



RENTING GUIDELINES AND FEE INFORMATION



JUNE 2019

UNITED LETTINGS GROUP LTD
NORTH EAST LETTING / NORTH EAST RENTALS

UNITED LETTINGS
GROUP

Holding Deposit & Reservation Process

To reserve a property you will be required to pay a holding deposit which is equivalent to one weeks rent. To work out the holding deposit we use the following calculation:

Monthly rent x 12 / 52. Using a rent of £550pcm as an example the holding deposit would be £126.92.

Once the holding deposit has been paid we will reserve the property for you, the holding deposit does not constitute a tenancy, or an offer of a tenancy. All tenants aged 18 or over will be named on the tenancy and will be reference checked and subject to government right to rent checks.

Once you have paid the holding deposit all tenants will be required to complete an on-line application form within 48 hours via our website, www.northeastletting.co.uk. Within five days all tenants (and guarantors if applicable) will need to supply supporting documents (as shown below) within 5 days.

Once the holding deposit has been paid both the tenant and landlord must enter in to a Tenancy Agreement within 15 days, this is the 'deadline for agreement'. However if both parties agree in writing this time can be extended.

Once references are passed and accepted the holding deposit will usually be used to contribute to your first months rent and bond, however we can arrange for the holding deposit to be refunded and then you would pay the full amount of the first months rent and bond.

The holding deposit may not be refunded in the following circumstances:

- If during the reference or reservation process the tenant(s) provide false or misleading information, this can include a tenant's behavior in providing false or misleading information
- If the tenant(s) fails a right to rent check

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- If the tenant(s) withdraws from a property
 - The tenant(s) fails to take all reasonable steps to enter in to a tenancy agreement and the landlord or agent takes all reasonable steps to do so.

Supporting Documents

Every tenant and guarantor will be required to supply the following information:

- Proof of identity
- Proof of current address
- Proof of income

They must also provide details of the current employer and landlord if applicable. If you require further details please contact us on 0191 215 4567. When you call us to reserve a property you should have the following information ready: details of salaries and job titles (this enables us to inform the landlord who will be applying for their property and it ensures you meet the affordability for the property) details of any pets (pets are subject to the landlords approval) and provide any other information which may support your application.

Guarantors

If a guarantor is required they will undergo the same checks applied to the tenant(s). Once we begin processing your application we will inform you as soon as possible should a guarantor be required, however, in some cases we may not be aware of the need for a guarantor until the complete reference process has been completed. The guarantor will be required to sign the tenancy agreement and guarantor agreement and under go full referencing which includes credit checks and providing bank details. A guarantor must be a family member and must be in full time employment who meets our rent to wage ratio. A separate guarantor guide is available by calling us on 0191 215 4567. All guarantors will be required to set up a dormant direct debit which will be used to collect monies owed by the tenant where the tenant fails to make payment. If you are in any doubt that your guarantor may not be happy to provide the required

information to support your tenancy application we strongly advise you to take independent advice before you pay to reserve the property.

Pets

If the Landlord has indicated pets are accepted you will usually be required to pay a higher rent, this will be made clear on the property advert/description and discussed prior to you paying a holding deposit. You will also need to sign a pet contract. The security deposit will be five weeks rent.

Security Deposit

Before your tenancy commences you will be required to pay a security deposit, this will either be equivalent to one months rent or five weeks rent. The deposit amount will be shown in the property advert/ description and discussed prior to you paying a holding deposit. This deposit will be held by North East Letting as the acting managing agent, or by the Landlord. The deposit is held against damages or expenses arising during your tenancy and will not be released until after you vacate the property and all rent has been paid up to date. If North East Letting is managing the property the deposit will be held with the DPS – Deposit Protection Service. From time to time properties may be available with a no deposit option. This service will be provided by a third party company called Reposit, details of the no deposit option will be provided separately on a property by property basis.

Rental Payments

All rent is payable in advance by Direct Debit or standing order. Should you experience any financial problems during the course of your tenancy it is essential that you contact North East Letting or your Landlord immediately. If you make a claim for housing benefit you are still responsible for making your rental payments in full and on time. Rent may be collected 1 or 2 days prior to the due date to ensure the payment has cleared.

Once acceptable references have been received and approved, a date will be arranged with you for the commencement of the tenancy. The 'initial money' stated below must be paid by bank transfer direct into our client bank account. Tenancy agreements and if applicable guarantor agreements must be signed and witnessed before keys are released for the property. Cleared payment must be received two days before your tenancy begins.

The initial money consists of: First months rent in advance & security deposit.

All move in monies must be paid by bank transfer, the agency will provide bank details and a reference number for the payment. Cheque, cash or card payments are not accepted for move in monies. Until the money clears we will be unable to release any keys.

Important Information

By making a payment to reserve the property it is agreed you accept the above terms and conditions and understand the reasons why the holding deposit may be withheld. We must receive a fully completed application form for all tenant(s) and all guarantors (if required) within 48 hours of paying the holding deposit to reserve the property. If you are unable to complete the application within this time please call us on 0191 215 4567.

Please note, we do not carry out property move in's at weekends, they are conducted between 9.30am and 5pm Monday to Friday excluding bank holidays and other public holidays. If you require a guarantor they must be available to sign the tenancy agreements and supporting documentation, either at the move in or via post. All tenants who will appear on the tenancy agreement must attend the move in.

If you are intending to be on holiday within the next two weeks please advise one of our agents as soon as possible as this may delay your application. We use external credit agencies to conduct credit checks who may contact you for further details to process your application; they may also provide a no obligation contents insurance

quote. When viewing a tenanted or vacant property you should ensure you are fully satisfied that you know what items are the tenants and which items come with the property, the agency will not be held responsible for any misunderstandings, we suggest you clarify in writing in case of any doubt and before you pay to reserve the property. All properties are taken as seen unless you specify any special conditions at the point of reservation.

Document Download

You may download a copy of this guide and a draft tenancy agreement by visiting our dedicated tenant management web site at:

www.tenantcontact.co.uk

If you would like a copy of the draft tenancy agreement please contact us on 0191 215 4567 and we will arrange to either email or post this to you. We strongly advise you read the tenancy agreement before paying a holding deposit and applying to rent a property.

Fees Payable During The Tenancy

There are still a number of fees which may be payable during the tenancy, please note these fees may only be applicable when the agent is managing the property. To find out who will be managing the property please call us on 0191 215 4567.

Late Rent

Where the rent remains late for 14 days or more a default fee will be charged. A daily interest rate charge which will be levied at 3% above the Bank of England base rate on the late payment of rent from the date the payment is missed will be charged.

Lost Key or Security Device

The tenant is responsible for ensuring that they look after the keys for the property throughout the tenancy. If they fail to do so, they will be responsible for covering the reasonable costs of replacement.

Contractual Damages

The Landlord is entitled to recover the costs for any breach of Tenancy and to put the property back in the position it would have been had a tenant carried out all the obligations in their contract (e.g. returning the house in the same condition as which it was found while allowing for fair wear and tear).

Changes to the tenancy Agreement

Where the tenant(s) request a change to the tenancy agreement a charge of £50 will be payable.

Early Termination Fee

Where a tenant(s) requests an early termination and this is agreed by the Landlord rent will be payable as required under the tenancy agreement until a suitable replacement tenant is found. A fee to cover the landlords reasonable marketing and reference costs will also be payable, this fee will be £700.00.

Further Information

If you require any further information please contact us on 0191 215 4567.

Our contact details are as follows:

United Lettings Group Ltd
Clavering House
Clavering Place
Newcastle upon Tyne
NE1 3NG

0191 215 4567

tenants@northeastletting.co.uk

www.northeastletting.co.uk

www.unitedlettingsgroup.co.uk

www.tenantcontact.co.uk

United Lettings Group Ltd subscribes to the Property Ombudsman redress scheme
Member Number T01899.



United Lettings Group Ltd uses the DPS - Deposit Protection Scheme to safeguard all
tenants' deposits. www.depositprotection.co.uk 0330 303 0030



United Lettings Group Ltd is a member of Client Money Protect for client money
protection, membership number CMP003073

