



Tenants Guide

There are lots of things to think about when you decide it's time to move, and the process takes a lot of planning.

1. FINDING A PROPERTY

When starting their search most people will use Rightmove or Zoopla to see what properties are available, but a lot of potential tenants forget what us as an agent require before any viewings can take place.

Before requesting a viewing, you will need to confirm a number of things, mainly:

- Contact details
- Who is moving?
- When you are looking to move by?
- How long do you need a contract for?
- What is/are your position(s) e.g. Professional, students etc...
- Budget?
- Type of property, number of bedrooms etc?
- Do you have any pets?

We recommend speaking to WPG Lettings to discuss your requirements. We will know of properties that suit what you are looking for as well as knowing what is coming onto the market before they make it on to the property websites.

2. VIEWINGS AND SECURING A PROPERTY

Once you have found the properties you want to view, we will then be able to arrange viewings.

We will always try and accommodate the best times for people to have viewings but unfortunately sometimes this cannot happen due to a number of reasons, including access to the property and diary availability.

It is down to yourselves on the viewings to point out or make note of anything that you like or dislike, where furniture can potentially go, etc.

The property will have an Energy Performance Certificate (EPC) which gives a guide on the energy efficiency of the property which will affect your energy bills.

Once you have found the right place, we will then request you to fill out an offer form. This will ask the basic information again but will also ask for you to provide proof of ID and proof of address for the "Right to Rent" checks under the Immigration Act 2014. We cannot proceed until we have acceptable documents. Please see our Verification of ID document.

If your offer is accepted by the landlord, we will then request you to fill out our tenant holding deposit form and pay a holding deposit equivalent to one weeks' worth of rent.

3. REFERENCES & CREDIT CHECKS

You will be asked to give references to your prospective landlord and letting agent to confirm that you have rented in the past without any major problems. This is completed online using our specialist reference company. As part of this process you will be asked to provide:

- Three years' address history and Landlord details for any property rented in the last three years
- Confirmation of employer and annual income (the reference companies will need to see that your annual salary is at least equal to the monthly rental multiplied by 30)

- No adverse credit in the form of a county court judgment (CCJ), bankruptcy order or similar
- If you're self-employed, either an accounts reference or evidence of tax returns for the last 3 years
- In some cases, a guarantor will be required.

4. THE DEPOSIT

You will be required to pay the equivalent of one month's rent or a maximum of five weeks rent as a security deposit. This will vary between landlords and their own particular circumstances. The deposit is held as the landlord's cover for any excessive damage or missed rent payments that need to be resolved and repaired at the end of the tenancy, and the deposit must be logged with one of the government approved schemes. This will be reflected and confirmed within your tenancy agreement.

Please note, the security deposit is different from the holding deposit.

5. TENANCY AGREEMENT

A tenancy agreement is a legally binding document that sets out the terms of the tenancy and is drawn up to ensure the rights and obligations of both the tenant and the landlord are adhered to. All parties will be asked to sign this document, which agrees the responsibilities of the landlord and tenant. You will need to retain a copy of this agreement, as you may need to refer to it during the tenancy.

Please seek independent legal advice if you are unsure about anything included within the tenancy agreement.

6. SAFETY REGULATIONS

There are a number of safety regulations and legislation that a landlord must satisfy prior to a tenant moving into a property, which covers a range of areas including gas & electricity safety inspections, and where applicable a Legionella Risk Assessment (LRA) and fire safety.

You should expect to receive the following documents prior to moving into a property:

- A copy of the tenancy agreement;
- EPC;
- CP12;
- Inventory Report;
- EICR;
- How to Rent guide.

Please note that the above list is not exhaustive and may include more or less documents, depending on the property that you are moving into.

7. MOVING IN DAY – CHECK IN

Moving in day is the day that you will be given the keys to the property and can move into your new home.

Ahead of moving into the property you will need to have passed references, signed the tenancy agreement and paid all monies due, which will include the first month's rent and security deposit. These monies will always be required in cleared funds before the tenancy starts.

A landlord may request an inventory to be completed on the property prior to you moving in, which is a detailed report on the condition and contents at the property and your guide to how the property will need to be left at the end of the tenancy. The inventory assessor, which could be a representative of WPG Lettings, the Landlord or anyone whom the Landlord instructs, will take meter readings, but it is always advisable to double-check these yourself when you move in. You will then have 7 days to return the inventory form with any amendments that you do not agree with. If this is not returned within 7 days we will not accept any alterations.

Once we have everything in place, we will arrange a check in appointment for you which is where we will meet you at the property in order to answer any questions you have and to hand over keys.

8. MAINTENANCE ISSUES

Once you have moved into your new home, you will need to report any maintenance issues or requirements as soon as they happen and you are aware of them. This will either be directly to the landlord, or WPG Lettings if we manage

property. The landlord or property manager will then arrange for any work required to be completed. As the tenant, you will be required to allow access to the property for any works to be completed.

9. RENT PAYMENTS

Your rent will need to be paid monthly, in advance, by bank standing order; the full details of where and when the rent is to be paid will be listed within your tenancy agreement. The rent will be due on the monthly anniversary of your move in date, so if your tenancy started on the 1st of the month, your rent will be due on the 1st of each subsequent month.

10. PROPERTY INSPECTIONS

Throughout the tenancy, your landlord or WPG Lettings will need to inspect the property to make sure that everything is in order and there are no maintenance issues that you may have missed. These inspections are usually every 3 months, but this can vary depending on each Landlords requirement.

The property is a huge investment for your landlord, and they will want to make sure it is being looked after and that any work required is completed quickly for you.

Upon general inspections the landlord and agent will need to give 24 hours' notice prior to gaining entrance.