



alexanders  
Residential

# Tenants

The ins and outs of renting



## Alexanders

Our agency has been running for over 20 years in Aberystwyth. We have a wealth of experience and local knowledge, and thanks to our longstanding relationships with other businesses, we are able to offer a range of excellent services.

There are a number of considerations to make when renting a property, it's essential to know with whom you are making an agreement and what type of agreement you are entering. What happens with maintenance issues? Is the agent or landlord up to date on legislation and have they conducted safety checks? Alexanders is registered with a number of regulated services and our agents are highly trained and accredited. We don't just meet a minimum level of service, we consistently exceed it.

On page 7 of this guide you can find links, these will direct you to the homepages for the schemes we are affiliated with.

**Safe Agent** We're a registered agent, which means that we are regulated by this client money protection scheme. This means that your money is safe.

**Nals** Being part of the National Approved Letting Scheme means that we uphold a high standard of service.

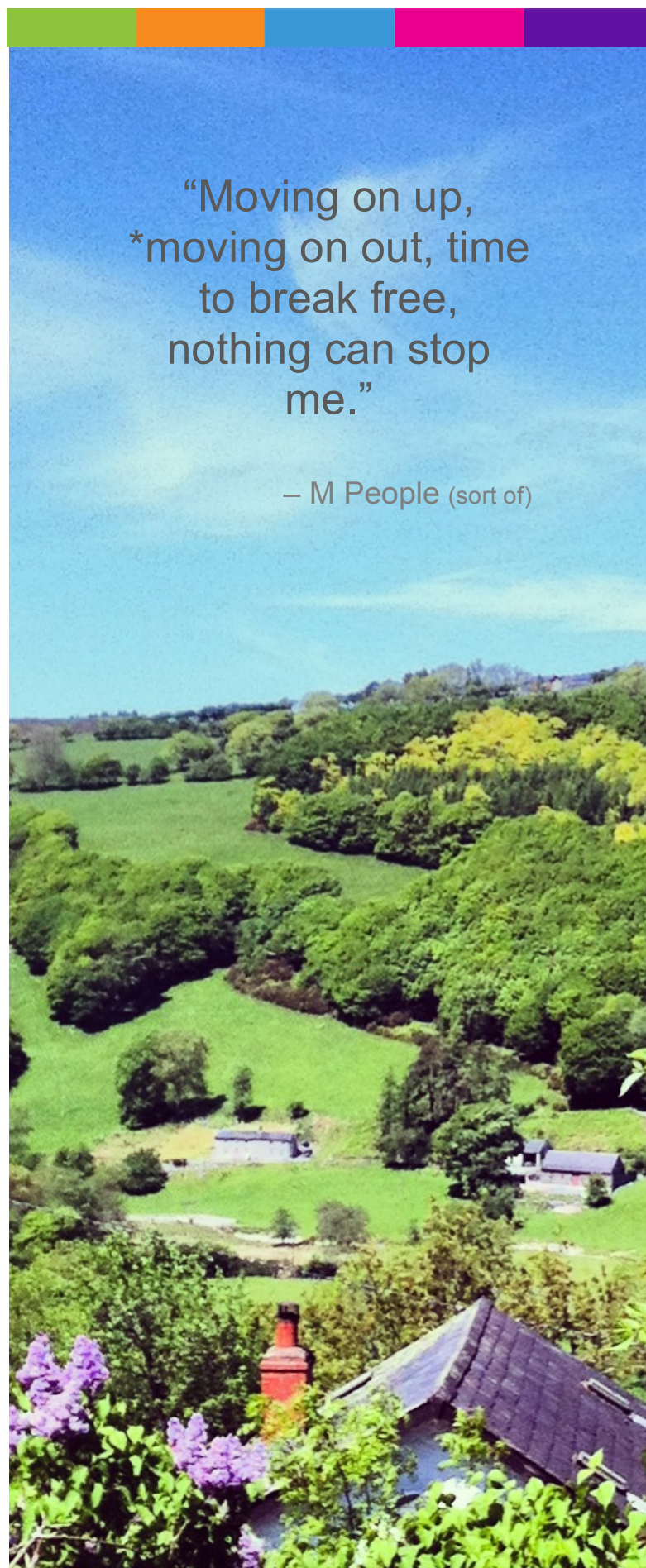
**Welsh Landlord Accreditation** As a joint initiative this scheme concentrates on standards of knowledge and professionalism. To become accredited each landlord or agent must attend and pass an accreditation course.

**Tenancy Deposit Scheme** The money you pay as a deposit will be registered and held in trust for the duration of the tenancy. The TDS impartially arbitrate any disputes

**The Property Ombudsman** As a member we follow a strict code of practice.

**Maras** We use a professional referencing agency to obtain information to determine the suitability of tenants.





"Moving on up,  
\*moving on out, time  
to break free,  
nothing can stop  
me."

— M People (sort of)

## This Guide

Hopefully your rental experiences have been and will be straightforward, but if you need a little guidance, this document should be a good point of reference for what to expect when renting an agent managed property. Some details differ slightly when considering maintenance and fees for landlord managed properties.

### Starting your search

There are lots of places to start your search for a property. You can use an online portal such as [Zoopla](#) or use our website to check availability.

Rental properties are usually advertised two months in advance of the availability date, however new listings will usually show as being 'available now'.

For instance, if it's now May and you are moving to the area in September to start a new job, applicable properties will probably be listed from the late June/early July.

Aberystwyth is both a compact town and rural area with various types and sizes of housing. For information on where best to look you can speak to one of our agents, in office, by phone or email. Alternatively you can find [area guides](#) on our website.

### Viewings

Prospective tenants are required to view properties in order to apply for a tenancy. If you would like to book a viewing we will usually require 48 hours, so that we can inform tenants or owners. We provide accompanied viewings so that we're on offer to answer any questions about a property.

### Applying

If you would like to apply for a property you can discuss your rental offer with one of our agents. It is at the time that you will make an application by starting the referencing process.

### Lease Period

The minimum term we can offer a contract for is 6 months, as per the regulations of an Assured Shorthold Tenancy. You can negotiate the terms of your tenancy at this time, such as when your lease will start and how long it will run for.

## Referencing

For referencing you must enter a few details into a short paper form, which will then be inputted to Maras. Each individual tenant must be referenced. You will be sent a confirmation email to proceed with your application, where you will enter a secure area. You will be required to enter your employment details and previous address history. This is so that we can ensure your income and you are a suitable tenant. We don't reference lots of applications at the same time, at this time you will be the only applicant and the property is removed from the market.

You will only require a guarantor if you are a student or not in full time work. We must also fully reference guarantors as they make the same agreement to uphold the terms of the tenancy. If you're not sure whether you'll need a guarantor, just ask!

## Deposit

A deposit is an amount of money (usually equivalent to six weeks rent), taken to hold in case of any dilapidations attributed to a tenant, at the end of the tenancy. This is taken at the time of your lease sign and registered with the TDS. For more information regarding the deposit regulations please see our [TDS guide](#).

## Tenancy Agreement

When your references are complete (providing a positive result) we will contact you to arrange a time and date for you to sign your lease. All tenants named on the lease must be present, initial and sign this agreement, prior to entering the property.

## Move In

You must pay your first month's rent before you can enter a property, this might be 6 days at the end of a month, taking you to the 1<sup>st</sup>. This amount is calculated on a pro rata basis.

We will attend the property and take meter readings, contact the relevant utility companies and inform them of your tenancy commencement. You should then contact the supplier and set up a payment account for any bills.

## Rent Payments

Your first rent can be paid in office, by bank transfer or over the phone by card. However all further payments must be made by standing

order. You can download a standing order mandate [here](#). This form should be handed in at your bank, usually it takes two weeks to process this form. Please check with your bank that the standing order has been set-up correctly before your rent is due. Only you can cancel this order, it is not a direct debit.

## Inventory

Prior to your move in, we will conduct a full photographic inventory as a log of items and condition of the property. You will receive this document shortly after your move-in, you should check the document and make notes of any additions or queries you wish to make and return this document to us. It will be held on file so that we can assess the condition of the property upon your move out.

## Maintenance

Should you have any maintenance queries you can contact us for advice or to log a repair order at any time, 7 days a week. We also have a 24 hour emergency number in the case of urgent instances.

## Inspections

We conduct regular inspections, which will be arranged at your convenience with at least 48 hours notice.

## Notice

You will be required to serve a minimum of 1 month's notice should you wish to vacate the property at the end of the fixed term. Likewise if you wish to renew your tenancy, this is something we will discuss in good time prior to the end of your fixed term.

## Moving Out

You should follow our check-out list and make every effort to remove all personal belongings and leave the property in clean condition.

*For more details regarding **documents pertaining to a property, Houses in Multiple Occupation, Student Lettings, Responsibilities and Maintenance** please see our Guides section or contact our office.*





## Down to the nitty gritty

Most agents will charge administration fees. Our primary client is the landlord, who meets most of the costs of our service. However some charges do apply to tenants. We offer competitive pricing, which is outlined below. We're very fair with charges, but the following fees are what do enforce.



### Tenant Reference

£65 for an adverse credit, employment and address check.

### Guarantor Reference

£35 for an adverse credit, employment and address check.

### Deposit Registration

£10

### Card Payments

£1 Debit Cards

£5 Credit Cards

### Late Rent Payments

£30 immediate charge

£30 additional charge if received between 7<sup>th</sup> and 14<sup>th</sup> of the month

£90 additional charge if received after the 14<sup>th</sup> of the month.

£150 total possible charge

### Late Rent Reminders

£25 per letter after the 7<sup>th</sup> of the month, informing you of late rent and charges incurred

### Bounced Payments

£30 if a payment is presented but returned, refused or re-presented

### Key Replacements

£35 for lost/replacement keys, except where the key cost is higher

### Out of Hours Service

£30 call out charge if you are locked out and require a master key

### Repairs

Where repairs are necessary usually the landlord meets costs, however if they are required due to neglect or damage by the tenant, the tenant(s) will be invoiced for costs.

### Unnecessary Call Outs

£30 (+Vat) e.g an engineer is called out for a reported broken fridge – when it's turned off...

### Addendum To Lease (Tenant Change)

£50 (+Vat) Payable by the outgoing tenant

### Early Termination of Tenancy

£325 (+Vat) Payable by out going tenant

## Awards

### What are the Estas?

The Estas stands for 'Estate and Letting Agent Awards'. It's the largest and longest running industry competition. Winners are selected purely based on the reviews of clients.

We have satisfied our clients such that for the past three years we have been shortlisted as a top agent, in 2012 we won the Silver award and in 2013 we were recognized at the best letting agents in Wales.



Agency performance is measured by the level of customer service received during the lettings process, whether that be a let only or fully managed property. This means that we're awarded points based on how we let out a property and then manage it, which is heavily reliant on our relationship with tenants – probably more so than with landlords in many instances.

We're incredibly proud of our awards and are always building the business and training ourselves to be better. We're a small office, our staff work very long hours together, managing property accounts, receiving feedback that we're mostly doing that right is humbling and makes our hard work all the more worthwhile.



You're not seeing things, that's us with Phil Spencer!

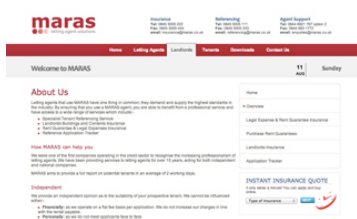
# Links



## Safe Agents

The main reason of being a registered **Safe Agent** is so that you the tenant know that we are part of a client money protection scheme, which means that your money is kept separately to that of the business. This might seem to make sense and be an obvious way to manage accounts, however it's not a legal requirement, so not everyone follows this practice.

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



## Maras Referencing

In using a professional referencing company we uphold strict standards, providing high service and giving you access to a number of unique services. Applications are processed within an average of 2 working days and progress can be viewed online via the tracker service.

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



## The Tenancy Deposit Scheme

Your deposits must be protected with an authorized scheme – that's the law. We've found the TDS to offer the best service for our clients. At the end of the tenancy we will negotiate with you as to how the deposit should be split (if required at all) and we follow certain regulations through the stages of taking, registering, negotiating and returning your deposit to ensure that it is protected.

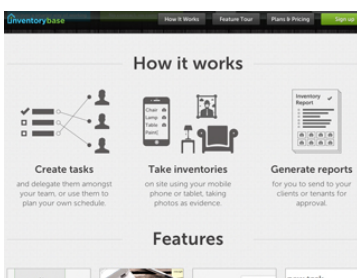
[www.thedisputeservice.co.uk](http://www.thedisputeservice.co.uk)



## National Approved Letting Scheme

Being a Nals agent we agree to follow steps in an effort to make your tenancy as easy as possible, ensure you are adequately information and certain service standards are met.

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



## Inventory Base

We use Inventory Base to produce a thorough photographic report on the condition of the property and any items within, to use as a record against inspections and your move out. This protects you by eliminating the possibility of being held accountable for previous damage or the condition of contents. Just in case. You can view this online before your moving out to make sure you leave the property in good condition.



