

What Happens Next

Applicants

Having viewed and selected a property you may have some questions....



www.grants-lettings.co.uk

Q	What will you need from me?								
A	<p>Once you have selected a Property a non-refundable administration 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. At this stage and subject to the Landlord's agreement, we will advise other applicants that the Property is under offer.</p> <p>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 plus your contents insurance schedule. (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.)</p>								
Q	What happens to my application?								
A	<p>The application forms will normally be sent to you via email. Your application is then submitted electronically to our credit referencing agency. When filling out the form, please ensure that you have telephone numbers, fax numbers and email addresses of referees as this will help speed up the process. In order to minimise any potential delays with your application, please complete and sign the attached PropertyRisks Consent Form. This signed document will be immediately faxed to the agency to assist them in the referencing process.</p> <p>As soon as we receive a reply from the credit referencing agency we will let you know the result and your confirmation document pack will be sent off to you. Credit checking normally takes 2-3 days but may take longer if the agency has difficulty in contacting people on the form. You would be advised to let people know that they may be contacted for a reference.</p> <p>Please be advised that your basic annual income needs to be at least 2.5 times the annual rent in order to comply with the referencing criteria. Please discuss your situation with your Lettings Consultant 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.</p>								
Q	What happens if I have pets?								
A	<p>If the Landlord has given permission for pets to be kept at a property, then an additional Tenancy Deposit of £150.00 will be due. 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. This figure will be confirmed to you in writing prior to Check in.</p>								
Q	How much is the administration charge?								
A	<p>Reference & Administration charge:</p> <table><tr><td>1 Adult Applicant</td><td>please contact the branch</td></tr><tr><td>Each additional Applicant</td><td>please contact the branch</td></tr><tr><td>Guarantor</td><td>please contact the branch</td></tr><tr><td>Company Tenant</td><td>please contact the branch</td></tr></table>	1 Adult Applicant	please contact the branch	Each additional Applicant	please contact the branch	Guarantor	please contact the branch	Company Tenant	please contact the branch
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Guarantor	please contact the branch								
Company Tenant	please contact the branch								
Q	What happens when my Tenancy is renewed?								
A	<p>Should your Tenancy be renewed, there will be a further administration charge of £50.00 + VAT. If rent for the tenancy is paid in full and in advance, any renewal will be under the same terms unless a further reference fee is paid and suitable references obtained to confirm monthly rent payments via Standing Order Mandate are acceptable.</p>								
Q	What do I need to pay on Check in?								
A	<p>Tenant Deposit (One months rent + £300.00 or as specified to you by the branch. This will also be confirmed in writing. The Tenancy Deposit will be held in accordance with the Tenancy Deposit Protection Scheme.)</p> <p>Check in charge may be applicable in some circumstances. Please ask your Letting Consultant for more information.</p> <p>First month's rent</p>								
Q	How do I pay on Check in?								
A	<p>✓✓✓ Debit Card ✓✓ Credit Card ✓ Banker's Draft</p> <p>Debit/Credit Card payments is the preferred method</p> <p>Please note there is a surcharge of 1.8% for payment with a Credit card</p> <p>A personal cheque is not acceptable on check in day. A personal cheque will need to be received 10 working days in advance.</p> <p>Cheques should be made payable to Grants Residential Lettings.</p>								

Applicant Signature: _____

Date: _____



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Applicant - What Happens Next (V7)
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Q	When can I collect the keys?
A	Unless advised to the contrary by the Branch, you will attend a pre-arranged check in at the property and collect the keys from the Inventory Clerk. You will first need to attend the office to sign the Tenancy Agreement, pay all check in monies as cleared funds and ensure that all required documentation (completed references, photographic ID, proof of residence, details of appropriate Contents Insurance and a completed Standing Order Mandate) has been provided. Keys will only be released by the Inventory Clerk upon sight of a receipt and confirmation that all formalities have been completed at the Branch.
Q	What about insurance?
A	Tenants are required to take out appropriate contents insurance, which includes third party cover for the Landlord, as specified in the terms and conditions of your Tenancy Agreement. Insurance must be in place as soon as the Tenancy commences. Grants Residential Lettings offer specialist contents insurance cover for Tenants which include third party cover for the Landlord's goods through Hepburns Insurance. If you would like a quotation for insurance at any time, please call your local branch for more information. Hepburns Tenant Insurance Tel: 01534 515 151 PO Box 732 6-7 Mulcaster Street, Jersey JE1 1AE
Q	What about utilities?
A	If we are carrying out the inventory check in, we will endeavour to notify the relevant gas, electricity, water and Council Tax companies. If your Landlord checks you in, 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. 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 has not had a telephone line connected previously or it has been vacant for three months or more then it will be your responsibility to pay the BT or any other provider's connection fee.
Q	How do I pay future rent?
A	Your rent in cleared funds is payable in advance and should reach our account on the rent due date as specified in your Tenancy Agreement. <i>(eg Tenancy commenced on the 26th day of the month then the rent due date is monthly every 26th day thereafter)</i> Rent is paid by Standing Order Mandate (we do not operate a Direct Debit system). Rent will leave your account 3 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 Grants Residential Lettings. They cannot be cancelled or changed by Grants Residential Lettings once they are set up. Only one Standing Order is acceptable for payment of rent; we cannot accept split payments. To accommodate a single payment Standing Order, you may wish to enquire about starting a house account with your fellow occupants. Please note: Notification of late payment of rent is charged at £25 + VAT. Legal notices are charged £75 + VAT.
Q	What happens to my Tenancy Deposit?
A	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	<i>These will be clearly defined in your Tenancy Agreement, but if in doubt - ASK US</i> <i>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"</i> Parking Permits Many apartment blocks require residents to purchase and display a valid parking permit when using the communal/allocated parking area. It is the responsibility of the Tenant to obtain and pay for such a permit for the duration of the tenancy. Failure to display a valid parking permit may result in the vehicle being clamped and the owner fined.
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 us on 01494 472828.
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.

Applicant Signature: _____

Date: _____