

# QUESTIONS AND ANSWERS



## - TENANT Q&As -

Below is a list of questions and answers I have devised that may be helpful if you are considering renting a home. If there is anything I haven't covered please feel free to ask.

**Q** What fees do I have to pay?

**A** Once you have found a suitable property through Philippa Sole a reference fee of £90 inc VAT per applicant and an administration fee of £240.00 inc VAT per property is payable upon receiving a completed application. This fee includes negotiating the terms of the tenancy and all the necessary paperwork including the tenancy agreement. These fees are non-refundable should you wish to withdraw your application. Please note, however, should your application be refused either by Philippa Sole, the landlord or our referencing company, the administration fee will be refunded.

**Q** What if I need a guarantor?

**A** The granting of a tenancy will be subject to approved references, which may be collated by our referencing company and, in some cases, a guarantor may be required. Full financial references will then be required for the guarantor at a charge of £108 inc VAT. A Deed of Guarantee will also have to be signed by the guarantor.

**Q** I have a pet, do I have to pay extra fees?

**A** If the Landlord agrees to a pet at the property. An additional pet deposit will be required to cover the added risk of property damage. This will be protected with your security deposit under the DPS scheme and may be returned at the end of the tenancy.

**Q** How much deposit do I Pay?

**A** A deposit will be required (usually equivalent to six weeks' rent), this will be payable prior to the commencement of the tenancy and is held for the duration of the tenancy. The deposit will be registered with the Deposit Protection Service (DPS) [www.depositprotection.com](http://www.depositprotection.com), within 30 days of the commencement of the tenancy, or receipt of the deposit, whichever is earlier. Further information on Tenancy Deposit Protection is available at [www.communities.gov.uk/tenancydeposit](http://www.communities.gov.uk/tenancydeposit). Please note that no interest will be paid on the deposit.

**Q** How do I pay my deposit?

**A** The deposit and first month's rent must be paid to us either in cash, bankers draft or building society cheque. If paying by personal cheque, we require 7 working days for this to clear prior to the commencement of the tenancy. The tenancy cannot commence until cleared funds have been received.

**Q** What happens at the end of the tenancy?

**A** Check-out- at the end of the tenancy. The independent firm who conducted the inventory will conduct a checkout making note of any changes in condition of the property. Check out- Min. fee \*£72.00 inc VAT will be subject to the size of the property and dependent on the level of furnishing. \*The above fee is based on a typical two bedroom unfurnished property.

**Q** What agreement will I have?

**A** All properties are let on an Assured Shorthold Tenancy basis unless otherwise agreed.

Do I need to provide Identification?

**Q** All tenants and guarantors must provide proof of (photographic) identification and proof of residency.

**Q** When should do I pay my rent?

**A** Rent is payable monthly in advance by standing order direct to Philippa Sole (if we are managing the property), or direct to the landlord for our Let Only service. Rent is always due on a given date.

**Q** Are there any other fees?

**A** **Other potential charges**

**Late payment of rent.** A late payment charge will be made should the rental be 7 or more days late. This fee is £25.00 inc VAT per letter/email sent.

**Surrender Fee £456.00 inc VAT** when early release/surrender of tenancy is granted the tenant is due to pay the Landlords relating costs, plus administrative charges for processing the administration request.

**Tenancy Amendment Fee** (substitution of tenant) £240.00 inc VAT Contract negotiation, amending terms, referencing (if required) and updating your tenancy agreement. Over paid/repayment of rent charge. £30.00 inc VAT

**Deposit Administration Charge** of 24% inc VAT of the cost of any works arranged) Administrative charge applied to the cost of any works arranged by us following the check out, the cost of which is deducted from the deposit.

**Q** What bills am I responsible for?

**A** Please note all property rents exclude water/sewerage charges, gas, electricity, telephone, council tax and television license, unless otherwise stated.

**Q** Do I need my own contents insurance?

**A** We recommend that you have adequate insurance to cover accidental damage to the landlord's fixtures and fittings.

**Q** Do you have a redress scheme?

**A** Philippa Sole Lettings is a member of The Property Ombudsman Redress Scheme.