



QUESTIONS & ANSWERS

For New Tenants

www.locationstateagency.co.uk

Location is a trade name of Harley Associates Ltd, incorporated in England & Wales.
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Below we have compiled the most common questions and answers for new 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

I'M NOT SURE WHICH PROPERTY I WANT?

To find your ideal property, we can help you. Each of our advisers knows everything you might want to know about all of our properties and can do the searching for you. To do this we need to know as much as possible about your requirements. This includes your budget and the date by which you need to move, etc. You can let us know all about your requirements by emailing us, by phone or by visiting us where a member of staff can assist you with your search. We can even send you property details and pictures by email, text or post.

WHAT HAPPENS WHEN I WANT TO SEE A PROPERTY?

You can book a viewing by phone or via email to enquiries@locationmansfield.co.uk

We will conduct the property viewing on behalf of the landlord and normally keep keys so we can access the property to suit your availability. We can meet you at the property. You should also ensure that anyone likely to share in the decision views the property as well.

After the viewing we need to know if you have any questions or if you are interested in renting the property. So please allow time to discuss your thoughts with us.

I HAVE SEEN THE PROPERTY THAT I WANT. WHAT HAPPENS NEXT?

If the property is suitable for you don't delay your offer as it may be let to someone else the same day. When you make an offer you will need to pay us an administration fee to cover our tenant vetting costs.

You will also receive an application form for each tenant and if required a Guarantor application form as well. These will need to be completed and returned ASAP to ensure we can commence processing your application and no later than seven days after securing the property.

DO I HAVE TO PAY ANY OTHER FEES/DEPOSITS?

Once your application forms have been returned and processed you will need to pay the first month's rent plus a deposit (which is equivalent to one month's rent) at the date of check in. This must be in cleared funds which means bankers draft, cash or debit cards only.

DO I HAVE TO SUPPLY REFERENCES ETC?

When we have received your completed Application form we will write to the contact information supplied in the form and obtain references to confirm your ability to meet the rental commitment.

WHEN CAN I MOVE IN?

Once your application form has been processed, we will advise if there are any minor discrepancies and if further action is required, what that is. Once referrals have been completed you will be issued with your check in date, which is usually within 7 to 14 days.

WHAT HAPPENS DURING CHECK-IN?

Check-in takes place at the Location offices. Any moneys owed at this point will be collected and your tenancy agreement, inventory and other important documents issued and signed. Once completed you will receive the keys, codes and fobs (if applicable) to the property ready for you to move in.

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.

HOW LONG DOES IT TAKE BEFORE I CAN MOVE IN?

From making your offer to moving in would be approximately 2-3 weeks. If you need to move faster than this we offer a Fast Track Service which prioritises your application. For more information please speak to a member of our Lettings team.

HOW LONG IS A TYPICAL LET?

All our tenancies are Assured Shorthold Tenancy agreements for a minimum period of 6 months.

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

Tenancies are frequently renewed and we normally prompt your decision 2 months before the end. All tenancies need to be renewed 1 month before the expiry of the current tenancy to stay on. Should you wish to vacate please contact us at the earliest opportunity and we can advise of the procedure for this.

If you are 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 ELSE DO I HAVE TO PAY FOR?

The tenant pays the utility bills such as gas, electricity, water, telephone, cable TV, internet and TV licence during the course of the tenancy as well as the Council Tax applicable to the property. If the property is new and has not had telephone or internet services before you may also need to pay to have the services switched on. This is not uncommon in brand new properties and your consultant will be able to find out if you will need to do this with a property you are interested in.

WHAT MUST I DO AT THE END OF A TENANCY?

Ensure you fulfil 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.

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 placed your deposit in a designated client's deposit 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.

WHATS 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.

FULLY FURNISHED? UNFURNISHED? WHATS THE DIFFERENCE?

Properties are let with different levels of furnishings. Broadly speaking, unfurnished means you can expect carpets, curtains and white goods only. Fully furnished includes lounge furniture, a dining table, chairs, beds, etc., and sometimes other household bits and pieces. We will issue you with a list showing what the property includes.

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.

HOW MUCH ARE LOCATIONS FEES?

Location charge a one-off Administration Fee that is payable when you have decided to proceed with the property of your choice. This fee covers our costs in the referencing and administration of your application. For details of how much this will be please contact us and one of the team can supply you with the information.

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 ABOUT PETS?

Most landlords are not keen on pets and more often than not there will be a clause forbidding pets. If you do have pets please let us know and we will do our utmost to find you a property where pets are accepted.

WHAT ABOUT SMOKING?

In the majority of cases all of our properties are no smoking and there will be a clause forbidding smoking inside the property. If you do want a property you can smoke in please let us know and we will do our utmost to find you one where it is accepted.

WHO DO YOU CONTACT FOR REFERENCES?

It is in everyone's interests to ensure that you can comfortably afford the rent on your chosen property. Location works in conjunction with respectable credit referencing companies to handle this on our behalf. The checks are as much as you'd expect, e.g. verification of employment, past addresses and so on. Sometimes a guarantor may be required and we are always on hand with any questions you may have.

WHEN MIGHT I NEED A GUARANTOR?

If your financial reference is weak for any reason, we could ask for a guarantor to support your tenancy. This is a serious commitment, as the guarantor will be as responsible as the tenant for all monies due and obligations agreed for the tenancy. Guarantors need to have strong financial references to show that they will not suffer hardship should they be called upon to pay on your behalf.

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 there is not much we don't know about letting and one of the team will be able to answer it for you.

Call us on 01623 654555 or email us enquiries@locationmansfield.co.uk