

## TENANT NOTES

**Once you have found your ideal property, the following process will occur:**

- 01 We will ask for an administration and referencing fee of £125.00 per person and in addition we require a minimum deposit of £250 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. These fees are non-refundable should you not proceed with the tenancy, if your references are not satisfactory then the deposit will be returned to you minus the referencing fees.
- 02 A full credit reference form must be completed, which requires details of current and previous addresses and any relevant landlords, employment details covering the last three years (or details of your accountant if you are self employed) bank details and a personal reference, we will also require proof of residency and photographic ID for each tenant.
- 03 Once we are in receipt of satisfactory references we will then require the remaining security deposit equal to one and a half times the monthly rent and the first months rent. This will need to be by cash, bankers draft or building society cheque. A standing order mandate must also be completed for all subsequent rental payments.
- 04 On the agreed move in date we must be in possession of cleared funds and all parties wishing to occupy the property must sign the agreement before keys can be released.
- 05 On the day you move in, it is necessary for you to contact the electricity, gas, water and phone suppliers, you will also need to contact the local Council Tax Department to transfer the account into your name. You may wish to pre-arrange your telephone connection, especially if you need the telephone from the day you move in.
- 06 Future rental payments will be by standing order. The rent will leave your account 3 days before it is due to enable it to reach our account on the due date. A standing order is an instruction to you bank to pay Swan Property Management. They cannot be cancelled or amended by Swan Property Management once they have been set up. Only one Standing Order is acceptable for payment of rent: we cannot accept split payments.
- 07 Tenants are required to take out appropriate contents insurance. Swan Property Management offer specialist contents insurance through HomeLet, this covers your belongings and includes accidental damage to the Landlords goods. If you would like further information then please contact a member of staff.
- 08 After the initial fixed term of the tenancy has expired (usually six months) an administration charge of £85.00 including VAT is payable should the tenancy be renewed.
- 09 If the contract should be broken before the end date (subject to agreement), a penalty of one weeks rent will be charged to cover re-marketing & administration costs, however you will be responsible for the property including rent, utilities and council tax until the new tenant moves in.
- 10 At the end of the tenancy if we are carrying out the inventory we will arrange for the clerk to meet you at the property and check the original inventory, meter readings and collect keys. There will be a standard check out charge made of £100.00 plus vat for this service. Providing there have been no dilapidations or damage to the property, your deposit will be refunded once we have seen proof that the utilities and council tax have been settle for the period of the tenancy.

**We hope that this information has been of use to you, if you have any queries please do not hesitate to contact any member of staff.**