

INFORMATION FOR TENANTS

This pack outlines the services, information and details you need to consider for a successful letting relationship. We will help you get the best from your property and your Landlord. We work hard to make renting hassle-free for you.

Get started

- 1. Contact us and tell us what sort of place you want**
Tell us when you want to move / how many bedrooms / who will be living there / how much you want to spend each month / any absolute necessities — e.g. parking, garden — whatever will make your new place perfect for you. Please also tell us of anything you think may affect your ability to rent.
- 2. Arrange a viewing**
Email us on info@brightfoxlettings.co.uk or call 01892 544453. We can then arrange a viewing.



You've seen the place you want

If you would like to go ahead with renting the property, you will need to place one week's holding fee with us and fill in some reference forms. This holding deposit is refundable to you, or can be used towards your first month's rent or deposit – **please see Holding Deposit information attached.** We use a great company called Rent4Sure who undertake your reference report.



Type of tenancy

The standard tenancy is called an Assured Shorthold Tenancy. If for any reason this differs, we will let you know exactly what type of tenancy that's being arranged for you.

We hope that you find a great new home via Bright Fox so that we can help the whole process go smoothly. If you are unsure of anything then please get in touch. We will make sure we answer all your questions and address any concerns you may have.

Please note that if you decide not to proceed at the last minute, or submit false or misleading information, regrettably we cannot refund your holding deposit in full. Please see attached holding deposit information.

Costs involved in renting a property

Bright Fox operates a transparent, fair, open and honest rental procedure. You will pay a one weeks holding deposit that is refundable or can be used towards your first month's rent or deposit. You will need to pay a five-week security deposit, and we will protect this for you in the custodial Tenancy Deposit Scheme and issue you with a certificate and guidelines.

When you move out, please note that you will be responsible for ensuring the property is in the same condition as when it was rented to you in terms of cleanliness and orderliness. Anything beyond fair wear and tear may be deducted from your deposit. We can recommend our trusted contractors to assist you with any end of tenancy things you may need to do such as oven cleans, or gardening, or some touch up handyman jobs. Please note you have no obligation to use our contractors.

How it works

Referencing is an essential part of the letting process and the checks are carried out on your behalf by a third party company called Rent4Sure. The Landlord needs to be assured that you are going to be a responsible tenant. The cost of this is carried by the Landlord. Sometimes the Landlord may need further information. Please remember to provide details of every tenant who will be appearing on the tenancy. Typically the information needed includes

1. Proof of current address
2. Proof of current bank account
3. Previous addresses for the past six years if different to above
4. Photo identification of your passport for Right To Rent Checks. If it is not an EU/ UK passport, then visa/ right to remain checks will need to be evident and valid in the passport.



Issues that may come up in getting a tenancy

Bad Credit

County Court Judgments (CCJs), Bankruptcy Orders or bad credit history that you don't declare will be an issue in getting a tenancy.

Income

Between all tenants you require an income of 30 times the monthly rental. If you cannot provide proof of income, you can provide the reference agency with some alternative options that may be acceptable such as savings.

Employment

You will need to confirm that you are in permanent employment or have a firm job offer in place prior to the start of the tenancy. If you are self employed you will need to provide accounts.

Current Landlord

We may need to ask your current landlord for a reference which will include whether you have been a reliable tenant.



Ready to move...

1. Sign the Tenancy Agreement
2. Pay the Deposit Sum
3. Sign the Inventory: A report is made at the beginning of the tenancy. This gives us the details of the general condition of the property, fixtures, fittings, decorative order and cleanliness. We use a company called NoLettingGo, who is completely independent. When you get a copy of the inventory, you need to sign this at the beginning of the tenancy. They do this with you at the check-in so let us know of anything in the report that you feel is not accurate. This report will be used as the basis to return your deposit to you at the end of the tenancy, and calculate any deductions from your security deposit at the end of the tenancy. The cost of the inventory and check in is borne by the Landlord.
4. Look through your appliance manuals
5. Ensure you know who to contact in case of emergencies - either your Landlords if we are not managing it, or if we are call 01892 544453 or after hours 07942949033 . We are open six days a week.



I am nearing the end of my tenancy - what happens?

We'll write to you two months before the end of the tenancy to let you know if your Landlord is happy to renew the tenancy, or whether they require the property back. We will also ask you whether you'd like to extend your stay for a further term or whether you would like to serve your notice to vacate.

I'd like to stay on in the property please

If both you and your landlord are happy to extend the tenancy, new tenancy agreements will be drawn up. Usually at this time, we come in and do a quick inspection so that we can reassure the Landlord the property is being looked after, and you can tell us about any issues with the property. If any circumstances have changed for you, you **MUST** let us know so that we can ensure that we can retain the general terms of the original tenancy and in this way the Landlord can renew any insurance he has. We will then send you your new agreement.

I think I'd like to move on and end my tenancy

If you wish to end the tenancy, we will advise you of the exact process on how to serve your notice. In brief, it goes along these lines:

1. Provide minimum of one months' written notice (usually the same day of the month the tenancy is signed). If your landlord manages the property, send this letter or email to him / her but also please copy us in. Otherwise, please send us written notice to info@brightfoxlettings.co.uk.
2. Once we have received and accepted your notice we will send you guidelines on how the process works so you can get your deposit back. It will involve a check out inspection with the inventory clerk, notes of any damage, and suggestions on cleaning etc. When the check out is done, we will then contact the Deposit Scheme and agree the sum of money to be returned to you. This will be issued from the Tenancy Deposit Scheme in to your bank account. Please ensure you read the guidelines for the TDS when we protect your deposit so you understand the process and procedures of the scheme, and create a login so that you can access your deposit when we ask for it to be released.

Contact details

Bright Fox Lettings & Property Management Ltd

25 The High Street, ROYAL TUNBRIDGE WELLS, Kent TN1 1XF,

t: 01892 544453

e: info@brightfoxlettings.co.uk

website www.brightfoxlettings.co.uk

We are members of The Property Ombudsman and follow the Code of Practice for Residential Lettings Agents.

The Property Ombudsman , Milford House, 43-45 Milford Street, Salisbury, SP1 2BP

T: 01722333306 website www.tpos.co.uk

