



## Information for a prospective tenant

### Introduction

This page will provide you with all you need to know on the process of applying for a property with Peace of Mind Lettings, all the way through to collecting the keys to your new home.

### Making an offer, reserving a property, referencing & fees

After making an offer for the property via Peace of Mind Lettings' Online Platform, and having this accepted by the landlord, you will be asked to pay the set up fee which includes referencing, inventory, agreement and administration. Additional tenants will pay £120 referencing fees each.

Upon payment, you will be asked to complete a reference request form from our referencing department. The referencing procedure will include:

Credit status checks

Employment checks

Previous landlord reference

Any other information to help assess the affordability check

ID check

We request you email [applications@peaceofmindlettings.co.uk](mailto:applications@peaceofmindlettings.co.uk) with a scan of your passport and proof of address (bank statement/utility bill) for each tenant within **24 hours of paying the referencing fees.**

Should this not be completed, the landlord retains the right to re-advertise the property and no refund will be due.

### Referencing fee refunds

Please see below details of our procedure regarding the refunding of referencing fees to the value of £120 inc VAT should a tenancy not proceed:

Should tenants fail referencing due to reasons which were not disclosed prior to the commencement of their application, no refund will be due.

Should a landlord withdraw from the letting of a property at no fault of the tenant, the landlord will be liable to refund the referencing fees. Peace of Mind Lettings will not be held liable for the refund of these monies.

Should our referencing department recommend either a personal guarantor or payment of rent in advance, and the tenant cannot meet either criteria, no refund will be due.

Should the tenant withdraw from the letting of the property after paying the referencing fees for reasons not in relation to the letting of property, no refund will be due.

All refunds will be at the discretion of Peace of Mind Lettings.

### **Start date of tenancy**

At the point of making an offer, you will be asked for a preferred date for the commencement of your tenancy. Please note that we require a minimum of 7 days to complete the administration on a new tenancy. This move in date will not be confirmed until referencing has been completed. We would also advise that no removal services are booked until the time to collect your keys has been agreed.

Should the tenant request this date be changed following the drawing up of tenancy agreements (should the landlord agree), an administration charge of £30 inc. VAT will be payable by the tenant.

### **Tenancy agreement**

Following a successful referencing application, you will be emailed the Tenancy Agreement. Please read this carefully as it is a legally binding document. Should you have any queries, please do not hesitate to contact us.

We offer initial tenancies of either six or twelve months. At the conclusion of this term, subject to agreement from the landlord, you may be offered another fixed term contract, or the tenancy will roll on a month by month period basis.

We would ask you sign and initial the agreement where applicable within 5 working days of receipt. Once you have moved in, a copy of this agreement will be emailed to you signed by, or on behalf of, the landlord.

### **Deposit**

You will need to pay a deposit for the property, usually between one and two months' rent. This will be registered in a recognised deposit scheme for the duration of your tenancy. As part of the registration process, we would ask you to read and sign the Prescribed Information within 5 working days of receipt.

### **Initial monies**

Prior to you moving in, you will need to pay the outstanding balances on your account as detailed in your declaration of fees which you will receive following the return of satisfactory references. This will include your first months' rent, deposit and any other fees incurred.

The funds must be cleared at least 5 working days prior to the commencement of your tenancy.

Once payment has been made, you will receive a receipted invoice.

### **Furnishings**

The inclusion of furnishings and appliances within the let should be discussed prior to the signing of agreements. Levels of furnishing vary greatly and no set precedent exists. If you require clarification

on what will be included, please contact us at your earliest opportunity. We will ask the landlord to supply a brief list of furnishings at this stage

Peace of Mind Lettings or the Landlord will not be held liable to supply items that are assumed to be included.

### **Inventory**

Prior to, or on the day of you moving in you will be supplied with a schedule of condition for the property. We would ask you to check this carefully, amend if necessary, and sign where appropriate. It is our policy for you to sign and return this inventory before you move in.

### **Move in**

We will arrange for you to meet either our Local Agent or the Landlord at the property on the day of the commencement of your tenancy. All tenants are required to bring their passport with them to the handover. You will then be provided with all relevant contact information and keys.