



RESIDENTIAL LETTINGS

A GUIDE FOR TENANTS

Guidance Notes for Prospective Tenants

Colebrook Sturrock aims to make the process of renting a property as easy as possible, therefore it is important for you to consider the following points when renting:-

Once you have decided on a property to rent and your offer has been accepted by the Landlord (albeit subject to references), we will ask you to complete a referencing form. The property will still be advertised as available and viewings may still continue until the referencing has been completed. In addition to the completed form we will require the following:

Proof of Identity

We will require photographic proof of your identity either in the form of:

- **A passport**
- or**
- **A driving licence.**

Proof of Address

We require some proof of your current address in the form of:

- **A utility bill**

Referencing Documents

- **6 x recent bank statements**
- **6 x recent payslips**
- **proof of income – (employers reference, proof of pensions or benefits, PIP, etc**

Once we have the completed reference form, fee and proof of identity, we will process your application.

REFERENCES REQUIRED

We ask for two references, usually from your current employer (if you are self-employed, from your accountant) and from a previous landlord/ or agent. Should you be a homeowner will require evidence of this in the form of a mortgage statement or title deed. Applications are also assessed by applying for a credit reference. Your completed application form is processed confidentially

PRIOR TO THE COMMENCEMENT OF YOUR TENANCY

HOLDING FEE

Once the required references have been returned to us and are satisfactory, then we contact you to arrange the date you wish the tenancy to commence. It is at this point we require the Holding Fee (equivalent to one week's rent). This is non-refundable should you decide not to take the tenancy on the agreed date. However, if the tenancy begins as arranged, the holding fee will become part of your first months rent.

CONTENTS INSURANCE

We recommend that tenants arrange to have their own contents insured.

SECURITY DEPOSIT

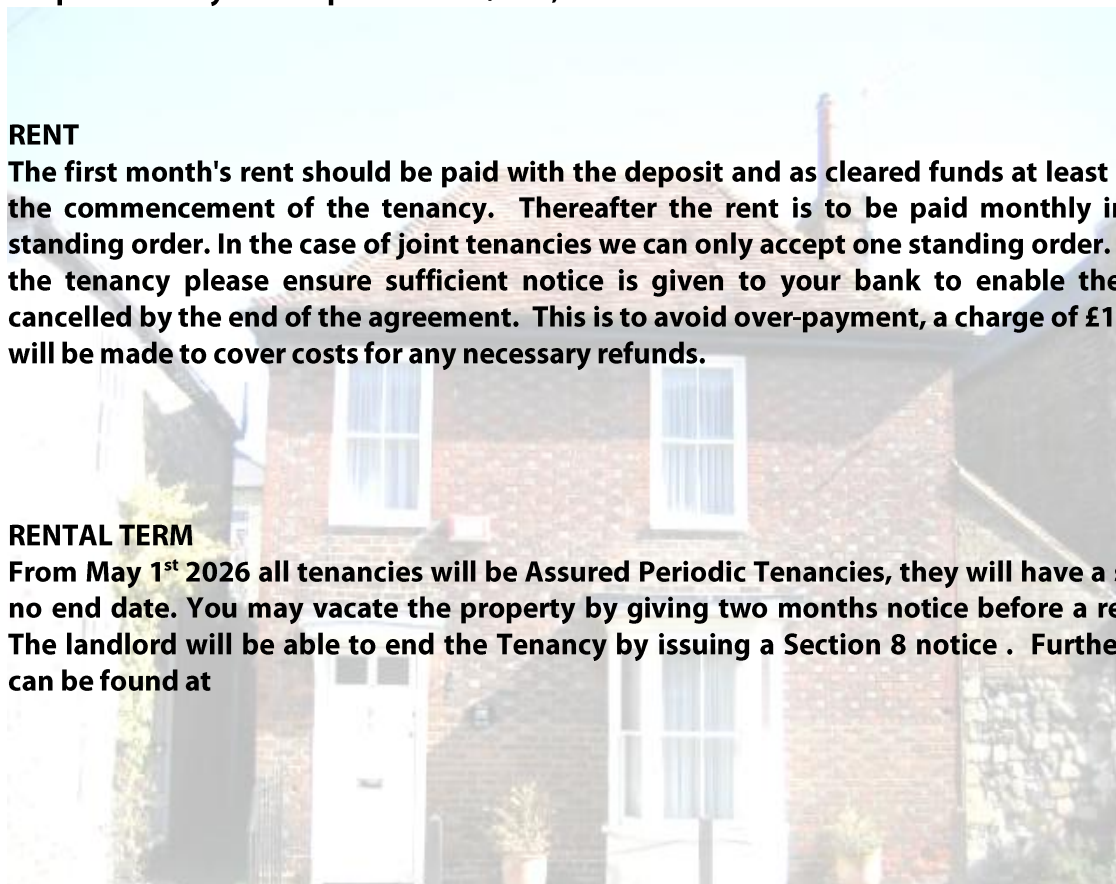
A deposit of five week's rent is payable in advance by bank transfer into our account. All deposits are protected by The Dispute Service/DPS, of whom we are a member.

RENT

The first month's rent should be paid with the deposit and as cleared funds at least 3 days before the commencement of the tenancy. Thereafter the rent is to be paid monthly in advance by standing order. In the case of joint tenancies we can only accept one standing order. At the end of the tenancy please ensure sufficient notice is given to your bank to enable the order to be cancelled by the end of the agreement. This is to avoid over-payment, a charge of £10.00 plus VAT will be made to cover costs for any necessary refunds.

RENTAL TERM

From May 1st 2026 all tenancies will be Assured Periodic Tenancies, they will have a start date but no end date. You may vacate the property by giving two months notice before a rent due date . The landlord will be able to end the Tenancy by issuing a Section 8 notice . Further information can be found at



If you vacate the property early and do not give a full two months notice, you will be responsible for the rent payments for this period, the Council Tax and any utility charges.

TENANCY AGREEMENT

The Tenancy Agreement you sign is a legal document, it is between the owner of the property (The Landlord) and yourself (The Tenant). You should read the Tenancy Agreement carefully and ensure you understand it fully, if in doubt consult a solicitor. The Tenancy Agreement places legal obligations upon you. The Tenancy Agreement you sign will be an Assured Periodic Tenancy

Everybody living at the property over the age of eighteen must be named on the Tenancy Agreement. You cannot move anyone into the property unless you have informed us (in writing) and we have permission for you to do so from the Landlord.

Decoration

Should you wish to make any changes to the property, you must inform us in writing (or in the case of Letting-Only Tenancies - your Landlord) and wait until permission is granted before any work commences.

Property Inspection (Managed Properties Only)

We have an obligation to conduct regular inspections of all tenanted accommodation. Inspections will be carried out on a periodic basis (approximately every 3 months) and are to ensure the property is not in need of repair and to ensure you are looking after the property. You will be given notification in writing by our Property Management department when an inspection is due to be conducted.

Faults and Repairs

If there is a problem with the property you are renting you must inform us immediately or if we are not managing the property, you should contact the Landlord direct (failure to do so may mean that you are held partially responsible should the delay result in added deterioration). Once we have been informed of a fault we will contact the Landlord and act upon their instructions. You must not instruct a contractor to undertake any work, if you do it will be at YOUR own expense, unless you are unable to contact either us or the Landlord and it is an emergency situation.

Pets

You must consult us prior to obtaining a pet and submit a written request to have a pet stating age/type/breed.

Gardens

It is the Tenant's responsibility to maintain the garden (if any) in a neat & tidy condition (i.e. keep the grass cut regularly and weeding of flower-beds etc) unless stated otherwise in the tenancy agreement.

Frost Damage

Frost damage is a risk to all houses during the winter period due to possible pipe bursts and flooding. You are required to take reasonable precautions to prevent frost damage particularly if you are away from the property for anything other than a very short period. Such precautions might include leaving the heating on (and turned down to a low setting) and opening the loft access hatch to allow warm air to circulate into the attic space. If you are away for a more extended period, then you can contact Colebrook Sturrock or your Landlord regarding the property. Failure to do carry out these precautions could make you liable for any damage caused as you will be in breach of your obligation to occupy the property in a "tenant like manner".

Smoke Detectors

You may find that smoke detectors and or carbon monoxide detectors have been fitted in your property. Where this is the case, please ensure that you check all such devices on moving into the property and familiarise yourself with their operation (most smoke detectors have a test button to check batteries and that the unit is operating correctly) and report any problems to your Agent or Landlord.

Alarms

Where the property is alarmed using a security code, the tenant must not change the alarm code without obtaining prior written consent from either the Landlord or Colebrook Sturrock. Colebrook Sturrock need to hold alarm and similar security information for emergency, maintenance and inspection purposes.

Pests

Fortunately, with modern building and repair standards, we expect few tenants to be troubled by household pests during their tenancy. An infestation of any kind be it ants, fungal attack, bedbugs, fleas or wasps makes a property unpleasant to live in and should be eradicated as soon as possible. Regular cleaning and vacuuming will help to prevent any such infestations taking hold and you are expected to take care of the property in this way and keep a watchful eye for unwelcome visitors as part of your tenancy obligations. During the tenancy, the tenant is responsible for keeping the property free of any pests and also for any damage that might occur as a result. You should inform the agent if you discover any pest infestation at the property.

Gas Appliances

Gas Safety regulations apply to both Tenants and Landlords in rented properties. In order to comply with the regulations, it is necessary:

- **That brown or sooty build-up on any gas appliance, or gas escape should be reported immediately to Colebrook Sturrock or your Landlord AND your gas supplier. The number of the gas emergency service is 0800 111 999.**
- **That ventilators installed in the premises for the correct operation of the gas appliances should not be blocked.**

- That safety checks be carried out every 12 months on any gas appliance in the property by a Gas Safe Register approved engineer. The tenant is required to allow entry with reasonable notice for this purpose. A copy of the gas safety record will be made available to tenants. A charge may be made for missed appointments.

Electrical Appliances

For safety reasons, tenants are requested to visually inspect all electrical appliances on a regular basis. In use, cables and flexes can become frayed and casings broken. You should contact Colebrook Sturrock or your Landlord as soon as possible should any defect be discovered or repair becomes necessary. Where electrical appliances are used outdoors for example an electrical mower, they should only be used when connected to an RCD (Residual Current Device) protected mains supply. RCD units are available from most hardware stores and should be checked before use.

The tenant is responsible for keeping all electric lights in good working order and in particular to replace bulbs and florescent tubes when necessary. Any replaceable or disposable filters, vacuum bags or other consumable items in appliances and fittings should be replaced as reasonably required and at the end of the tenancy.

Inspections

If Colebrook Sturrock is managing the property, then quarterly inspections will be carried out. You will of course be informed, normally a week in advance, prior to these inspections. An administration charge may be made for any missed inspection or maintenance appointments.

At the end of the tenancy, the tenant will be required to attend a check out process which will be arranged by the Landlord or his Agent. The check out process will comprise a full inspection of the property and contents and any items missing, damaged or otherwise in a different state to their condition at the start of the tenancy will be recorded.

We do hope you will be happy in your new home. Please make sure that you:-

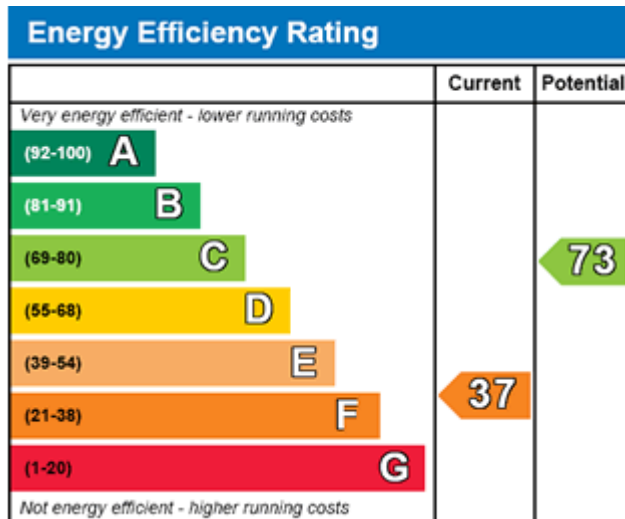
Pay the rent on time

Look after the property

Notify us of any problems immediately

Energy Performance Certificates

The Energy Performance Certificate (EPC) gives home owners, tenants and buyers information on the energy efficiency of their property. It gives the building a standard energy and carbon emission efficiency grade from 'A' to 'G', where 'A' is the most efficient and with the average to date being D.



Example of energy efficiency rating graph for homes

EPCs are measured using the same calculations for all homes, so you can compare the energy efficiency of different properties.

Part of the EPC is a report which will list the potential rating that a property could achieve, if the recommended changes are made. The report lists:

- **suggested improvements (such as fitting loft insulation)**
- **the approximate cost**
- **possible cost savings per year if the improvements are made**
- **how this would change the energy and carbon emission rating of the property**

The EPC is required by law when a building is constructed, sold or put up for rent.

The Tenancy Deposit Scheme

The Tenancy Deposit Scheme came into force on the 6th April 2007.

Deposits are protected to ensure:

- **tenants get all or part of their deposit back, when they are entitled to it**
- **any disputes between tenants and landlords or agents will be easier to resolve**
- **tenants are encouraged to look after the property they are renting**

When a landlord or letting agent takes a deposit from a tenant, the deposit must be protected in a government-authorised tenancy deposit scheme.

This new rule applies if the tenancy is an assured shorthold tenancy.

At the beginning of a new tenancy agreement, the tenant pays their deposit to their landlord or agent as usual. The landlord or agent must then ensure it is protected. Landlords and agents have a choice of three schemes providers, offering two types of scheme to protect the deposit.

Custodial schemes

Money is held by the scheme until it is time for it to be repaid at the end of the tenancy. The custodial scheme is free to use. The landlord simply puts the deposit into the scheme at the beginning of the tenancy. There is one custodial scheme provider.

Insurance-based schemes

Under the insurance schemes the landlord keeps the deposit, and pays the insurance scheme to insure against the landlord failing to repay the tenant any money due to him. There is a choice of two insurance-based schemes.

Within 14 days of taking the deposit, you must provide your tenant with details of how the deposit is being protected including:

- **the contact details of tenancy deposit scheme**
- **the contact details of the landlord**
- **how to apply for the release of the deposit**
- **information explaining the purpose of the deposit**
- **what to do if there is a dispute about the deposit**

Tenants have a responsibility to return the property in the same condition they took it on.

At the end of tenancy the condition and contents of the property should be checked against the agreement made at the start of the tenancy. The landlord or agent then agrees with the tenant how much of the deposit will be returned to them.

Within 10 days the agreed amount of the deposit will be returned to the tenant.

If no agreement can be reached about how much of the deposit should be returned, there will be a free service to help resolve disputes offered by the scheme which is protecting the deposit.