

What happens when... I'm the Tenant?

At Poole Townsend we will help you find suitable accommodation, taking into account your needs and preferences and matching you with properties on our database with an aim to moving you into your new home in a suitable timescale.

Our local knowledge and expertise means you are always in safe hands and our commitment to customer service means you as our tenant will have the benefit of trained staff, the latest computer technology and town centre located offices.

This guide has been designed to give you, the prospective tenant a step by step guide to the lettings market. It aims to give you vital information, as well as outlining the services we offer.

When looking for a suitable property ideally you should allow yourself four weeks before your desired move in date. This will allow you time to research the area and find a suitable property.

We will add you to our database, take details of the maximum rent you wish to pay, type of property and number of bedrooms required, length of tenancy you require, whether you need furnished or un-furnished accommodation and the location. Our sophisticated computerised system will match your requirements to the properties we currently have available for rental which meets your needs and viewings will be arranged for you to inspect your chosen properties with our accompanied viewer.

Once you have found a suitable property

Once you have found a suitable property we will ask you to complete our Pre application questionnaire, once your offer to rent has been accepted in principal by the landlord, we will ask you to pay the required holding deposit (see 'Your Holding Deposit Explained') equal to 1 weeks rent, this will be taken off your 1st months rental payment.

The referencing process we follow for our prospective tenants is designed to achieve the following results

- 1) Ability to pay – can the tenant (or their guarantor) afford the rent due on the property and is their employment secure
- 2) Inclination to pay – Has the tenant (or their guarantor) got good credit history – proving an inclination to pay for goods or services owing
- 3) Ability/ inclination to look after the property – Has the tenant looked after previous rental properties in a good manner. (can only be checked

if the tenant has previous rental history) It is vitally important that the form is filled in factually – we would prefer to know about any issues in advance so we can then have a upfront conversation with the landlord prior to taking your holding deposit – Inaccuracies may lead to your application being unsuccessful and you losing your holding deposit.

We will take up references with our referencing agency to establish your capacity to pay monthly rental. We also require photographic identification and confirmation of the address you currently reside at. When you have passed the referencing. A signed tenancy agreement will be drawn up, the most common form of which is an assured short hold tenancy, together with a comprehensive inventory for the property, which safeguards you and the landlord against damage to the property and its contents and is used when you leave the property for allocation of the deposit.

Initial monies

Once you have signed the tenancy agreement and prior to moving in you are required to pay the final balance of one calendar month rent in advance (minus your holding deposit) and a deposit equivalent to 5 weeks rent. Should you wish to pay this via debit card/ visa, you will be required to pay the final balance 5 days prior to moving in. A Direct bank transfer is also permitted and this can be done 2 days prior to moving in. Move in fees must be received in cleared funds prior to the move in appointment.

Managed properties

When Poole Townsend is employed as the landlord's managing agent, they will take the deposit & register it with The Dispute Service and details of the tenancy deposit scheme will be given to you. The rent will be paid directly to us and we will deal with any maintenance issues and will make periodic inspections of the property on the landlord's behalf.

Other information

Utilities
You as the tenant are responsible as well as paying the monthly rental for payment of the gas, electricity, water, telephone, council tax and television licence (whether the landlord has provided a television set or not).

Insurance
It is the tenant's responsibility to insure their own contents.

Gas Safety Certificate You will be given a copy of the gas safety

certificate on move in day to show that the relevant checks have been made to comply with The Gas Safety Regulations – 1998.

YOUR HOLDING DEPOSIT EXPLAINED

Before your application can be processed and go to reference, you will need to pay us a holding deposit equivalent to one weeks' rent for the property you are interested in. Below explains what happens to that holding deposit and the circumstances in which the deposit will / will not be refunded. It is important that you know your legal rights and accordingly you should feel free to seek independent legal advice before signing this or indeed any other document which we might put before you.

Once we have your holding deposit, current legislation stipulates that the necessary paperwork should be completed within 15 days or such longer period as might be agreed.

If at any time during that period you decide not to proceed with the tenancy, then your holding deposit will be retained by our firm. By the same token, if during that period you unreasonably delay in responding to any reasonable request made by our firm, and if it turns out that you have provided us with false or misleading information as part of your tenancy application or if you fail any of the checks which the Landlord is required to undertake under the Immigration Act 2014, then again your holding deposit will not be returned. It will be retained by Poole Townsend

However, if the Landlord decides not to offer you a tenancy for reasons unconnected with the above then your deposit will be refunded within 7 days. Should you be offered and you accept a tenancy with our Landlord, then your holding deposit will be credited to the first months' rent due under that tenancy.

Where, for whatever reason, your holding deposit is neither refunded nor credited against any rental liability, you will be provided with written reasons for your holding deposit not being repaid within 7 days.

You will not be asked to pay any fees or charges in connection with your application for a tenancy. However, if your application is successful under our standard assured shorthold tenancy agreement, you will be required to pay certain fees for any breach of that tenancy agreement in line with the Tenant Fees Act 2019. In consideration of us processing your tenant application, you agree to pay those fees to us on request.