

TERMS AND CONDITIONS OF LETTING INFORMATION FOR PROSPECTIVE TENANTS (Applicable in full to all assured shorthold tenancies)

Saffron is a member of The Property Ombudsman Scheme (membership no D02623)
and subscribes to the Code of Practice for Letting Agents www.tpos.co.uk

03.18

These terms and conditions apply to your application to rent a property through Saffron Property Limited and will be incorporated into the tenancy agreement as applicable. Administration fees chargeable prior to the start of the tenancy are detailed in the **Holding Deposit Receipt** and **Fees to Tenants** which you will be asked to complete, sign and date. Please read through the below carefully as additional charges may arise in certain specific situations under the tenancy agreement.

Signing the tenancy agreement

The tenancy agreement must be signed by all tenants prior to the move in date and, until such time, no contractual agreement, offer or obligation is deemed to exist. If any of the tenants are unable to attend to sign the tenancy by the move in date, a letter must be obtained from that person giving another tenant power of attorney to sign documentation on their behalf.

References & Identification

Details of suitable referees will be required to be furnished within a reasonable time of notification that the offer has been accepted. All of the tenants will be required to complete a reference application form. These references may be passed to our client so that a decision can be made on granting a tenancy. The tenant will be responsible for any administration charges levied by his/her own bank in relation to obtaining a reference. Should references supplied/obtained prove to be unsatisfactory, or the tenant decides not to proceed with the tenancy after the offer has been accepted by the landlord, reasonable administration costs will be charged and deducted from the holding deposit.

Right to Rent

Once an offer has been accepted, the tenant will be required to provide evidence of his/her right to remain in the UK and his/her right to rent in England. This will usually be carried out by our credit reference agents and by the checking of visas and residency.

Guarantors

Where an individual tenant is unable to provide a satisfactory bank reference or has been employed for less than one year, a guarantor will be required. The guarantor will usually be a member of the individual's family who is of sufficient means to provide a suitable bank reference. The guarantor must be resident in the UK and be a UK home owner. This person will be required to sign a legally binding agreement making him/her liable for the rent for the term of occupancy if the tenant defaults on rent payments or other obligations imposed on the tenant by the tenancy agreement.

Council Tax and Utilities

Unless notified to the contrary in writing, it is the tenant's legal responsibility to register the accounts for council tax, gas, electricity, water charges and telephone in his/her name and to pay for the same for the duration of the tenancy. Unless the proposed letting is one where Saffron will not be collecting the tenancy rent, Saffron will inform the local authority and utility providers by standard letter the transfer of the council tax and utility accounts into the name of the tenant, although it remains the legal responsibility of the tenant to ensure that this is done under the tenancy agreement. The tenant should contact British Telecom or the notified supplier for connection of his/her telephone service. The landlord does not warrant that a fixed telephone line exists in the property and all charges for connection (if levied) remain the responsibility of the tenant. You are also reminded that a television licence will be required if a television is in the property and the tenant will be responsible for this cost whether or not the television belongs to the landlord.

Inventory / Schedule of Condition

Unless otherwise agreed, the landlord will be responsible for the cost of the inventory (but not the administration/check of it) and the tenant will be responsible for the cost of the check out on termination of the tenancy. Where Saffron has not been instructed to collect the tenancy rent (let only instruction), we may not be able to confirm the existence of an inventory. In such circumstances, the tenant will be provided with a schedule of condition form to complete. The tenant will be required to return the inventory or schedule of condition duly signed with any amendments within 7 days from its receipt for verification. The property is let as seen at the time of viewing (unless special requirements have been agreed to) and requests for extra furniture, removal of furniture, appliances or redecorations will not be considered after the tenancy is entered into.

Subletting

The tenant agrees that by entering into a private residential tenancy, the tenant will not sublet the property or advertise the property in any way including but not limited to internet based, social media or messaging websites or take in paying guests or lodgers without the prior consent in writing of the landlord.

Insurance

It is the tenant's responsibility to insure their own belongings during the tenancy.

Payment of Rent

The tenancy rent is payable monthly in advance on the same date each month, unless notified that another arrangement will be made. Before signing the tenancy agreement, the tenant will be required to sign a standing order mandate for the payment of the tenancy rent, either in favour of Saffron where we are instructed to collect the monthly rent on the landlord's behalf, or direct to the landlord. Where joint tenants exist, a lead tenant will be appointed by Saffron to set up the standing order mandate for the full tenancy rent and bank details will be required prior to signing of the tenancy. Several standing order mandates for one tenancy will not be acceptable, neither will the payment of cash or personal cheques in payment for rent. Delayed rent payment causes us considerable extra administration and delays payment to our landlord client. The tenant will be responsible for administration charges below in the following circumstances, as well as any charges for interest and or costs under the tenancy agreement (all charges inc VAT):

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| • Cancelled or reversed standing order | £25.00 |
| • Rent late – verbal / email reminder | £10.00 |
| • Rent late – rent reminder issued after 3 days of rent due date | £15.00 |
| • Rent late – final notice issued after 7 days of rent due date | £25.00 |
| • Statutory Notice – letter before action | £50.00 |

Anti Money Laundering Regulations

Under these regulations we will need to obtain and hold evidence confirming the tenant's identity, proof of address and source/destination of funds.

Tenancy Deposit and Tenancy Deposit Protection (not applicable to common law and corporate tenancies)

A deposit equating to not less than 5 week's rent will be held either by Saffron or the landlord (where we are not instructed to collect the tenancy rent) in one of two insurance tenancy deposit protection schemes, or paid to the custodial scheme. The deposit is held against dilapidations to the property or its contents, loss of rent or other unexpected costs. Under no circumstances can the deposit be utilised to pay the final month's rent of the tenancy. Within 30 days, Saffron (or the landlord) will give you details about how your deposit is protected including the contact details of the tenancy deposit scheme, the contact details of the landlord or agent, how to apply for the release of the deposit, information explaining the purpose of the deposit and, what to do if there is a dispute about the deposit at the end of the tenancy. The deposit is returnable to the tenant at the expiration of the tenancy within the time limits stipulated under the tenancy deposit scheme, subject to a final inspection and full inventory check. If any necessary cleaning, repairs or replacements are required, deposit deductions will be notified to the tenant within 14 working days after the termination of the tenancy. Should you be in dispute about how much of the deposit should be returned, the tenant should provide their reasons in writing within 10 days thereafter. If no settlement cannot be reached, there is a free service offered by the tenancy deposit scheme protecting the deposit to resolve the dispute.

Please refer to the Prescribed Information under the Housing Act the 2004 contained within the Tenancy Agreement.

Alarms

The tenant will be responsible for maintaining any smoke alarm including the replacement of batteries during the tenancy.

Where the property is protected by a burglar alarm using a security code, the tenant may not change the security code without the express written consent of the landlord or agent and the changed code must be immediately notified.

Maintenance and Repairs

Tenants have a legal obligation to bring any disrepair, damage or defect in the property to the attention of the landlord or agent. You will be provided with relevant contact details and in the case of emergency or out of hours repairs. Where Saffron is instructed to manage the property, any disrepair reported will be dealt with by our maintenance contractors on a priority basis depending on the nature of the fault or repair required. Certain repairs of a minor nature are the responsibility of the tenant including the replacement of all electric bulbs, fluorescent tubes, fuses, batteries (including battery operated smoke alarms and carbon monoxide detectors), shower heads and other consumable items in appliances and fittings on the property. Please also note that contractors may require direct access to the property and you will be required to provide access where keys cannot be collected from our offices.

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Gas Appliances

Gas safety regulations apply to both landlords and tenants in rented property. Any brown or sooty build up on any gas appliance, or gas escape should be reported immediately to the agent and Transco (under "gas" in the telephone directory); emergency gas service tel 0800 111 999. You must not block any ventilators installed in the property for the correct operation of the gas appliance. You will also be required to allow entry with reasonable notice for a Corgi registered engineer to carry out a gas safety inspection.

Inspections

Where Saffron is instructed to manage the property, periodic inspections will be carried out with reasonable notice.

Breach of Tenancy

Where we are required to write to the tenant regarding a breach of the tenancy (other than for the payment of rent) e.g., for causing nuisance, an administration charge of £15.00 inc VAT will be levied for each letter written.

Early Termination / Surrender of the Tenancy

The tenancy agreement is a legal and binding contract for the fixed term that has been agreed between the parties. The tenancy cannot be legally terminated before the fixed term ends unless there is an option to break clause (contained in the tenancy agreement as a special condition) agreed between the parties. The tenancy agreement can then be terminated in accordance with the option to break. Without the option to break clause, the tenant is liable to pay the tenancy rent for the duration of the contract. Where however, due to unforeseen circumstances, the tenant requires to terminate the tenancy before the expiry date (or before the date allowed for termination under an option to break clause), then subject to the consent of the landlord / agent, the property will be advertised for re letting. An administration charge of £120.00 inc VAT will be charged on application. Subject to the property being re let, the tenant will be invited to surrender the existing tenancy on the date immediately before the start date of the new tenancy (this may not be the same date as the tenant moves out). The tenant will be liable to pay the tenancy rent up to the start date of the new tenancy plus the landlord's pro rata letting and management fees paid for the period calculated from the start date of the new tenancy until the first lawful termination date of the original tenancy and the cost of the replacement inventory. Where the tenant has vacated the property earlier than the start date of the new tenancy, the tenant continues to remain liable for all rent, council tax and utility charges on the property until the start date of a new tenancy or the termination date of the original tenancy, whichever is the sooner. If the tenant fails to vacate the property on the date agreed in the case of surrender, or fails to meet the obligations of the agreement, then Saffron reserves the right to make a charge to cover losses and other costs to the landlord, agent or other parties.

Change of Tenant (not applicable to corporate tenancies)

Where the tenant consists of more than one person, the tenancy can be varied to allow for the change of one person by surrendering the tenancy and the grant of a new tenancy. This will only be acceptable where at least six months remains on the tenancy at the time of surrender and is subject to the consent of the landlord. An administration charge of £180.00 inc VAT will be charged on application. The incoming person will be required to provide references and the tenancy deposit will remain intact under the deposit protection scheme previously notified. It will be incumbent on the outgoing tenant to seek reimbursement of his/her share of the tenancy deposit from the incoming tenant and no warranty will be made as to the condition of the property and contents as applied to the inventory at the time of the grant of a new tenancy. Where the outgoing tenant is the nominated lead tenant, a further administration charge of £60.00 inc VAT will be levied to cover the extra administration regarding the setting up of a new standing order mandate and tenancy deposit protection.

Renewal of Tenancy

Approximately eight weeks before the expiry date of the tenancy, Saffron will contact the tenant asking the tenant's intentions at the end of the tenancy; whether he wishes to vacate or renew. If the tenant does not notify Saffron within 5 weeks of the expiry date, Saffron will assume that the property will be vacated on or before the termination date. In this case or where the tenant has expressly stated his intention to vacate, a standard check out procedure letter will be posted to the tenant explaining the procedures for vacating and the return of the tenancy deposit. If the tenant has indicated his requirement to renew the tenancy for a further fixed term, the tenant will be notified of the terms of the renewal. If the tenant agrees, renewal documentation will be prepared for signature before the termination date of the current tenancy agreement. The tenant will be expected to sign the renewal tenancy within four weeks before the date of termination and pay the renewal fee of £120.00 inc VAT at that time. Should the tenant subsequently change his mind after agreeing a renewal, Saffron reserves the right to charge an indemnity to cover loss of opportunity equating to 50% of one week's rent of the tenancy.

Extension of Tenancy

In limited circumstances, the tenant may be allowed to extend the tenancy by holding over after the original fixed term has expired. This will depend on the time of year and generally, will not be agreed to during the months of June to October. Where the tenant has been allowed to hold over, it will be on a month to month basis under a periodic tenancy on terms agreed. An administration charge of £60.00 inc VAT will be levied at that time, applicable for the duration of the periodic tenancy until the tenant vacates or

renews for a fixed term. Under a periodic tenancy, the tenant will be expected to serve one month's notice in writing of his intention to terminate the tenancy ending on a rent due date.

Complaints Procedure

Should you have a complaint about the service received from Saffron and you are unable to resolve the matter with the negotiator with whom you have been dealing, you should put your concerns in writing to the department manager. The complaint will be acknowledged within 3 working days of receipt and an investigation undertaken. A formal written response will be issued within 15 working days. If you remain dissatisfied, you should write to the director and the same time limits will apply. Following investigation, a final view in writing will be issued which may include an offer. This statement will confirm that you are entitled, if dissatisfied, to refer the matter to The Property Ombudsman (TPO) within 12 months for a review. For the avoidance of doubt, TPO will only review complaints made by consumers.

Amendments

Saffron reserves the right to amend the Terms and Conditions of Letting and / or Fees to Tenants on providing reasonable notice

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