



Letting Agents
www.easylocationlets.co.uk

TENANTS HANDBOOK

TENANT INFORMATION PACK

49 Boroughgate, Otley LS21 1AG

Tel: 01943 464001
Email: office@easylocationlets.co.uk
Web: www.easylocationlets.co.uk

Information About Your Tenancy

Thank you for enquiring about property from Easy Location Ltd. We act as agents on behalf of the landlord of your property. As agents, we have an obligation to the landlord to ensure the tenancy runs as smoothly as possible, the rent is paid promptly and the property is maintained to the same standard as the day the tenancy began. Therefore, we would request that in the event of any issues arising during your occupation of the property, you contact us as soon as possible.

This document is a very brief summary of certain points in your agreement and contains information that will ensure that your tenancy of the property will be as comfortable as possible.

PLEASE TAKE SOME TIME TO READ YOUR AGREEMENT. IT CONTAINS IMPORTANT INFORMATION THAT YOU SHOULD BE AWARE OF WHILST RESIDING AT THE PROPERTY.

Property Reservation

Having selected the property of your choice, details will be passed to the prospective landlord for consideration and acceptance.

Upon acceptance of offer, payment of our administration fee (£125 +VAT) and agreement of date of proposed occupation, the property will be reserved on your behalf.

Please Note: All reservation fees are strictly NON REFUNDABLE save in the absolute discretion of Easy Location Ltd (in exceptional circumstances only.) Any special requirements relating to the property or fixtures or fittings must be agreed with the prospective landlord PRIOR to reservation.

Applications

Prospective tenants (and any guarantor) are required to complete the tenancy application form and provide proof of identity, either by way of passport or driving licence.

Referencing and Criteria

All tenancies are subject to satisfactory references and credit checks.

Should references supplied or credit score not meet our requirements, a guarantor will be requested to stand surety for the rent payments and tenancy obligations. Should a guarantor be required, a further fee will be charged.

Prior to occupation

Please allow a minimum of four working days for your application to be processed. Once we have completed the referencing process, we will be in contact to arrange a time to sign the contracts.

One months rent, deposit and also the deposit protection fee must received and held as cleared funds in our account prior to the tenant taking up occupancy of the property.

Funds submitted through cheque, bank transfer or card payment should be made no later than 4 working days before you move in. You can pay cash on the day should you wish.

The Tenancy Agreement

The agreement you have signed is a legal contract between the landlord of the property and yourself. You should read the agreement carefully and ensure you understand it fully and if in doubt consult a solicitor or other qualified person. The tenancy agreement places legal obligations on you, some of which are explained below.



Term

The agreement is an Assured Shorthold Tenancy Agreement, which means that you can stay in the property for the period of the lease, provided you meet all the obligations of the tenancy. You have the right to an initial minimum term of six months.

Notice Period



If the landlord wishes to end the tenancy at or after six months, we will serve what is known as a Section 21 Notice, which gives you two months' notice before you have to leave the property.

Early Surrender

Due to the terms of the agreement, you are contracted to remain at the property until the end of the period stated in the agreement. Should you decide to leave at the end of the period stated in the agreement, you must notify us in writing, giving a minimum of one month's notice prior to the end of the period.

Please Note: Should you vacate the property prior to the end of the contracted period, whether or not you give a month's notice you will be liable for all rent payments due until the end of the contracted period, or until we are able to find a replacement tenant. You will also be liable for the landlord's re-letting fee for the new tenancy.

Sharers

Every adult that moves into the property (eighteen years old and above) must be referenced fully. Applicants can be taken or omitted from the tenancy agreement, however must be acknowledged as residing at the property in an addendum at the back of the contract.



Please be aware that it will be a breach of the agreement should anybody else move into the property during your tenancy without express written permission from the landlord. Should permission be granted, a new tenancy agreement will be drafted and must be signed by all adults.

Property Visits

We conduct regular visits of all tenanted accommodation, normally every two to three months. The purpose of the visit is to check to ensure there are no maintenance issues that need attention and also to check the property is being maintained in a fair manner.

Each visit will normally take less than twenty minutes, and we will contact you beforehand with an appointment reason the appointment is us immediately so that we can



than twenty minutes, and we giving you notice of our date and time. If for any inconvenient, please contact reschedule the date.

Faults & Repairs

If a fault becomes apparent at the property, you must inform us immediately. Failure to do so may mean that you are held responsible for any further deterioration as a result of the delay. Once we have been informed of a fault we will contact the landlord and act upon their instructions.



Please Note: You must not instruct a contractor to undertake any work without our permission. The cost of any works carried out without our permission will become your responsibility.

Smoke/Fire & Carbon Monoxide Detectors



When any detectors are fitted in the property, under the terms of your agreement, you are obliged to ensure they are checked regularly and are kept in good working order. *This is for your safety and the safety of your family.* We recommend a daily check, however, they must be checked at least once a week. If you become aware of a fault you must notify us immediately.

Decorating

Should you wish to make any changes to the property, you must inform us in writing and wait until written permission is given before any work commences. Permission will not be withheld unreasonably. However, should the redecoration be anything garish, at the end of your tenancy we may insist that the property is repainted to the same standard as when you moved in.



Gardening

If your property has a garden it is your responsibility to ensure the lawns are cut regularly and the borders are kept weed-free. In addition, the gardens must be kept tidy and free from refuse.



Deposits

We require a deposit for every tenancy. This deposit is refundable only after you have vacated the property and provided that:



- Your rent is paid up to date.
- All utility bills relating to the tenancy have been paid.
- The property has been well maintained.
- Any items listed on the inventory are all present and in good condition.

The landlord must be satisfied with the property before the deposit is refunded. As long as the points above are satisfactory, the deposit will normally be refunded within two weeks, by company cheque, and sent to your forwarding address.

Rent

Tenants are responsible for ensuring the rent is paid in full and on time. Paid by standing order, rent is deducted from your bank and should reach our account by the rent-due day. This saves you the worry of taking the trouble of bringing the rent to our office, and protects you from the potential of a bad payment history, should the rent be brought in late.



If you are in receipt of Housing Benefits you have an obligation to ensure that payments are made as quickly as possible. Please note, we will liaise with the Housing Benefits Office prior to issuing you the tenancy, to ensure your application has been confirmed.

Please Note: Overdue rental payments will be subjected to interest at the rate of 10% per annum calculated from the date the payment was due up until the

date payment is received. Any payment that is later than 5 working days after the due date will also carry a late payment charge of £25.00

Utilities

Tenants are responsible for payment of all utility bills and other costs associated with occupation of the property, except where agreed otherwise in the tenancy agreement. It is the tenant's responsibility to ensure that suppliers are notified and final meter readings are submitted.

Insurance

The landlord is responsible for insuring the property and any items owned by them and left in the property. You are responsible for arranging your own insurance for your possessions. Neither the landlord nor ourselves will accept any responsibility for loss or damage to your possession whilst at the property.

Going Away?

If you are going to be away from the property for more than two weeks at any one time you must inform us in writing. Being unoccupied for a period may affect the house insurance and we may have to take steps to protect the property.



Termination of Tenancy

The agreed notice period is set out in the tenancy agreement. ALL notices must be given in writing in accordance with the terms of your agreement.

Vacating

You must vacate the property on the agreed date (usually the last day of the tenancy agreement). We will make an appointment to meet you at the property where we will take meter readings and take the keys. We will require a forwarding address and will contact you at this address when we are able to release the deposit.

If we are unable to meet you on the day of vacation, keys must be returned to our office no later than 12 noon (unless otherwise pre-arranged with our office).

Deposit Protection

Under the provisions of the Housing Act 2004 (Sections 212-5 and Schedule 10) which came into force on 6th April 2007, all deposits taken for Assured Shorthold Tenancies are now covered by a government authorised tenancy deposit scheme.

Easy Location Ltd is a member of mydeposits.co.uk. MyDeposits is an insurance-based scheme, allowing your Landlord/Agent to protect your deposit whilst continuing to hold the money for the duration of the tenancy. This also gives you a 3rd party arbitrator for assistance should a dispute arise regarding the bond at the end of the tenancy.

Deposit Protection

At the end of the tenancy, a forwarding address is required for purposes of the outstanding utility bills and the return of the bond.

Deductions, if applicable, will be agreed between the tenant and the landlord/agent.

In the event of any dispute arising relating to deductions of the bond monies here and agreement cannot be reached and the matter fail to be resolved, a free and impartial dispute resolution service is available through the deposit scheme your bond is protected through.

Please note: any dispute that arises concerning the terms of the Assured Shorthold Tenancy is outside the remit of the MyDeposits dispute service and cannot be disputed. Should you wish to pursue the matter further, you should do so by appointing a solicitor or legal representative.

Pets

You must gain written permission from the landlord before introducing pets into the property.



You must consult us prior to introducing a pet and submit a written request which must include the age, type and breed. Permission will not be withheld unreasonably. However please be aware that the introduction of some animals, may cause an increase in the amount of deposit we hold. Should you keep a pet at the property, a full and professional clean is required prior to move out with receipts supplied. Should receipts not be supplied, we cannot accept that the cleaning has been carried out.

Emergency Numbers

For all emergencies, contact your local Police Force, Ambulance Service or Fire Service, on 999 or 112.

For gas leaks or suspected gas leaks, call the British Gas Emergency line on 0800 111 999.

For all other emergencies we will give you our emergency contact number in the office for you to contact.

Finally

We do hope you will be happy in the property. If we can help in any way please do not hesitate to contact us.

