

Notes For Tenants

Please find below the procedure for letting a property through Maitlands Sales and Lettings

Once you have made a decision to apply for a property, we will need to gather as much information about you as possible, so we can make you aware of any possible problems with the referencing. When you complete the referencing forms make sure that you answer every question in full and honestly as this will delay you being put forward for the property. Below we have explained the procedures of our fully managed and tenant find procedures and would ask that you read the notes carefully to avoid any delays or discrepancies later.

Cost of referencing

Everyone over 18 years is required to be referenced.

Cost of Referencing per person is £90 plus VAT

You are required to provide us with identification at the stage of submitting your referencing to us. We require photographic ID and proof of address (we do not accept mobile phone bills or bank statements).

When you pay for your referencing we can accept card or cash. However, if you pay by cheque we will need to wait for 5 days for this to clear that means that the property you are interested in will still be marketed throughout this time and you may give someone else the opportunity who can proceed quicker.

Referencing

Referencing can take between 2 – 5 days to be returned to us with a decision from the referencing company. You will have a full credit check carried out on you so we do advise that you are completely honest on your forms, particularly relating to your credit history. If your referencing comes back acceptable we will then book the tenancy signing in when it is convenient for all parties.

If your referencing is unacceptable, a guarantor maybe required. You will be required to collect a guarantor form and pay for the guarantor to be submitted. You can calculate the affordability for your guarantor by the following equation, **the rent x 12 x 3**. Your guarantor can have savings or a pension that can count towards the income as well.

If you are unable to proceed with the property due to unsatisfactory referencing or personal circumstances we are unable to refund your referencing fee.

The Tenancy Signing

The day you sign your tenancy agreement may not be the time you take your keys. The keys will only be released on the day the tenancy starts unless by prior arrangement with the owner. When you sign the tenancy agreement you are required to pay a months rent in deposit and a months rent up front, the deposit is normally equal to the rent unless otherwise stated. You can pay the rent and deposit by bankers draft or cash **only**. If a property is a 'Tenant Find' you will need to make the bankers draft payable to the landlord and if it is 'Fully Managed' you would make it payable to Maitlands Lettings Client Account.

You are required to pay for the tenancy agreement on the tenancy signing day. The cost of the tenancy agreement is **£80 plus VAT**. You can pay this amount by Cheque, made payable to Maitlands Estate Agents, cash or card.

Please do not add the tenancy fee to the bankers draft for the rent and deposit as this will not be accepted.

If the property is fully managed we will require proof that the standing order has been set up. You will be given our account information at the point we book your tenancy signing. The reference that you **must** use for your standing order is the property address.

We also require a copy of your tenant contents insurance document.

If we have not had any of the above then, unfortunately, we are unable to hand the keys to you and complete the tenancy signing.

Fully Managed

You can take the property on any day with a Fully Managed property.

If the property is fully managed you will deal with Maitlands as your point of contact not the landlord.

Tenant Find

You can take the property on any day with a Tenant Find property.

If a property is Tenant Find only, you will deal direct with the landlord after you have taken occupancy of the property.

Please retain this information for your records