



## QUESTIONS & ANSWERS

For Existing Tenants

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

Location is a trade name of Harley Associates Ltd, incorporated in England & Wales.  
Company Registration Number: 6804148. Registered office 22 Albert Street, Mansfield, NG18 1EB.

Below we have compiled the most common questions and answers for existing tenants. If you have any questions or would like more information about anything you see please get in touch with the team or email us at [enquiries@locationmansfield.co.uk](mailto:enquiries@locationmansfield.co.uk)

### **WHO DO I CALL WITH A FAULT?**

If you experience a problem with your property during your tenancy, ensure you have checked and read all supplied manuals (if applicable) regarding the faulty item. Once you have identified that assistance is required in resolving the fault you can contact the Location Lettings department on 01623 654555.

### **WHAT IS A TENANCY AGREEMENT?**

It is a legally binding document between you and the landlord, applicable only to you and the property you are renting that states the amount of rent, the length of the tenancy, your rights and responsibilities. Your agreement will most probably be an Assured Shorthold tenancy under the Housing Act as amended in 1996.

For bona fide companies and/or rental values of £25,000 a year, the agreement will be drawn up under contract law.

### **WHAT ARE MY RESPONSIBILITIES?**

These should be clearly set out in your tenancy agreement, which you should read carefully before you sign. In general tenants are required to keep the property in good condition and pay rent by the monthly due date.

### **WHAT HAPPENS IF I WANT TO STAY ON OR LEAVE EARLY?**

Tenancies are frequently renewed and we normally agree the terms for the renewal at the beginning and include them in the tenancy agreement. If you're likely to leave before the end of the original term agreed, you must negotiate break clauses to be written into the agreement. If not, you will remain responsible for the rent until the end of the term agreed.

### **WHAT MUST I DO AT THE END OF A TENANCY?**

Ensure you fulfill your obligations stated in the tenancy agreement to leave the property in the condition it was in at the start, or deductions will be made from your deposit. These will include thorough cleaning and all linen, used or not, freshly laundered. If you've moved furniture return it to where you found it at the time of the inventory.

Before your tenancy ends a checklist will be sent to you to help in your preparation and give you enough time to get in touch with us should you have any questions.

### **HOW DO I GET MY DEPOSIT BACK?**

After an inventory check, condition inspection and final bill validation have been completed (provided there are no missing items or damage) your deposit will be returned within 14 days after you leave the property. You cannot set your deposit against any rent payment due.

### **WHO HAS BEEN HOLDING MY DEPOSIT?**

Location will have retained your deposit in a designated client's deposit account scheme. This will ensure the safety of the money and that the correct amount will be returned to you – or apportioned to the landlord if anything is missing or damaged. This is fully compliant with the Tenancy Deposit Scheme.

### **WHAT'S THE DIFFERENCE BETWEEN A FULLY MANAGED PROPERTY AND INTRODUCTION ONLY?**

If your property is let fully managed, then the Location Property Management team will be your first point of contact for all maintenance and repair issues and Location will act on behalf of the landlord. Introduction only means that Location finds tenants for the property and arranges the paperwork, then the Landlord takes over the management and in this scenario you would contact the landlord direct.

### **HOW BINDING IS THE TENANCY AGREEMENT I ENTER INTO?**

A Tenancy Agreement governs all rents, which is a legal and binding document. You will be committed to paying rent until the end of the agreed term and you could be liable to legal action if you break the terms of the agreement. If your circumstances should change for any reason during your tenancy, it is a good idea to tell us as soon as possible.

### **DO I NEED INSURANCE?**

Yes! Your contents need to be insured, as the landlord's insurance covers the actual property/goods, but not your possessions. Location can help you arrange a specialist insurance policy which covers all of your possessions. For details speak to a member of the team.

### **WHAT IF MY CIRCUMSTANCES CHANGE?**

Should you find your circumstances change during your tenancy you should contact Location as soon as possible. We can then advise of the options open to you.

### **WHAT DO I DO IF I HAVE A COMPLAINT?**

At Location we have adopted a continued process of change and refinement to ensure that our service meets the high expectations and standards that we have become known for. If you feel that you wish to make a complaint regarding our services please put your concerns in writing and send either by post or fax to 01623 653497. Once received you should receive a letter/email confirming receipt within 5 days and a response within 21 days. To ensure that all matters raised are correctly dealt with we regret we cannot accept any other form of initial communication regarding complaints.

### **CAN'T FIND WHAT YOU ARE LOOKING FOR?**

If you cannot find an answer to a question you have here – give us a call. With our extensive experience managing properties give us a call and one of the team will be able to answer it for you.