



## 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), all REFERENCING fees. This reservation 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.** Once you are accepted for the property, a security deposit (min 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 once the contracts have been drawn up, there will be a £50 + VAT admin charge to amend the contracts. 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.

### **REFERENCING FEES**

#### **Professional**

£50 + VAT for each named applicant.

#### **International**

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

#### **Company**

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

### **References and Guarantors**

We use Vericheck to undertake referencing and credit checking for all applicants and guarantors. Vericheck 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.

Your application can be submitted electronically online to a credit referencing agency. 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 (as recommended by Vericheck). If your guarantor proves not to be suitable for any reason and we are required to reference an alternative individual, you will be charged £65 + VAT.



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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** before the tenancy commences. 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.

### 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.

**Please note** – Notification of late payment of rent is charged at £25 + VAT.

### Inventory and Schedule of Condition

A detailed Inventory and Schedule of Condition if required may 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.

### Insurance

You are required to obtain a suitable tenants' contents insurance policy to cover any personal items you bring into the property. It must also include an element of accidental damage to the **landlord's** items in the event that you accidentally damage anything not belonging to you.

**Please note** - you will not be permitted to move in unless you provide a copy of your policy.

### 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. (Please note that charges will apply).

### 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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### Pets

This depends on the Landlord and their requirements. There is a fee of £100 to cover gaining permission and amending the agreement. However, you will be expected to ensure your pet causes no nuisance or damage to the property or neighbours. In such an event permission may be withdrawn and you will be requested to make good any damage.

### 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.

### 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   £.....

Deposit     £.....

Fees         £.....

**TOTAL       £.....**

Full names of ALL applicants.

Head.....

App 1.....

App 2.....

App 3.....

Holding fee received   £.....

**Total application fees received   £.....**

**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.....

Signed.....

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.
- All 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 Administrator Joanne Parry  
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.
- Subsequently, if you remain dissatisfied with the way we have handled your complaint, please write to Mr T J Young FNAEA, MNAVA, Senior Partner, Môn Properties.
- Finally, having exhausted our in-house procedures, if you are still not satisfied with our response, you may refer your complaint to:

The Association of Residential Letting Agents  
Maple House  
53-55 Woodside Road  
Amersham  
Bucks HP6 6AA

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.