



General Information for Prospective Tenants

1. Andrew Granger & Co will charge a holding fee of £90.00 when you apply for a property.

The holding deposit is a refundable deposit with a deadline for agreement at 15 days after the holding deposit has been received by the agent. If the tenant provides false or misleading information which reasonably affects the decision to let the property to them, fails a right to rent check, withdraws from the proposed agreement (decides not to let) or fails to take all reasonable steps to enter an agreement (ie not responding to reasonable requests for information required to progress the agreement), then the holding deposit will not be returned.

We will inform the applicants in writing with our reason for retaining the holding deposit within 7 days of deciding not to enter the agreement or the 'deadline for agreement'.

Tenants who are proceeding with their application can put the holding deposit towards the advance payment of their first month's rent/damage deposit.

Should you wish to pay by bank transfer, our bank details for payment are as follows:

Sort Code: 53-81-46 (Nat West)
Account Number : 08466556

Please quote your name as a reference.

Please note that all applicants and guarantors will be subject to a credit check and any other references as required.

2. Prior to the outset of the tenancy we will require one calendar month's rent in advance and a further 5 week's rent to be held as a damage deposit, (for example: one month's rent £500.00 plus damage deposit of £576.92 totalling £1076.92). This sum needs to be paid seven working days prior to the commencement of the tenancy. Andrew Granger & Co belong to the Tenancy Deposit Scheme run by the Dispute Service. The scheme will provide protection for landlord and tenant when handling deposits as well as offering a remedy when dispute arises concerning the deposit. No interest is paid on the deposit. Should the landlord hold the deposit you will need to pay this amount directly to the landlord after signing the agreement.

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Andrew Granger & Co is a trading name of Andrew Granger & Co Ltd, Reg No O9298477.

3. Please note that our tenancy agreements do not allow pets to be kept at any of our properties. However, Landlords may charge a higher rent when allowing pets to cover additional wear and tear.
4. **Identification:** Applicants will be required to provide suitable identification including proof of name and proof of address.
5. **Bank Statements:** Please note that we require 3 months current bank statements as proof of affordability. We cannot process your application without this information. Please note that we require this information for an initial affordability assessment only – we will **NOT** keep a permanent record of this information.

Please note that guarantors must also provide copies of 3 months current bank statements.

6. During the Tenancy the following permitted payments will apply if necessary.

- Changes to a tenancy e.g.
 - Permission to keep a pet at the property
 - To change one of the tenants on a joint tenancy
 - To be given permission to decorate a property

A charge of £48.00 inc VAT will be made for any amendments which alters the tenant's obligations in the agreement.

- £25 additional rent will be charged each month for allowing a pet to be kept at the property to cover additional wear and tear. Extra rent to be charged either before the tenancy starts or at the next renewal of the tenancy.
- Reasonable costs associated with an early termination of the tenancy, if approved by the landlord. The rent must to be paid until the date the new tenancy starts, with a preceding 5 working day period for the agent to check-out and provide a new inventory for the incoming tenant when the property must be left empty. Departing tenant to cover all landlord costs in respect of check out, referencing, inventory and guarantor (if required). Please refer to agent website for details of landlord charges in respect of securing a new tenant. The fees charged for early termination should not be more than the rent outstanding until the end of the tenancy.
- Payment of interest for the late payment of rent is set at 3 per cent above the Bank of England base rate for each day that the payment is outstanding. Levy of the late payment will be made on day fourteen but charged from day one.
- Payment of charges for the loss of keys/security devices. All costs incurred by the supplier of the key/security device will be passed to the tenant, along with an administration fee of £15.

7. Notice Periods – we ask tenants to give us at least one month’s notice of their intention to leave when they are coming to the end of a six month tenancy. Tenants are required to give us a minimum of one month’s notice (from the rent payment date) when they are within a roll-over tenancy.
8. Applications will not be accepted until the property has been viewed internally.
9. Applicants should be in employment.
10. Andrew Granger & Co. will apply for the following references upon acceptance of an application:-
 - Employer’s Reference
 - Landlord Reference (if applicable)
 - Credit Check
11. Andrew Granger & Co. will inspect properties after initial 3 months from the beginning of the tenancy and then approximately on a six-monthly basis.
12. Andrew Granger & Co. use a company called Tenant Shop to assist with updating utility companies and local authorities at the beginning and end of each tenancy. Tenant Shop will also contact you to help you find the best deal for your gas, electric and water. They are totally impartial and will find you the best deal in the market to suit your circumstances. Tenant Shop can also help you find a competitive media package for your television, broadband, telephone requirements and insurance.
13. We recommend that our tenants take out tenant’s liability insurance cover for a minimum of £2,500 cover for any accidental damage you may cause to the landlord’s fixtures and fittings. We can arrange a quote for you through one of our partners, but you can source this through any provider you wish.
14. The landlord is responsible for any repairs relating to the building and anything else that they have supplied, unless agreed otherwise.
15. Andrew Granger & Co. ask all tenants to set up a standing order for their rental payments. (Payable per calendar month i.e. if the tenancy starts on the 1st then rent is payable on the 1st of every month).
16. All tenants aged 18 and over intending to reside at any property will be asked to sign the tenancy agreement.
17. At the time of signing the tenancy, the tenant will be given a completed Schedule of Condition form to be checked and returned within one week. If the Schedule of Condition form is not returned, duly signed, then it will be accepted that the tenant agrees with the

condition of the property as recorded on the statement of condition form. If the landlord holds the deposit then he will arrange to prepare a Schedule of Condition form.

18. At the end of the tenancy we ask the tenant to return the keys to our office along with forwarding address details so that we can return the damage deposit. If we find the property is not returned in an acceptable condition then we will instruct the appropriate contractor after discussion with the tenant.
19. Andrew Granger & Co. must be informed immediately of any change of utility provider.
20. Andrew Granger & Co observe the data protection rules under the General Data Protection Regulations (GDPR). Please rest assured that we will never release your personal data to any third party who has not been approved by you and we will store your details securely.