

HAVING VIEWED & SELECTED A PROPERTY YOU MAY HAVE SOME QUESTIONS

Q. WHAT WILL YOU NEED FROM ME?

A. Once you have selected a Property a non-refundable Holding Charge is required which enables us to hold the Property for you subject to contract and satisfactory references. However this does not in anyway form a contract or any obligation upon ourselves or the Landlord. The Holding Charge forms part of the Tenant Administration charge and the remainder is payable at the time of signing the Tenancy Agreement. At this stage and subject to the Landlord's agreement, we will advise other applicants that the Property is under offer. If satisfactory progress has not been made after 5 working days, due to your delay, then we may re-market the Property. In order to successfully complete your application and prior to any Tenancy commencing, we will require proof of residency and proof of identity (photographic ID) for each Tenant. (Proof of residency can be a utility bill which is less than 3 months old. Proof of identity can be passport, identity card or a driver's licence.). Some Landlords also require a copy of your contents insurance schedule. If you smoke or have pets, please check the Landlord will accept you as a tenant, before making an application.

Q. WHAT HAPPENS TO MY APPLICATION?

A. The application forms will normally be given to you in one of our branches but we can also email one upon request. Once the form is returned to us then the application is processed at our administration centre in Gateshead. When filling out the form, please ensure that you have telephone numbers, fax numbers and email addresses of all referees as this will help speed up the process. Failure to complete the forms in full at the outset will result in delay in processing. The information we obtain may be discussed and shown to the Landlord, so they can make a final decision on your application. Credit checking normally takes 3-5 days but may take longer if there is difficulty in contacting people on the form. You would be advised to let people know that they may be contacted for a reference. Please be advised that your annual income needs to be at least 2.5 times the annual rent in order to comply with the referencing criteria. Different rules apply with Housing Benefit, so please discuss your situation with our admin team if you have any queries. Any detrimental or false credit information may adversely affect your application and you will forfeit your administration charge as it is non-refundable.

Q. WHAT HAPPENS IF I HAVE PETS?

A. If the Landlord has given permission for pets to be kept at a Property, then an additional sum may be due on your deposit. This sum may vary according to the requirements of the Landlord and the number and size of the pets to be kept at the Property, so please refer to our admin team for more details. This figure will be confirmed to you in writing prior to Check in.

Q. WHAT HAPPENS WHEN MY TENANCY IS RENEWED?

A. Should your Tenancy be renewed, there will be a further administration charge. Please refer to our admin team for more details. The advantage of a new agreement is that there is another fixed term, thereby giving both the Landlord and the Tenant further security.

Q. WHAT DO I NEED TO PAY ON SIGNING THE TENANCY AGREEMENT?

A. Tenant Deposit of 1 months rent plus £100 (or as specified to you by our admin team,), plus the first month's rent, plus the Tenant Administration charge (less the amount paid as Holding Charge). All monies are held in our Client account. No interest is received, or payable to the Tenant but funds are taken into account by the bank in calculation of our bank account charges. The Tenancy Deposit will be held in accordance with the Tenancy Deposit Protection Scheme

Q. HOW DO I PAY ON CHECK IN?

A. Debit Card / Credit Card / Banker's Draft / Cash
Debit/Credit Card payment is the preferred method. Please note there is a surcharge of 2% for payment with a credit card and £1 for a debit card. A personal Cheque is not acceptable on check in day. A personal cheque will need to be received 10 working days in advance. Cheques should be made payable to Andrew Craig Property Management LLP Clients Account.

Q. WHEN CAN I COLLECT THE KEYS?

A. Preparation of an inventory will be carried out in your absence. Please contact our admin team to arrange a convenient appointment for all Tenants to visit the Gateshead branch to collect keys and sign the Tenancy Agreement on the day the Tenancy commences. We must have in our possession cleared funds, a signed Tenancy Agreement, completed references, photographic ID, proof of residency, details of appropriate Contents Insurance (if required) and a completed Standing Order Mandate before we can hand keys over to you.

Applicant Signature: _____ Date: _____

Q. WHAT ABOUT INSURANCE?

A. Tenants are advised to take out appropriate contents insurance, which includes third party cover for the Landlord, as specified in the Tenancy Agreement. Insurance should be in place as soon as the Tenancy commences. We offer specialist contents insurance cover for Tenants which includes third party cover for the Landlord's goods and recommend that Tenants complete the proposal form at the time of signing the Tenancy Agreement.

Q. WHAT ABOUT UTILITIES?

A. If we are managing the Property, we will endeavour to notify the relevant gas, electricity, water and Council Tax companies. If your Landlord manages the property, you may have to change the utilities yourself. You will be responsible for paying these accounts for the duration of the Tenancy unless otherwise stated in your Tenancy Agreement. The Landlord, or us as his agent, shall choose which utilities providers should be used at the start of the tenancy. Telecommunications companies will not accept instructions from third parties and therefore neither the Landlord nor the Agent can be responsible for ensuring there is a working active line available to you. If you are moving into a property that does not have a telephone line connected then it will be your responsibility to pay the provider's connection fee plus any ongoing rental charges.

Q. HOW DO I PAY FUTURE RENT?

A. Your rent in cleared funds is payable in advance and should reach our Client account on the rent due date as specified in your Tenancy Agreement. (eg Tenancy commenced on the 26th day of the month then the rent due date is monthly every 26th day thereafter and funds should leave your account on the 23rd). Rent is paid by Standing Order Mandate (we do not operate a Direct Debit system). Rent should leave your account three days before it is due to enable it to reach our account on the due date. Standing Orders are your instructions to your bank to pay us. They cannot be cancelled or changed by us once they are set up. Please note: Notification of late payment of rent is charged at £15. Legal notices are charged at £50.

Q. IS MY MONEY PROTECTED?

A. Yes, as we are Regulated by the RICS all Client monies are protected by the RICS Client Money Protection Scheme. The maximum per claim is £50,000.

Q. WHAT HAPPENS TO MY TENANCY DEPOSIT?

A. If we are managing the Property, your Tenancy Deposit will be held as Stakeholder in accordance with the Tenancy Deposit Protection Scheme, which means that it can be released as soon as both parties agree. (please refer to your Tenancy Agreement).

Contact details of the scheme:

The Dispute Service Limited. PO Box 1255 Hemel Hempstead Hertfordshire HP1 9GN. Tel: 0845 226 7837 Fax: 01442 213193. email: deposits@tds.gb.com

Q. WHAT ARE MY RESPONSIBILITIES AS A TENANT?

A. These will be clearly defined in your Tenancy Agreement, but if in doubt - ASK US. According to Lord Denning: "The Tenant must take proper care of the premises he must do the little jobs around the place which a reasonable Tenant would do".

Q. WHO DO I CALL FOR A PROGRESS REPORT ON MY APPLICATION?

A. For a progress report on your application or for any queries, please contact our admin team on 0191 4771181 or email to rent@andrewcraig.co.uk

Q. WHAT ABOUT DATA PROTECTION?

A. Information supplied will be held on our computer system in accordance with the company's notification under the Data Protection Act 1998.

TOTAL COST OF STARTING TENANCY

Rent in advance (usually 1 month)	£ _____	
Deposit	£ _____	
Tenant Admin Fee	£ _____	(Net amount after deduction of Holding Charge paid)
Total	£ _____	

Applicant Signature: _____ Date: _____

Applicant - What Happens Next (Version 3.0) © 0111 Andrew Craig Property Management LLP