable property has been found for you, you will be asked to pay our referencing and administration fee and a holding deposit.

Our referencing and administration fee is £240.00 per Tenant (£360.00 per couple) and is payable as soon as the offer to rent the property has been agreed.

The fee incorporates a referencing charge, and administration charge and a contribution towards the preparation of the tenancy agreement.

Each additional application will attract a fee of £60.00

In some instances, a Guarantor may be required. If this is the case the Guarantor will be referenced, and credit searched in the same manner as the Applicant. The administration fee for this is £60.00

All fees are inclusive of VAT.

Please note these fees are non-refundable

Referencing, credit searches and holding deposit

Upon receipt of the holding deposit and referencing and administration fee the property will be reserved.

You will then be sent an application form to complete, which must be done within 4 working days.

Holding deposits:

For properties up to £1,900 pcm - £250 deposit

For properties above £1,900 pcm - £500 deposit

Please be advised that to qualify, Tenant's income must be 30 times the monthly rent of the property they are renting, or above.

All prospective Tenants will be referenced, and a thorough credit search undertaken. If inaccurate information is provided which results in an adverse report being

received from our referencing agents the application will be rejected and the holding deposit retained.

If for any reason the property is withdrawn by the Landlord, any holding deposit paid against the property will be returned.

If for any reason you decide not to proceed, any holding deposit will be retained by Bonners and Babingtons.

The Tenancy Agreement

The Agreement you sign is a legal contract between the Landlord of the property and you, the Tenant. You should read the Agreement carefully and ensure you understand it fully and if in doubt consult a Solicitor or another qualified person. The tenancy agreement places legal obligations on you, some of which are explained below.

Under no circumstances will the tenancy commence until the Agreement has been signed by all parties.

Every adult that moves into the property (eighteen years old and above) must be named on the tenancy agreement.

Please be aware that it will be a breach of the Agreement should anybody else move into the property during your tenancy without express written permission from the Landlord. Should permission be granted, a new tenancy agreement will be drafted and must be signed by all relevant parties.

The Agreement is an Assured Shorthold Tenancy Agreement, which means that you can stay in the property for the period stated in the Agreement, provided you meet all the obligations of the tenancy.

Renewal of the Tenancy

A charge of £60 (Plus VAT) will be made for the renewal of the tenancy agreement.

Payment of the First Month's Rent and Security Deposit

The first month's rent and security deposit and balance of any fees outstanding must be paid at least 48 hours before the commencement of the tenancy. Payment must be by cleared funds i.e. bank transfer or cash (please note we make a handling charge of £1.00 per £100 for cash).

The holding deposit amount will be deducted from your initial invoice for the above payment.

Deposit

We require a deposit for every tenancy. This deposit is held with The Deposit Protection Service. The deposit is refundable only after you have vacated the property and provided that:

- Your rent is paid up to date.
- All utility bills relating to the tenancy have been paid.
- The property has been well maintained.
- Any items listed on the inventory are all present and in good condition.

The security deposit taken will be equivalent to one and a half months' rent unless the Tenant has a pet. In this instance two months' rent is taken.

Payment of Rent

Rent is paid monthly in advance. Tenants are responsible for ensuring the rent is paid in full and on time. All rent payments (after the first month's rent and deposit has been paid) must be paid by standing order.

Please check that the standing order is set up correctly with your bank and that your rent monies reach either ours or your Landlord's bank by the due date. If for any reason payment is not received, you may be charged for late payment.

Inventory

If an independent inventory and schedule of condition is prepared at the start of the tenancy the Landlord shall be responsible for the cost of preparation and check in procedure.

The cost of the check out at the end of the tenancy is payable by the Tenant.

It is advisable that you check the cost of the check out with Bonners and Babingtons, as prices vary depending on the size of the property and the inventory company.

The cost of the inventory check out report will normally be deducted from your deposit or paid directly to the inventory company.

Subject to cleared funds, keys to the property will be handed to the Tenant after the check in. A copy of the inventory will be forwarded to the tenancy within 3 working days.

At the end of the tenancy the Landlord and the Inventory Clerk must be satisfied with the property before the deposit is refunded. Provided the property is satisfactory and there are no costs to be deducted, the deposit will be released from The Deposit Protection Service direct to you, minus the cost of the inventory check out, by bank transfer.

Property Visits

For managed properties, as part of our service to the Landlord, we conduct visits of all tenanted accommodation, normally every three to six months. The purpose of the visit is to ensure that there are no maintenance issues and also to check the property is being maintained in a fair manner.

Each visit will normally take less than twenty minutes and we will contact you beforehand giving you notice of our intention, with an appointment date and time. If for any reason the appointment is inconvenient, please contact us immediately so that we can reschedule the date.

Faults and Repairs

If a fault becomes apparent at the property, you must inform your Landlord or for managed properties Bonners and Babingtons, immediately. Failure to do so may mean that you are held responsible for any further deterioration as a result of the delay.

Please note: You must not instruct a contractor to undertake any work without permission. The cost of any works carried out without permission will become your responsibility.

Utilities

All utility accounts – electricity, oil, gas and water must be transferred in to your name at the commencement of the tenancy. We will do this on your behalf for managed and rent collection properties only via Utilitell (<https://www.utilitell.com/properties/>), who will contact you within 24 hours to discuss and confirm utility service providers. If you do not wish to receive assistance and advise from Utilitell please notify us in writing at least 24 hours prior to the tenancy start date.

For properties that are managed by the Landlord and your rent is paid directly to them, It is always advisable for you to confirm transfer of utilities directly with the utility companies themselves. At the end of the tenancy the utility companies must be informed, and final meter readings given to them.

Council Tax

You as the Tenant will be responsible for payment of the Council Tax to the local authority who must be informed of the tenancy start date.

Telephone / Satellite TV

If you wish the telephone to be connected at the time of occupation, the telephone / satellite TV provider should be notified at least 7 working days in advance. Any (re)connection fees are the responsibility of the Tenant.

Mail Redirection

Mail addressed to the Landlord should be redirected to Bonners and Babingtons.

Smoke / Fire & Carbon Monoxide Detectors

Under the terms of your Agreement, you are obliged to ensure that all detectors are checked regularly and are kept in good working order. *This is for your safety and the safety of your family.*

Insurance

It is a condition of the tenancy that you insure your contents whilst in the property. We can offer advice on this, and on Tenant Liability Insurance that insures any of the Landlord's fixtures and fittings that you may be responsible for (under your tenancy agreement) against accidental damage.

The Landlord is responsible for insuring the property itself and any items owned by him/her and left in the property. Neither the Landlord nor the Agent accept responsibility for loss or damage to your possessions whilst at the property.

Gas Leaks or Suspected Gas Leaks

If you suspect a gas leak call the British Gas Emergency line on 0800 111 999

Decorating

Should you wish to make any changes to the decoration of the property, you must inform your Landlord or Bonners and Babingtons in writing and wait until written permission is given before any work commences.

Condensation / Mould

During the winter months it is common for there to be some condensation when you have the heating on and the air outside is cold. It is essential that you keep the property ventilated by opening windows for a short while after using the shower / bath or in the kitchen, to allow the steam to escape. If mould builds up around windows it usually an indication that the room needs ventilating. You may need to wipe the surfaces from time to time to ensure no build up of mould.

Gardening

If your property has a garden it is your responsibility to ensure the lawns are cut regularly and the borders are kept weed-free. In addition, the gardens must be kept tidy and free from refuse. It is normally the Landlord's responsibility to maintain any large shrubs, hedges or trees.

Going Away

If you are going to be away from the property for more than two weeks at any one time you must inform your Landlord or us in writing. Being unoccupied for a long period may affect the house insurance and steps may have to be undertaken to protect the property.

Pets

You must consult your Landlord or us prior to introducing a pet and submit a written request which must include the age, type and breed. Permission must be given by the Landlord first. You will also be asked for an increased deposit to cover any damage or cleaning required at the end of the tenancy.

Ending the Tenancy

Should you decide to leave the property either before or at the end of the tenancy period stated in the Agreement, you must notify us or your Landlord in writing, giving a minimum of **two months' notice** on or before the rent due date prior to the end of the period.

Please note: Should you vacate the property prior to the end of the contracted period, whether or not you give two month's notice you will be liable for all rent payments due until the end of the contracted period, or until we are able to find a replacement Tenant. You will also be liable for the Landlord's re-letting fee for the new tenancy.

Notice Period

If the Landlord wishes to end the tenancy at or after six months, we will serve what is known as a Section 21 Notice, which gives you two months' notice before you have to vacate the property.

End of the Tenancy

You must vacate the property on the last day of the tenancy. Either we, or your Landlord will make an appointment for the Inventory Clerk to meet you at the property where they will take meter readings and take the keys. We will require a forwarding address and will contact you when we are ready to release the deposit. Where an inventory has been prepared everything listed in the document must be present. Allowances will be made for fair wear and tear. Any damages, breakages or extra cleaning required will be deducted from the security deposit.

Declaration

The signatory has received, read, understands and agrees to the charges and costs contained in the Tenant Information.

The signatory gives consent to the Agent making confidential enquiries as to their financial status.

Any renewal or extension of any tenancy agreement will attract fees at the prevailing rate.

I confirm that the information provided on all application and referencing forms is true and correct. I have read and agreed the above declaration and have no objection to any information I have supplied being verified for the purpose of the tenancy by whatever means are deemed necessary.

RENTAL PROPERTY ADDRESS:.....

.....

Print Name.....

Signed.....

Application / Referencing Fee paid: £.....

Holding deposit paid: £.....

Declaration

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RENTAL PROPERTY ADDRESS:.....

.....

Print Name.....

Signed.....

Application / Referencing Fee paid: £.....

Holding deposit paid: £.....

Date.....

**PLEASE SIGN AND RETURN THIS COPY TO
BONNERS AND BABINGTONS**