



## TENANT INFORMATION SHEET

### **RENTAL APPLICATION FORM – Subject to contract and satisfactory references.**

A completed rental application form is required for each individual proposing to rent a property, along with **two** forms of identification (photo and proof of current address). The reference fees are non-refundable should you fail your references, or decide not to proceed once the referencing procedure has begun. It is important to note that **until your application forms, and referencing fees are received, the property will remain available.** The property will also remain available for viewing by other interested parties until the outcome of your referencing application. Once you are accepted for the property, a security deposit (minimum ONE months rent) will be required. We will liaise with you to agree on a start date for the tenancy. **Should you change this date, or any other details, or withdraw from the tenancy once the contracts have been drawn up, there will be a £72 (inc. VAT) administration charge payable.** This does not form part of a contract or any obligation upon ourselves or the Landlord. Tenancies are for a minimum term of 6 months up to a maximum of 5 years.

***PLEASE NOTE: The Tenancy commencement date will also be the date that the rent falls due for payment each month and it is important therefore that you bear this in mind when agreeing a commencement date.***

### **REFERENCING FEES**

#### **Private Individuals**

£60 inc VAT for each named applicant.

#### **International**

£150 inc VAT for each named applicant. Additional forms of identification are required. Please ask for details.

#### **Company**

£150 inc VAT per company name. All applications are to be signed by a director of the company.

#### **Guarantor**

£60 inc VAT for each Guarantor. If declined and an alternate Guarantor required: £60 + VAT per Guarantor.

### **References and Guarantors**

We use a Reference Company to undertake referencing and credit checking for all applicants and guarantors. The Reference Company relies on the co-operation of all named referees and guarantors to ensure a quick and satisfactory result so it is in your interest to encourage your referees and/or guarantor to respond quickly.

When filling this form please ensure you have Telephone numbers, Fax numbers, Email addresses, or full Postal addresses of referees as this will speed up the process. As soon as we receive a result from the credit referencing company we shall advise you. Credit checking normally takes 2-3 working days but may take longer if there is a difficulty in contacting your referees. **You should advise any party that they will be contacted for a reference.**

A guarantor may, for example, be required in the case of low income or recent breaks in employment. If you are advised that you require a guarantor, this individual must be UK based and meet the necessary criteria. Please check your guarantor's suitability with our office. Alternatively, you can roughly calculate the amount your guarantor needs to earn by multiplying the rent amount x 12 x 3. If your guarantor proves not to be suitable for any reason and we are required to reference an alternative individual, they will be charged £60 (inc. VAT) as above.



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### Security Deposit

We require a minimum of ONE months rent as a security deposit. This will be returned at the end of the tenancy in accordance with your tenancy agreement and subject to dilapidation charges, if any. For more information on how your deposit is protected, please visit [www.thedisputeservice.co.uk](http://www.thedisputeservice.co.uk). **We will only return this deposit by way of cheque or direct bank transfer to a single nominated tenant.**

### Initial Payment

The first month's rent and security deposit balance must be received as **cleared funds** by the signing of the tenancy agreement, before the tenancy commences and the keys are released. If paying by cheque, this must be received 10 days prior to the move-in date. If making a bank transfer, please check exact clearance times to avoid delays. All rentals are exclusive of electricity, gas, water rates and council tax (unless otherwise stated).

### Future Rental Payments

All rental payments are required monthly in advance via one standing order – no multiple payments will be accepted. A bank standing order form will be presented for signature at the start of the tenancy. Please ensure you complete the correct bank details of the account from which the rent is to be paid. All rent payments will be made to **Môn Properties Client (Lettings) Account** held with HSBC bank, or to the Landlord

**Please note** – Notification of late payment of rent is charged at £30 (inc.VAT).

### Inventory and Schedule of Condition

A detailed Inventory and Schedule of Condition will be prepared for you when you move into the property. This sets the benchmark for the condition of the property in terms of protecting your security deposit held by Môn Properties. The document will be thoroughly checked during the move-in process before agreed on and signed off by all tenants. This needs to be returned within 7 days and if not returned it will be deemed that you will accept it in its entirety.

### Insurance

The Landlord is responsible for insuring the property and any contents that are left in the property and which form part of the Tenancy. You must insure your own belongings. The Landlord nor ourselves, cannot and will not, be held liable for any loss suffered by the Tenant under any circumstances. You are strongly advised to seek a specific Tenants Insurance Policy, which may also provide some protection to Landlord's fixtures and contents in the event of accidental damage and this may protect return of your deposit.

### Keys

A set of keys will be provided for each tenant. We take your safety and security seriously and do not permit you to cut new keys or change the locks to the property without obtaining prior consent. If you lose a key, or require additional sets, please contact Môn Properties immediately. Fees: Call-out to let you in to property = £30 (inc. VAT), £50 out of hours. The cost of cutting additional keys or to replace lost keys will be the Tenant's responsibility and will be charged at a minimum of £15.00.

### Utilities

We will read all the meters and advise you by letter of the readings, confirming also the relevant utility providers and phone numbers in order for you to set up your own accounts. We will, however, advise the local council tax office of your residence and will do the same when you move out. You are permitted to change the suppliers of your gas, electricity and water **with prior consent**, but you must provide full details of your suppliers, along with copies of utility bills, when you leave the property. You must organise the connection and disconnection of all telephone cable and internet services yourself.



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### **Water Bills**

As from 1<sup>st</sup> January 2015 there will be a *legal* obligation on Landlords to provide details about their properties and all tenants to **Dwr Cymru Welsh Water**. The information that will be supplied will be tenants' full name and dates of birth, the property address and the date the tenancy commenced. It is possible that we, as the Landlord's Agent, might be instructed to do this on their behalf (this will depend on the type of agreement your Landlord has with us).

### **Television Licence/Signal**

Tenants are responsible for the television licence regardless of whether or not a television is provided by the Landlord. Landlords cannot guarantee quality of signal at any let property.

### **Telephone Connections**

Tenants will need to make their own investigations as to the availability of a suitable BT/Broadband connection at the let property and will be responsible for any connection costs.

### **Pets**

Domestic pets are not permitted except if agreed in writing and it is usual for an additional deposit of £150.00 to be held. The carpets must be kept clean, sanitised, deodorised and anti-bacterial/flea treated throughout the Tenancy and carpets must be professionally cleaned upon vacating the property. The original invoice will have to be supplied to confirm this has been carried out. If during a tenancy it is agreed that pets may be accepted there is a fee of £72 (inc. VAT) to cover gaining permission and amending the agreement.

### **Responsibilities as a Tenant**

These will be clearly defined in your Tenancy Agreement, we provide you with a draft copy prior to signing an agreement so you have time to read and understand your commitment. It is advisable to seek advice from a solicitor and or the Citizens Advice Bureau (C.A.B.) and Housing Advice Centre but if in doubt you can ask us.

### **Smoking**

All our tenancies are non-smoking unless specifically waived by the Landlord. Please note you may be charged for a full professional clean to remove odours/stains if this condition is breached.

### **Inspections**

Should either we or the Landlord wish to inspect the property, you will be given at least a minimum of 24 hours' notice of the intended visit. Fully managed properties are inspected on a regular basis and we must be notified if you will be away from the property for 1 week or more as this may have implications in respect of the Landlord's insurances. We carry out an inspection at the end of the 1<sup>st</sup> month, at the end of the 3<sup>rd</sup> month and again towards the end of the 6 month period. Should you remain in the property after 6 months, inspections will be carried out on a quarterly basis

### **Faults & Repairs**

Many Landlords have service contracts and preferred contractors. If there is a problem with the property you are renting, you must inform the Landlord or, for managed properties, ourselves. Failure to do so may mean that you are liable for any deterioration or damage resulting from any delay. You must not instruct a contractor to undertake any work on the property and if you do it will be at your own expense, unless you have obtained Môn Properties or the Landlord's written agreement.

### **Changes/ Décor**

Should you wish to make any changes to the property including decoration you must obtain written permission from the Landlord prior to the commencement of any work.

### **Safety**

Where smoke or carbon monoxide detectors are fitted in the property, you have an obligation to ensure that they are checked regularly, kept in good working order and batteries replaced when needed. If you become aware of a fault, you must immediately notify the Landlord or us. If the property has either natural or bottled gas the law requires an annual Gas Safety Report by a Gas Safety registered engineer.



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### Vacating

You must vacate the property on the agreed date and time. We or your Landlord will make an appointment to meet you at the property to carry out the 'check-out' inspection, take meter readings and take possession of all keys. You will have to supply a forwarding address for the return of any deposit and for us to forward to utility suppliers or the local authority if required (proof of payment of all utility bills is also required).

### Assured Shorthold Tenancy Agreement

The Tenancy Agreement is a legally binding document between the owner of the property (The Landlord) and you (The Tenant). You should read the agreement carefully and ensure you fully understand it. The agreement you sign is usually an Assured Shorthold Tenancy which means you can stay at the property for the period within the Agreement (provided all obligations are met). If notice is not served on you at the end of the initial term, and no new agreement is signed, the Tenancy will convert to a periodic Tenancy. This means that it will renew itself on a monthly basis until either party serves notice or until a new agreement is signed. In these agreements that notice period is stated between each party prior to the start of the Tenancy (usually 2 months by the Landlord and 1 month notice by the Tenant). If you vacate the property early you will normally be responsible for the rental payments and utility/council tax bills for the remainder of that period. You should obtain legal advice prior to signing an agreement but of course we will be happy to answer any queries you may have. ***PLEASE NOTE: Should either party request changes to the Tenancy Agreement after commencement of the Tenancy then an administration charge of £72 (inc. VAT) will be made to the party requesting the changes. This also applies to additional occupants - any additional occupant must first be subject to the referencing process prior to being accepted as a tenant.***

### General

We take great pride in our business of property management. It is very important to us that you are happy in your rented property and that you feel at home. We therefore ask for your continued co-operation before, during and at the end of your tenancy.

### Reservation Details

Property .....

Rent PCM    £.....                      Your requested Move-In Date.....

Deposit        £.....                      Guarantor £.....

Lead Tenant .....

App 1.....

App 2.....

App 3.....

**I confirm that I have read, understood and agree to the above information and, in the absence of all tenants, sign on behalf of the whole tenancy.**  
  
Signed.....  
  
Signed.....  
  
Signed.....



TENANT INFORMATION SHEET

- 1. Rents for all properties are quoted exclusive of Water, Gas, Electricity and Council Tax charges unless otherwise stated.
2. All tenancies are granted on the basis of an Assured Shorthold Tenancy for an agreed initial term of a minimum of 6 months.
3. The granting of Tenancy will be subject to referencing approval via our nominated supplier (within guidelines).
4. If no employer or landlord reference is available a guarantor will be required.
5. Two types of identity are required at the time of application (Current Passport/Driving Licence for photo I.D. and Utility bill for an address).
6. A monetary deposit commensurate with the size of the property, is payable at the commencement of the Tenancy and is held for the duration of your stay at the property.
7. The deposit and the first month's rent must be paid prior to the signing of the Tenancy Agreement. Keys will not be released until funds have been cleared through our bank.
8. It is not permissible to use the deposit in lieu of the final month's rent.
9. The deposit will be returned to the tenant(s) at the end of the tenancy subject to the following:- All keys are returned. A valid forwarding address. There are no rent arrears. Received paid utility bills provided. The property is cleaned to an acceptable standard. Any inventory is complete and there is no damage to the property.
10. Where all the tenant obligations are met on the final day of tenancy, we will endeavour to return the deposit within 14 days of leaving the property.
11. The rent must be paid on the due date throughout the tenancy. A charge of £30 inc VAT will be levied in the case of standing orders being returned unpaid/or notification of late payment is issued.
12. Rent is payable monthly in advance by banker's standing order. A £30 inc VAT charge will be deducted from any rent refunded after the end of the tenancy where the tenants has failed to stop the standing order payment.
12. Where there are joint tenants all notices and agreements will be addressed to all parties and signed by all parties.
13. All tenancy agreements will be signed at our Administration Centre, Amlwch at an appointed time (Monday - Friday 9.00am - 5.00pm). If a guarantor supports your application he/she will also be required to be in attendance at the allotted time. Please note it is not possible to sign agreements on a Sunday.

All administration fees are subject to VAT at the prevailing rate.

Tenants £..... Guarantor £.....

Total amount paid £.....

PROPERTY .....

I/We confirm that our requested move in date is: .....

I/We the undersigned understand & agree to the Terms of Business & undertake to fulfil the requirements contained therein. I/We also confirm that we have been provided with the full Energy Performance Certificate prior to making this application

Signed..... Print Name..... Date.....

Signed..... Print Name..... Date.....

Signed for on behalf of Môn Properties..... Print Name..... Date.....





## TENANT INFORMATION SHEET

- As a member of the Association of Residential Letting Agents (ARLA), we aim to provide the highest standard of service to all landlords and tenants, in line with their Code of Practice. One of the requirements of our membership of ARLA is that we have a process for assessing complaints about our service, appropriate to our firm's size and structure.
- Branch staff will deal with the normal day to day problems on a one to one basis but once a formal complaint as such has been raised, i.e. "I am not satisfied with the standard of your work/conduct/behaviour etc and I wish to make a formal complaint", then at that stage you will be requested to put your complaint in writing, setting out your concerns by reference to any related documents – terms of business, tenancy agreement, inventory etc. and send it to:

Lettings – Mr T. J. Young FNAEA MNAVA MARLA  
Senior Partner  
Môn Properties  
Mona Street  
Amlwch  
Anglesey  
LL68 9AN  
E-mail: [amlwch@monproperties.co.uk](mailto:amlwch@monproperties.co.uk)

- The grievance letter will be acknowledged promptly, investigated in accordance with established "in-house" procedures and a reply sent to you within ten working days of receipt of the original letter. You will be invited to make any comments that you may have in relation to this response.
- If you remain dissatisfied with the way we have handled your complaint you can refer your complaint to:

The Association of Residential Letting Agents (ARLA)  
Arbon House  
6 Tournament Court  
Edgehill Drive  
Warwick  
CV34 6LG

ARLA will arrange for your complaint to be assessed by an external Independent Case Examiner in line with criteria and procedures set out in ARLA's published complaints procedure/leaflet.