

# 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 and your offer to rent has been accepted in principal by the landlord, we will ask you to complete the relevant application documentation and pay the required referencing fee. The referencing fee is £75 plus vat for the first applicant and £25 plus vat for the second applicant (with different surnames). Where you are a married couple and the application is joint, the fee is £75

plus vat. 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.

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

Two days prior to moving in, you will be required to pay the final balance of the monies, which is one calendar month rent in advance and a deposit equivalent to one months rent plus £100.00 There is also a charge of £125.00 plus vat per tenancy towards the cost of preparing the inventory and tenancy agreement. Move in fees must be received in cleared funds prior to the move in appointment.

## Non-managed properties

If the landlord is managing the property themselves (LET ONLY) the deposit will be held by us and your rent after the first month (which is paid to us), will be paid directly to the landlord. The landlord will therefore deal with any maintenance issues. At the end of the tenancy, the landlord and the tenant must inform us in writing to release the deposit, minus any agreed deductions.

## Managed properties

If Poole Townsend is employed as the landlords managing agent, we will hold the deposit as stakeholder 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.

## DID YOU KNOW WE OFFER?

### Income Protection

Visit

[www.pooletownsend.co.uk](http://www.pooletownsend.co.uk) to find out more

For more information please call our lettings department on...

**01229 440544**

or

**01539 886000**

#### Barrow Office

69-75 Duke Street,  
Barrow-in-Furness,  
Cumbria LA14 1RP  
Tel: 01229 811811

#### Ulverston Office

County Square,  
Ulverston,  
Cumbria LA12 7LZ  
Tel: 01229 588111

#### Kendal Office

2 Market Place,  
Kendal,  
Cumbria LA9 4TN  
Tel: 01539 734455

#### Grange Office

2 Regent House,  
Grange-over-Sands,  
Cumbria LA11 6DY  
Tel: 015395 33316

#### Milnthorpe Office

8-10 Beetham Road,  
Milnthorpe,  
Cumbria LA7 7QR  
Tel: 015395 62044



**Poole Townsend  
Estates Ltd.**

[www.pooletownsend.co.uk](http://www.pooletownsend.co.uk)