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[humberts.com](http://humberts.com)

# Tenant Guide

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You can depend on us

We've been providing trusted property advice to satisfied clients across the country for more than 175 years.



## What you can expect from us

We understand that our clients are as varied as the properties we manage but what does remain consistent is the level of service that you can expect from us. Whatever type of property you are looking for you can be confident that you are dealing with a reputable, professional agent.

**As a responsible letting agent Humberts will provide you with:**

- ❖ A local contact
- ❖ Accompanied viewings
- ❖ Professional negotiation of offers
- ❖ Transparency of potential costs
- ❖ Guidance through the tenancy application process
- ❖ Electronic signature facility
- ❖ An up to date understanding of lettings legislation
- ❖ Membership of the appropriate professional bodies, Including ARLA Propertymark, TDS, and Property Ombudsman
- ❖ Client money protection
- ❖ Peace of mind

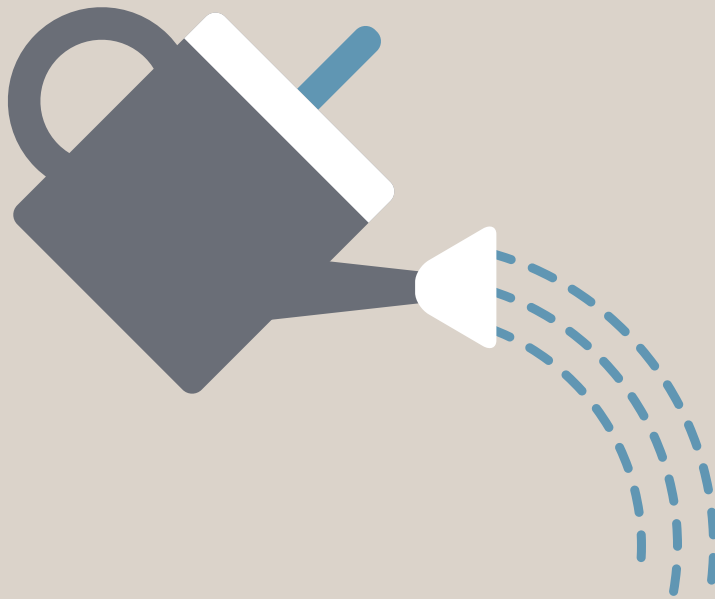


## Finding a property

When you initially register with Humberts you will be asked for a lot of information about your circumstances but this enables us to have a better understanding of your requirements and we will then be better placed to find you your ideal property. Our negotiators will let you know of any properties that may be of interest to you and you will receive by email a government produced booklet entitled 'How to rent' that has been designed to help you understand the rental process. We will also send you a copy of our tenant's terms and conditions which outlines any potential charges you may be liable for.

Once you have identified any properties that may be of interest, Humberts will arrange for you to go and see them and will accompany you on all viewings and answer any questions that you might have.

Should you wish to make an offer on a property that you have seen with us then we will liaise between both you and the landlord. All offers received are put forward to the landlord for consideration and the decision whether to proceed or not is made by the landlord. If your offer is accepted we will require preliminary monies equivalent to half a month's rent as confirmation of your commitment to rent the property although at this stage the tenancy will be subject to satisfactory references.



## Those little extras

We passionately believe that little extras make a big difference in smoothing the way to successful lettings. We're here to help in every way we can... (including watering the geraniums).



## The costs involved

Paying the monthly rent is not the only cost involved with renting a property. Below are some additional costs that you will need to factor in when deciding if you can afford a property.

### Security Deposit

- ❖ Security deposit equivalent to one and a half months rent

### Your responsibilities

- ❖ Utility bills – gas, electric, oil, water, telephone, broadband, tv license, council tax
- ❖ Contents insurance for your own belongings
- ❖ Stamp duty on any tenancies in excess of £125,000
- ❖ Removal costs
- ❖ Professional cleaning costs at the end of the tenancy
- ❖ Check out fee at the end of the tenancy

## Before the tenancy can begin

All tenants over the age of 18 will need to complete an online reference application and Right To Rent checks need to be completed prior to execution of the tenancy agreement. We will need to see you in person with original copies of suitable ID. When referencing has been completed all adults living in the property will be required to sign the tenancy agreement. This can be done electronically for ease.

We will require initial monies in cleared funds at least one working day before the tenancy commencement date. You will also need to complete a standing order mandate for payment of your rent throughout the tenancy term.



## Moving in

### Check in

You will usually be met by an independent inventory clerk on the start date of your tenancy who will prepare a full inventory and schedule of condition and you will be asked to sign that you agree with it. This document will be used at the end of the tenancy to identify any potential damage or missing items and so we strongly recommend that you are present for the check in.

### Property visits

If we have been instructed by your landlord to manage their property a visit will be arranged every six months to allow us to observe the condition of the property and to provide you with an opportunity to discuss any concerns. This is designed to help ensure that your tenancy runs smoothly and you will of course be provided with plenty of notice of any proposed dates. If we do not manage your property then your landlord may conduct the visit themselves.

### Maintenance

As a tenant you are responsible for reporting any maintenance issues promptly as they arise and to allow access for any necessary contractor. When you move in you will be provided with full details of your point of contact for reporting any issues. Please note that we are only able to arrange work with your landlord's prior authorisation and if we do not manage your property we are unable to assist with any maintenance problems.





## Client Experience Rating

Given a 4.7/5 star rating by our clients, we can make a big difference in smoothing the way to successful lettings. We're here to help in every way we can...





## At the end of the tenancy

### Renewing or leaving

You will be contacted by Humberts approximately three months prior to the end of your tenancy to find out if you are interested in negotiating a renewal of your tenancy. If you wish to end your tenancy, under the terms of the tenancy agreement the tenant is usually required to give two months advance written notice. If you are looking for a new rental property Humberts will be very happy to assist you.

If we manage your property we will arrange an inventory check out for the last day of your tenancy and full information and guidance will be sent to you in advance of this. We recommend that you make yourself available to meet with the clerk to help avoid any discrepancies. Once keys are handed back to the inventory clerk no further access to the property will be provided to you.

### Professional cleaning

Our tenancy agreements require the property to be professionally cleaned at the commencement of the tenancy and you will be required to return it in the same condition as noted on the inventory check in report. We can provide you with contact details for professional cleaning companies should you need them.

### Deposit return

Once the inventory check out report has been received by our office it will be sent to both parties for review. If the property is being managed by ourselves then we will act upon the landlord's instructions regarding any potential deposit deduction requests. If you are in a non managed property you will need to contact your landlord directly to discuss this and the deposit will only be released once we have received both parties agreement in writing. As the deposit is usually held by us as Stakeholder we are not permitted to release any of it without the written consent of each party. If agreement cannot be reached then the matter can be referred for independent adjudication.

