



# Tenants Guide

redrose



## Welcome to Redrose

We PRIDE ourselves on excellent customer service from start to finish. This guide will take you through the process of renting a property as a tenant. Whether you're planning to rent a studio apartment, an executive apartment or house this guide provides you with the information that you need to know.

## Finding the Right Property

We can help to find you the perfect property quickly. You can visit us in our stylish branch or if you prefer, from the comfort of your own home, using our brand new website. You can find us at

Rightmove, Zoopla and Prime Location plus many, many more. Once you've found something you like, give us a call at our office and we will arrange a suitable day and time for you to view.

# Securing a Property to Rent

Having found a suitable house or flat to rent, what happens next? All you need to do is secure the property by paying a holding deposit which will be equal to 1 weeks rent – you will then receive

information regarding the rental process from one of our trained lettings administrators and given an online application form to fill in.

## References

Your prospective new landlord will be keen to make sure that you are a suitable tenant and that you have the ability to pay your rent, whilst also making sure that you have rented a property without any major problems in the past (if this is applicable). You will

be asked to complete an application form which not only gives us the information that we require, but also your permission to deal with this part of the process on your behalf as quickly as possible.

**When you apply for the property, some or all of the following documents | may be requested:**

**1** **References from previous landlords** – you may be asked to give the details of where you have lived within the last 3 years

**2** **A credit check** – this will allow them to see if you have a good history of paying your bills

**3** **Your bank details** – including bank name, account number and sort-code

**4** **Details of your employment** – your employer, job title, payroll number, salary, previous employer, etc.

## Guarantors

Sometimes referencing decisions will require you to provide a guarantor if for example your earnings are not quite enough to cover the rental payments or if you have only recently started in your job. Your guarantor will be required to undergo the same checks as above to enable you to achieve the

appropriate rating set by the referencing agency. They will be expected to pay the rental should there be any default during the tenancy. Do not worry if this situation does apply to you, it is not uncommon and we will be able to explain the details at every step of the way.

## First Month's Rent & Security Deposit

Prior to moving into the property we will ask you to pay your final balance. This will be required as cleared funds prior to your check in day which will be agreed. You may wonder what cleared funds means? A balance in an account that is able to be withdrawn or used in financial transactions. Until

funds are considered to be cleared funds they are considered to be pending.

This usually takes 3 working days, that's why it's important to make sure you pay the final amount well before your check in day.

## Arranging your Check in Date

When all of your references have come back ok we will call you to arrange a check in date. This check in date is when your tenancy will start and will form the dates for your tenancy agreement.



# Check in Day!

So you've been through all of the checks and you've paid your final balance, what happens next?

By this point you will have already e-signed your tenancy agreement, had a chance to look through the inventory, been given access to all the relevant safety certificates and arranged a suitable time to

meet at our office. At the office we will run through a few last bits before handing over the keys to your new property. Your meter readings will be available on the inventory and PropertyFile app along with the relevant providers for gas and electricity. It is your responsibility to make sure you set up your council tax and utilities.



## Tenancy Deposit Protection in Summary

All Landlords and agents are required by law to register and protect your deposit within a government-approved scheme on an Assured Shorthold Tenancy. This means that your security

deposit is protected. After you move into the property you will receive a certificate from myDeposits who are the company we use to protect our deposits.



## The Inventory (Schedule of Condition)

The inventory is a detailed list of the contents and condition of the property at the point that you move into it. By both parties agreeing that the inventory is correct at the start of the tenancy, we minimise the risk of any disputes at the end of the tenancy. We recommend therefore that you thoroughly check

the inventory before you sign it. We will always allow 7 days after checking into the property to comment on the condition. We also take pictures on the day so that we have before and after photos showing the condition.



## Insurance

It's just as important to insure your belongings against theft or damage when you rent a property as it is when you own a property. We can offer a

free quote for tenant content insurance, just ask a member of our Redrose team.

## During the Tenancy

It is not uncommon for landlords and REDROSE to schedule in regular visits to the property in order to check that you are happy and that the property is

being kept in good order. Usually these visits take place within the first three months of your tenancy followed by regular checks every six months thereafter.



## Renewing your Tenancy

**So, you've come to the end of your first tenancy at the property. What do I do now?**

As long as we're happy for you to stay on at the property and the landlord has no other arrangements, your tenancy agreement will automatically go onto a Statutory Periodic Tenancy. This means that you are still following all of the original clauses set out in your agreement but are no longer tied in. If you wish to give notice at this stage you will only need to give us 1 months' notice on your payment date.

## Moving Out

Remember to ensure that the property is left in good condition when you leave to ensure that you get your full deposit back. If you're unsure then please refer to your copy of the checkout notes handed to you at the start and emailed prior to moving out.

## Final Inventory Check

Prior to your check out you will have been given important information to prepare you for handing back the property in a suitable condition. All you need to do is let us know when you will be dropping your keys into the office and we will conduct a checkout appointment usually the day after. You

will have the opportunity to join us, but due to busy diaries we can't vary the date or time. Following the checkout, we will conduct a report which will be sent to you and if there are any discrepancies these will need to be agreed prior to the deposit being returned.



Why not start your search right now? Give us a call on:

**01772 456558**



or you can visit our website at:

**redrose.co.uk**





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