

Tenant Information Pack

Thank you for renting a property from **Spencer Ward Lettings**

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 information pack is in 5 sections and has been designed to provide:

- a checklist to help whilst you prepare for your move
- useful information that will ensure your time with us will be as enjoyable as possible
- a very brief summary of some of the more notable points in your agreement and our agency fee structure for tenants
- details of our fee structure

We hope you will find this pack useful but will be happy to answer any questions you feel have not been covered.

Mover's Checklist



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- 2 Packaging, boxes, bubble wrap, brown tape, string etc ordered
- 3 Post redirected
- 4 New address' cards sent
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- 17 Standing order cancelled (if currently renting)
- 18 Contents insurance booked (with accidental cover to landlord's property)
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- 20 If gas central heating, bleeder key bought
- 21 Allow 24 hours for storage heaters to heat up (if economy 7)
- 22 Freezer switched on (as soon as you move in)
- 23 Plumb in washing machine or fit bung to waste (avoid wet feet!)
- 24 Local key holder appointed
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- 26 Rent available for move day - cleared funds to Spencer Ward
- 27 At installation, read and sign the inventory
- 29 Note your new meter readings
- 29 Keep DPS email in a safe place – will need it at the end of the tenancy
- 30 Bottle of wine chilled and take away ordered!

Mover's Checklist Notes

1. Removal company or van hire and storage booked

Many tenants try to save cost by hiring a van and moving themselves. We often hear how this was more difficult and time consuming than they anticipate, and unfortunately, items are often damaged in transit. You may want to consider appointing a removal company to take this headache away for you and the move could be complete within a couple of hours.

2. Packaging, boxes, bubble wrap, brown tape, string etc ordered

It can be surprising how many fragile items you have that need careful packaging. Boxes, bubble wrap, brown tape, string, marker pens etc can all come in very useful

3. Post redirected

Even if you notify all your friends, family and contacts, there is often more occasional post eg Inland Revenue, annual sight test reminders etc that can be missed. Royal Mail offers a redirection service for your post for a very reasonable fee. For more information, visit <https://www.royalmail.com/delivery/inbound-mail/redirections>

4. 'New address' cards sent

Tell all your family and friends about your new home by post or by email. This is a link to a Government approved online change of address service <http://www.iammoving.com/> It is very easy to use, instant and there are no postage costs.

5. Television Licence bought or transferred

If you intend to use a television in your new home you will need a licence, which can be bought online at https://www.tvlicensing.co.uk/pay/index.aspx?WT.mc_id=r027

6. Car insurance address changed

Most insurance companies operate a geographical charging system and the prices can fluctuate greatly between postcodes. So it is important you notify your insurer of the change of address as soon as possible.

7. Address changed on driving licence

Whilst it is not an offence to have the old address on your driving licence, if the DVLA need to contact you for any reason they should have the correct contact details for you.

Mo

re information about this can be found at:

http://www.direct.gov.uk/en/Motoring/DriverLicensing/NeedANewOrUpdatedLicence/DG_40220_88

8. Address changed on passport?

You do not need to change your address on your passport. For more information about this, visit

http://www.direct.gov.uk/en/TravelAndTransport/Passports/Howtochangethenameonyourpassport/DG_174165

9. Address changed on electoral roll

Don't lose your right to vote. When you move, you need to re-register which you can do at http://www.aboutmyvote.co.uk/information_for_voters/home_movers.aspx

10. Window cleaner cancelled

Make sure you notify your window cleaner you are moving. Otherwise they may continue to clean your windows without payment.

11. Newspaper delivery cancelled

Notify your newspaper delivery agent the date of your last paper requirement and ask them for a final account before you move.

12. Meters read on last day

Use a meter key (can be purchased from most DIY shops for less than £2.00) to read your electric and gas meters on your last day. Call these through to the suppliers straight away and ask them to send you a closing account. If you have a water meter within the house, do the same with the water provider. If your meter is in the pavement, make sure you provide the meter serial number as well to ensure this is the meter for your home.

13. Utility accounts settled or transferred

Ask your utility providers to send you a closing account to your new address. If you are transferring your services, each of the providers will advise you on what needs to be done.

14. Council tax settled or transferred

Ask your council tax office to send you a closing account to your new address from the date of your lease end. If you are transferring within the same council district they will automatically calculate your council tax invoice for your new home. Spencer Ward will write to the new provider after you have moved in to provide your details.

15. Carpet cleaner booked

You may feel your carpets need a freshen up once you have removed all your belongings. If you think this is likely, it would be wise to book a contractor at least a week before as most good contractors are often booked up in advance. We highly recommend Peril Solutions and they can be contacted on 07734203654 or info@perilsolutions.com

16. Cleaner booked for final clean

You may choose to do the final cleaning of your home yourself. But if you think you may run out of time (or steam!), why not let a contractor complete this for you?

17. Standing order cancelled (if currently renting)

If you currently rent a property, remember to cancel your standing order. A new standing order will be set up for your new Spencer Ward property. If you are currently a Spencer Ward tenant, you may be able to amend your current standing order, but remember a) the amounts may differ, b) to change the reference to the first line of your new address, c) the payment date may be different and d) your first month's rent must be available as cleared funds for your new property so your standing order may need to skip a month.

18. Tenant's Liability Insurance booked (with accidental cover to the landlord's fixtures and fittings)

Insurance for the premises covers the property and contents belonging to the landlord only; the insurance of your own property is your responsibility. An insurance policy covering your Accidental Damage to the Landlords Building and Contents is advised. **We require evidence of your contents insurance detailing the level of cover and the inclusion of accidental cover to the landlord's property on, or before the day of your installation meeting.**

19. Spare smoke detector batteries bought

Your new home will be provided with either mains or battery powered smoke detectors. Even if the smoke detector is mains powered, it will carry a battery back up to ensure it will work in the event of a power cut. When the battery is losing power it will beep roughly every 30 seconds and you will know that it is time to replace the battery. This beep is intentionally very annoying! So we recommend keeping a spare at home.

20. If gas central heating, bleeder key bought

If your home has gas central heating, from time to time you will need to bleed the radiators to remove any buildup of air in the system (which can prevent the heating from working effectively).

21. Allow 24 hours for storage heaters to heat up (if economy 7)

If your home is heated electrically with storage heaters, please note that unless a Spencer Ward representative is at the property the day before your move, the heaters may not be switched on. If this is the case, switch them on when you move in, but remember they will not provide heat until the following day as they draw in the heat overnight (at the cheaper rate of electric).

For all properties, the heating system is a mechanical piece of equipment and as such, can on occasion break down. Repairs can be very quick if the part required is readily available, but on occasion, a new part can take a day or two to arrive. For this reason, we strongly recommend

tenants keep a couple of electric heaters available at home. Rest assured, if there is ever a technical problem, we have professional experienced contractors who will always endeavour to get your system working as quickly as possible and breakdowns are generally quite rare.

22. Freezer switched on (as soon as you move in)

Depending on the type and size of your freezer, it generally takes anywhere from 12-24 hours for your freezer to become cold enough to keep food frozen. A good way to test this is to put an ice cube tray with fresh water into the freezer - when the ice cubes are frozen, it is cold enough to freeze your food properly. Keep the door shut as much as possible, so cold air doesn't escape. Try to resist the temptation to check it every hour from the moment you plug it in. Wait at least 6 hours before you take your first peek, but a good time frame to expect is 12-24 hours.

23. Plumb in washing machine or fit bung to waste (avoid wet feet!)

Check the plumbing for your washing machine (if one is not provided for your tenancy). If you are not plumbing in your own washing machine straight away, check to see if there is a bung fitted to the waste pipe. If not we recommend you fit one before you use the sink, as if you don't, the content of the sink is likely to end up on your feet and the floor. A bung can be purchased from most good hardware stores for less than £1.00.

24. Local key holder appointed

It may be advisable to have a spare set of keys with someone you know and trust in case you ever lock yourself out of the property or lose your own set. Some landlords ask Spencer Ward to keep a spare key, but others do not. If we do hold a spare key and you need access during office opening hours, you will be able to come and collect the set and return them within 24 hours. If your need is outside of working hours Spencer Ward cannot guarantee anyone will be able to assist you. If we do have someone available, we will make a charge (please see Tenant Charges sheet)

25. All parties available to sign the agreement on the move date

All parties under the tenancy agreement will be required to attend the installation meeting to sign the tenancy agreement which we will witness. Please take time to read this agreement before meeting with us. Hard copies will be provided to you on the day of your move in. If for any reason any party is unable to attend the move in meeting, please contact Spencer Ward to arrange an appointment to attend our offices to sign before the move in meeting. **Please note, we will be unable to move you into the property on the move in date if any signatures are missing from the agreement, but your rent will still be due.**

26. Rent available for move day – cleared funds to Spencer Ward

Please remember we will need your rent in cleared funds on or before the move in date.

Please note – we will not be able to move you into the property on the move in date if we

do not have your rent as cleared funds, but your tenancy will still start. Payment is requested by bank transfer directly into our account: **sort code: 20 62 68. Account no: 70543160** and add the first line of the address as a reference. This should be transferred a minimum of 3 working days before move in. In some instances cash will be accepted on the day if previously agreed.

27. At check in, read and sign the inventory

Our representative will provide at the check in day comprehensive inventory with photographs. It is vital that any necessary amendments are made by you within 7 days of move in as this document will be used when you move out of the property. Variations to the inventory at the end of your tenancy may affect the full return of your deposit. If you feel something additional to the inventory needs to be noted, make a note in writing on the copy of the check in report and return to us within 7 days. We do not forward an updated copy so please ensure you receive acknowledgement to your inventory changes if required.

28. Note your new meter readings

We shall read the Electricity/Gas/Water meters (if inside the property) and provide to you on the day you move into the property, **We will not contact the suppliers you must do this straight away to transfer the service into your name.** On our check in photographs or report the relevant meter readings are reflected. **If you do not receive payment terms within two weeks we recommend you chase the providers.** You should contact British Telecom if you wish that service to be transferred to your name. We suggest you also keep a record of the readings on the day for future reference.

29. Keep your DPS email in a safe place – you will need it at the end of the tenancy

At the end of your tenancy, you will require the 5 digit repayment ID which will be sent to you by email within 28 days of your installation date, so keep this in a safe place. If you change your email address or telephone number you should inform Spencer Ward and the DPS.

30. Bottle of wine chilled and take away ordered!

No explanation required. Enjoy your new home.

Your Tenancy Agreement Summary

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. Should you wish to renew your tenancy with your landlords agreement there will be a charge of **£40.00 + VAT** (see Tenant Charges list). Most tenancy agreements can revert to a periodic tenancy after the first six months ie month by month if notice has not been served. Please call to check if you are unsure.

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 (i.e. at month 5 to leave at month 6 and before your final rent date). Notice takes effect from the next rent due date so please make sure you do not miss your rent due date if giving notice.

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 and the utility charges until the end of the contracted period, or until we are able to find a replacement tenant if the landlord consents, whichever comes first. Spencer Ward may advertise the property for you once the Re-let fee is received and assuming the landlord agrees (see Tenant Charges sheet).

Sharers

Every adult that moves into the property (eighteen years old and above) must be named on the tenancy agreement. They must also sign the tenancy agreement in the specified areas.

Please be aware that it will be a breach of the agreement anybody else move into the property during your tenancy express written permission from the landlord. Should granted, a new tenancy agreement will be drafted and must all adults (see Tenant Charges sheet).



should without permission be signed by

Property Visits

We conduct regular visits of all tenanted accommodation, always in the first three months, then 3, 6 or 12 monthly if all is well. There are no maintenance issues that need being maintained in a fair manner.



The purpose of the visit is to check there is attention and also to check the property is

Each visit will normally take less than twenty minutes, and we will inform you of the visit and provide a minimum of 7 days written notice. If for any reason the appointment is inconvenient, please contact us immediately so that we can reschedule the date. If a booked appointment is missed by you, a charge of **£15.00 + VAT** will be made and a new appointment booked. We do not as standard offer Inspection appointments on a Saturday. If you require a Saturday appointment a charge will be made of **£30.00 + VAT** (see Tenant Charges list).

Faults & Repairs

If a fault becomes apparent at the property, you must inform us within 24 working hours. 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 refer to our contact details page.



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Should a contractor be booked to attend the property at a time to suit you and you fail to provide access for any reason, a charge may be made of **£30.00 + VAT** (see Tenant Charges list).

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 financial responsibility as will the quality of any work carried out.

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. If the issue is the alarm is starting to bleep because the battery needs replacing, this will come down to you to replace the battery.

TV/Satellite Aerial

If you wish to install a satellite dish at the property, written permission must be sought from the landlord by writing to the agent. Tenants must not alter any existing wiring or connections inside or outside the property. If alterations are found to have been made after your vacation of the property, the landlord reserves the right to charge you for any works required to rectify any issues.

Decorating

Should you wish to make any changes to the property, you must inform us in writing with example swatches and wait until written permission is given before any work commences. However, should the redecoration be anything garish, at the end of your tenancy the landlord may require you to repaint the property to the same standard and colour scheme as when you moved in.

Gardening

If your property has a garden regularly and the borders are kept tidy and free from any climbing plant must be cut back regularly to prevent damage to the property.



it is your responsibility to ensure the lawns are cut kept weed-free. In addition, the gardens must be refuse. Shrubs must be pruned twice a year and

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.
- 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 be refunded by the Deposit Protection Service as detailed in your tenancy agreement.

Rent



Tenants are responsible for ensuring the rent is paid in full and on time. Paid by **standing order**, your bank will deduct rent from your bank account on the rent due date. 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. If this is the case, you will have a Guarantor on the tenancy. If your Housing Benefit is late for any reason, you should approach your Guarantor for assistance. Spencer Ward will pursue both the tenant and the Guarantor for outstanding rent.

Please Note: Rent being paid late does incur costs to cover our administration.

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 whilst at the property. Neither the landlord nor ourselves will accept any responsibility for loss or damage to your possessions whilst at the property. Please see your tenancy agreement for details of the tenant liability cover required.



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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 longer than this may affect the house insurance and we may have to take steps to protect the property.



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 possession of the keys. Once the appointment is made we will send a Pre Exit letter to you. When we meet with you at the property we will go through the inventory and schedule of condition you signed. Any variations from this may affect the full return of your deposit. We will require a forwarding address for you and request that you make arrangements for all post to be re-directed. You will also need to ensure Meter readings are provided to the utility companies.

Pets

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



from the landlord before

You must consult us prior to introducing a pet and submit a written request which must include the age, type and breed.

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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.

Carpet Cleaning & De-Flea Treatment

It is a condition of your tenancy agreement that if you have any pets you have all carpets in the property professionally cleaned as necessary and/ during the last two weeks of your tenancy. You may not receive your full deposit rebate at the end of your tenancy until a copy invoice from a professional carpet cleaning/treatment company is provided by you. We do not advise you use a hired/personal carpet cleaning machine as results are not guaranteed.

Emergency Numbers

For all emergencies, Police, Ambulance or Fire: 999 or 112 or 101

For suspected gas leaks: British Gas Emergency line on 0800 111 999.

For our emergency out of hours number call our office answer machine – 01603 764676.



Finally

We do hope you will be very happy in your new home.

If we can help in any way, please do not hesitate to contact us.

Schedule of Charges for Tenants

This list explains the potential charges we may make as an agent during your tenancy:

Type	When Charged	Fee
Administration fee first applicant	When you apply for your property	£220.00
Referencing fee (per additional adult)	Prior to move in	£75.00
Guarantor fee	Prior to move in	£50.00
Change move date fee	If your tenancy agreement and standing order mandate have already been produced for your original move date and a change of date is then agreed at your request, a new tenancy agreement and standing order mandate will be produced	£25.00
Tenancy/Periodic renewal fee	At the end of your initial term if you wish to renew	£45.00
Re-advertising fee	If you wish to leave the property early, with the landlord's agreement (*conditions apply see below)	£350.00
Additional/Change of tenant fee	If you wish someone new to move into the property mid tenancy or to create a sole tenancy, to reference the new/existing tenant and create a new tenancy agreement	£220.00
Payment returned by bank fee	If your rent is returned, refused or represented by your bank for any reason	£20.00
Standing order non-cancellation fee	If you do not cancel your standing order at the end of your tenancy and the overpaid rent is to be returned to you	£20.00
Missed contractor's visit	If you are not available when a contractor attends your property within a time slot previously agreed with you. This charge is paid to the contractor	£30.00
Missed Spencer Ward visit	If you are not available when a company representative attends your property within a time slot previously agreed with you	£15.00
Out of hours inspection charge	Inspections are carried out 9.30am to 5.00pm Monday to Friday. The fee is charged if you require your inspection to be carried out on a Saturday and if staffing permits us to undertake this	£30.00
Breach of tenancy letter fee	If we have to write to you in relation to any breach of the tenancy agreement (acting reasonably)	£25.00
Return of deposit check	If work is involved to return property minimum fee as per tenancy contract and charges per contractor instructed	

* Once signed, your tenancy agreement is a legally binding agreement between all parties and as such it cannot be cancelled without full agreement from all parties. However, if you do wish to vacate the property before the end of the tenancy and your landlord is agreeable, you may choose to pay the Re-advertising fee and instruct Spencer Ward to remarket the property. Once suitable replacement tenants are found and when they sign the new tenancy agreement you will be released from your tenancy including rent and utilities/services. Until suitable new tenants are found you will continue to be liable for the full amount of rent.

(NB all fees are inclusive of VAT at the standard rate)

Schedule of Charges for Landlords

This list explains the potential charges we may make as an agent during your management.
% prices are of rent achieved and all costs inc VAT at the prevailing rate:

Type	When Charged	Fee
Standard % Management fee	At tenant check in and monthly thereafter	12% inc VAT
Standard % Management fee with Legal/Rent Warranty	At tenant check in and monthly thereafter	15.6% inc VAT
Tenancy Set Up Fee	At tenant check in	£ 300 inc VAT
Subsequent tenancy re-let fee	At tenant check in	£234 inc VAT
Create new tenancy after initial fixed term	At tenancy renewal date (excludes new credit checks)	£ 54 inc VAT
Arrange Safety checks with contractors	Upon instruction of checks (price excludes cost of checks themselves)	£ 18 inc VAT
Duplication/Test cut keys	When obtained (excludes cost of key cutting)	£12 inc VAT
Preparation/Issue Rent Increase or Notice of Repossession	When issued	£ 42 inc VAT
Administration of Non-Resident Landlord Returns (if required)	Upon completion	£ 180 inc VAT
Property Inspections	Upon completion	£ 30 inc VAT
Annual income and expenditure account provision	Upon completion	£ 30 inc VAT
Handling of tenant deposit disputes	Upon conclusion @ hourly rate	£48 per hour