

INFORMATION TO TENANTS

At Caerleon Letting Agency we pride ourselves on being able to move tenants into their new home quickly and efficiently. Once you have chosen a property we will make every effort to ensure that it is ready for occupation when you require it and that all legal procedures relating to the let are finalised. During this period, to make sure you are kept informed, we have prepared some points of guidance to help you move into your new home with the least inconvenience.

REFERENCES AND ADMINISTRATION FEE

When Caerleon Letting Agency have introduced you to a property that you are happy with, we will require an administration fee of £130 for individuals and £200 for couples. If a guarantor is required this is chargeable at £80.00. The next stage is to obtain those references on behalf of the landlord, normally through a credit agency but it may also include an employer's reference, a bank or building society reference and a character reference from a previous landlord or other reliable source. Should you decide not to proceed after references have been applied for or if the references are unsatisfactory, the administration fee is not refundable.

DEPOSITS AND FIRST MONTH'S RENT

All rent is payable in advance. Approximately one week before the moving-in date we will ask you to bring to the office the equivalent of two months rent plus £140. The £40 represents payment in advance of our standard check out fee for when you vacate the property. The equivalent of one month's rent plus £100 is held as a security deposit. The deposit is held by us as agents for the landlord and as security for the duration of the tenancy against damage, loss and unpaid bills/rent. The remaining sum represents your first month's rent in advance.

Please note, when the time comes, this payment must be made in cleared funds, i.e. it should be paid by either cash, Building Society counter cheque or Banker's Draft (payable to **CAERLEON LETTING AGENCY**). Personal cheques are not acceptable.

In accordance with the ***Tenancy Deposit Protection*** legislation that came into force from **6th April 2007**, your deposit will be protected, within 30 days from its receipt by us. We will be using the government authorised tenancy deposit scheme operated by Tenancy Deposit Solutions Ltd., in association with Hamilton Fraser Insurance. Contact details for TDS Ltd will be included in your tenancy agreement. Attached is a leaflet setting out the position concerning this legislation and how it applies to you. In accordance with the new law, the deposit is returnable within 10 days from the date of vacation, provided your rent is paid up-to-date and the property is vacated at the end of the tenancy in a clean condition and free of damage or loss; fair wear and tear accepted.

HOLDING DEPOSITS

In addition to the above, we will also take at the outset a holding deposit of £200.

Should satisfactory references be obtained and the tenancy proceeds, this holding deposit will count towards your security deposit and first month's rent in advance. I.e. if the monthly rent is £550, on the day you sign the tenancy agreement, we would require £1,040 calculated as follows:- Security deposit of £650 plus first month's rent in advance of £550, plus £40 check out fee = £1,240, minus £200 already paid = £1,040.

If unsatisfactory references are received, the holding deposit will be refunded to you, but the administration fee will not.

If satisfactory references are received and your prospective Landlord fails to allow the tenancy to proceed for any reason, the holding deposit will be refunded, but the administration fee will not.

If satisfactory references are received and the tenancy fails to proceed as a result of withdrawal on your part in any way, neither the holding deposit, nor the administration fee will be refunded.

PAYING RENT

Rent is payable monthly on the same date each month that the tenancy commenced. Unless requested otherwise by the landlord, all rent is payable by standing order. **Please note, rent will be taken from your bank 2 days prior to the due date to ensure cleared funds are received by our bank by the due date.**

INVENTORIES

Caerleon Letting Agency, will arrange for an inventory of the property to be prepared. This will be signed by both the agent and the tenants for a clear understanding of the condition of the property. It will also be checked at the end of the term of the assured shorthold agreement. Your deposit will be returned to you within 10 days from vacation, less any reasonable amount that has been agreed to be deducted for damage, unpaid bills, etc.

RESPONSIBILITIES

Responsibilities to the property such as not to overcrowd, to carry out repairs if notice is served on the tenant, to pay the rent and ensure adequate heating in winter months or the tenant may be liable for any resulting damage to the property.

INSPECTIONS

As part of the terms and conditions of your tenancy, we will carry out routine quarterly inspections. This is as much a benefit to yourself as to the Landlord as it will give you the opportunity to discuss and bring to our attention any concerns you may have regarding your tenancy or the property.

We will usually write to you with a suggested appointment for the inspection providing you with at least 7 days notice. If the appointment is not convenient, we will expect you to contact us to make alternative arrangements.

Please note, any appointments you fail to keep without advising us will be charged for at the rate of £40 for each and every missed appointment.

DUTY OF CARE

To look after the property during the tenancy or the tenant will be charged for restoring the property and the garden to a suitable state of cleanliness and repair.

MAINTENANCE AGREEMENTS

If they have been taken out on appliances and the tenant calls a different company to effect a repair, tenants are liable for the charge.

SELF HELP

The tenant should help himself by replacing light bulbs or reporting leaking taps etc. before serious damage occurs.

INSURANCE

It is the landlord's responsibility to insure the building. It is a condition of entering into the tenancy that the tenant will obtain and maintain a policy of insurance to provide a minimum of £2,500 of cover for accidental damage to the landlord's contents, furniture, fixtures and fittings. Upon request, the tenant will be expected to provide a copy of the insurance certificate in this regard. The tenant should consider their need for insurance cover to cover their own personal possessions. The landlord is not providing any insurance cover for the tenant's personal possessions.

OUTGOINGS

Expenses to be met by the tenant are the Council Tax, Water Rates, Gas, Electric, Telephone, Television Licence (unless otherwise arranged by the landlord). Council Tax receipts must be evidenced before the tenant's deposit can be released.

WHEN CAN I MOVE IN

The ultimate decision rests with the landlord. As soon as we receive satisfactory references, a mutually agreeable moving-in date is negotiated by us between you and the landlord. We then ask you to visit our office to sign the tenancy agreement and pay the first month's rent, check out fee and balance of deposit. You can then move into the property.

RENEWING CONTRACTS OR LEAVING EARLY

The minimum rental period is six months being an assured shorthold agreement. We require one month's notice prior to vacating the property. If you leave before the original term agreed, you will remain responsible for the rent until the end of the term agreed, unless a new and satisfactory tenant can be found. If this is the case, then you will be responsible for the Landlord's re-letting fee of £100.

If the Landlord wishes you to vacate the property, either at the end of the initial term or otherwise, he is required to serve you with a minimum of 2 months' written notice.

Tenancies can, however, be renewed if agreeable by the Landlord and if this is to happen, Caerleon Letting Agency will draw up a new tenancy agreement for the agreed period. There will be a £50 renewal charge, payable in advance of the tenancy renewal. We will write to you, before the renewal date, to offer you the option to renew if your Landlord is agreeable. Upon receipt of your confirmation that you wish to renew and your renewal fee, we will proceed with the renewal. Otherwise, we will expect you to vacate at the end of the term.

POST

Tenants should be aware that Caerleon Letting Agency cannot be responsible for any mail that is received at a property after a tenant has vacated. Application should be made to the Post Office for an official mail redirection forwarding service to be set up (the Post Office will charge for this service). It should be noted that Royal Mail need at least 7 clear working days for the redirection application to be set up.

Any mail that is received at a property after a tenant has vacated will be disposed of without further recourse.

IF YOU LOCK YOURSELF OUT

It will be your responsibility to ensure either a friend, family member or neighbour is provided with a spare key so you can let yourself in again if you become locked out. This spare key should be returned, along with others, when you vacate.

If you lock yourself out and Caerleon Letting Agency are called to come and let you back in, we will only do so upon payment of a £50 call out charge.

FEES

Please note, all fees quoted above apply from 1st March 2011 and are subject to revision, from time to time, without notice.