

# Tenant Information Pack

## About Irlam Estates

With over 60 years' experience, Irlam Estates is one of the longest established estate agents in the whole of the Salford area. As a family run business we offer a personal and friendly service. Regardless of your circumstances, we will search the market place and tailor a package that's perfect for you.

We have put together this information booklet to offer practical advice and a brief guide to our rental process. We endeavour to outline all aspects of our rental process, and are happy to answer any further queries or questions you may have.

Best regards



Joanne Jones

Irlam Estates

### What will my initial outlay be? And when will payments be due?

At the time of applying for a property, you are required to pay a **refundable** holding deposit equivalent to one weeks rent in order to reserve a property. Once your application has been approved, this holding deposit is used towards the balance of the full deposit of 5 weeks rent. The rent is payable in advance. All payments are required in cleared funds 3 days prior to occupation. Payment can be made by BACS transfer.

### How long does it all take?

The application process/credit check confirming all references and preparing the paperwork, takes on average 15 working days. This is dependent on having all the correct information in the first place, and a quick response from employers and Landlords/Agents.

### What information will I need to supply?

Most of the information we require will be on the application form. This includes previous addresses, employment/income details, bank details and previous Landlord/Agency details. In some cases i.e. self-employed individuals, we will also require accountant details or accounts. We will require a photo ID – either a current driving licence or passport, and also a Utility bill at your current address dated within the last 3 months. There may be some circumstances where we ask for a guarantor. This can be a friend or family member who guarantees that they will be responsible should you not pay rent or if there is any damage to the property.

### Who will be holding my deposit?

All deposits have to be registered with one of the Government Schemes. Irlam Estates are members of MyDeposits ([www.mydeposits.co.uk](http://www.mydeposits.co.uk)) and if we register your deposit you will be provided with proof of registration **within 30 days**. Landlords can also request that we pay the deposit over to them and they are able to register the deposit directly. Details of where your deposit has been registered will be detailed in your tenancy agreement and you **should** receive written notification from one of the Schemes.

### What is a tenancy agreement?

It is a legally binding document between you and the landlord, and relates to the property you are renting. Your agreement will most probably be an Assured Short-hold tenancy, and the initial term is usually for 6 months.

### Rent

The rent is payable monthly in advance. Rents thereafter are collected by standing order on a monthly basis. The standing order will be prepared on your behalf and you will sign 3 days prior to occupation and we will forward to your bank/building society.

### What are my responsibilities?

These are clearly set out in your tenancy agreement, which you should read carefully before you sign. If you are unsure about any part of the tenancy agreement, please ask.

There are some jobs that the tenants are expected to do which are considered to be minor and within the ability of most tenants. These include un-blocking of the sinks, replacement of light bulbs and smoke alarm batteries, and general property upkeep. Any major problems should be reported as soon as they happen otherwise you could be held responsible for further damage caused.

### Apart from the rent, what other bills would I be responsible for?

Tenants are responsible for paying bills in accordance with the tenancy agreement, which includes council tax, utility payments (gas, electricity, water) and communication services (broadband, TV, phone).

### Early Termination - What if I want to stay on or leave early?

If both parties have enjoyed the tenancy, then there is usually no reason why the tenancy cannot be extended further. If you would like to request a new tenancy agreement, please contact the office to arrange. The tenancy will automatically come to an end after the agreed term (Periodic Tenancy). It is not necessary for you to sign a new agreement if nothing changes. If you request any changes to the agreement during the fixed term or on a periodic tenancy (i.e. a change in tenants occupying the property, change of rent payment dates) then a charge is applicable. Please see tenant permitted charges.

If you wish to leave the property during the initial rental period, you would, need to inform Irlam Estates or your Landlord in writing. You will remain responsible for the rent until the end of the term agreed or until a new and satisfactory tenant can be found.

### What must I do at the end of the tenancy?

After informing Irlam Estates or the Landlord of your notice to quit in writing (a minimum of 1 month is required), you must leave the property in the same condition as stated at the beginning of the tenancy agreement, or deductions will be made from your deposit. These will include thorough cleaning of both the property and carpets, gardening etc. You must also ensure that all outstanding utility bills are paid in full. A copy of the check in inventory and any inspections are sent to you when carried out. Further copies are available on request.

### What happens to my deposit at the end of the tenancy?

All keys to the property should be returned to Irlam Estates on or before the last date of your tenancy. If you wish to be present at the exit interview, please confirm when the keys are returned. Irlam Estates or the Landlord will carry out an exit inspection and inventory check. Provided there are no missing items, damage, or rent arrears, your deposit will be returned. **Written request should be sent to Irlam Estates asking for the deposit to be returned.**

If any of the above information is not clear, you can give the office a call and speak to the lettings department on 0161 777 9797 ext.2 or [lettings@irlamestates.co.uk](mailto:lettings@irlamestates.co.uk).

## Tenant Permitted Payments:-

- The Rent
- A refundable tenancy deposit (reserved for any damages or defaults on the part of the tenant) capped at no more than *five weeks rent* if the rent is up to £50,000.00 per annum; *six weeks rent* if the rent is above £50,000.00 per annum
- A refundable holding deposit (to reserve a property) capped at no more than *one weeks rent*
- Payments to change the tenancy when requested by the tenant £50.00 including VAT
- Default fees required under a tenancy agreement (such as replacing a lost key(S) £30.00 including VAT)

## Holding Deposit Form

In line with the requirements outlined within Schedule 1, Tenant Fees Act 2019 you are required to pay a refundable holding deposit equivalent to one week's rent in order to reserve a property.

The purpose of the holding deposit is to enable both the landlord and tenant to demonstrate commitment to entering into a tenancy agreement on the terms agreed whilst reference checks and right to rent checks are undertaken. The holding deposit creates a binding conditional contract between tenant and landlord.

Under this contract, the tenant agrees to provide honest representations as to income, tenancy history and references, and to enter into the tenancy under the terms agreed with the landlord.

The landlord agrees to enter into the tenancy as per the agreed terms subject to satisfactory fulfilment of all pre-tenancy checks.

The '*deadline for agreement*' for both landlord and tenant will be within 15 calendar days from the date that the holding deposit has been received by the landlord or letting agent.

The tenancy agreement must be signed by all parties within 15 calendar days from receipt of the holding deposit.

The tenant will be notified of any extension to the 15 day deadline in writing. The tenant must request an extension to the 15 day deadline in writing.

The property will be withdrawn from the market pending referencing and right to rent checks.

The holding deposit will be retained by the landlord/letting agent if false or misleading information is provided which affects a decision to let the property and calls into question your suitability as a tenant.

The holding deposit will be retained by the landlord/letting agent if you fail the right to rent check.

The holding deposit will be retained by the landlord/letting agent if you withdraw from the proposed agreement.

The holding deposit will be retained by the landlord/letting agent if you fail to take all reasonable steps to enter an agreement when the landlord and/or agent has done so.

If we intend to retain the holding deposit, we will advise you in writing the reason for this within 7 days of deciding not to enter an agreement.

The holding deposit will be refunded to you if the landlord withdraws from this agreement or the deadline agreement is not met.

Tenant name(s) \_\_\_\_\_

Property Address \_\_\_\_\_

Amount of holding deposit paid \_\_\_\_\_

Agreed rent for the property \_\_\_\_\_

Specified date for the deadline agreement \_\_\_\_\_

Specified tenancy start date \_\_\_\_\_

Additional agreed terms \_\_\_\_\_

**You are required to ensure that all the information you have provided in relation to the tenancy application is true and accurate.**

**I [INSERT NAME OF TENANT] hereby consent that the holding deposit can to be used to offset against the tenancy deposit or rent in advance.**

I hereby confirm I have read, understood and accepted these terms.

Signed (Tenant(s)) \_\_\_\_\_

Dated \_\_\_\_\_

Signed (Landlord/Letting Agent) \_\_\_\_\_

Dated \_\_\_\_\_

## Pet Policy

<b>Landlord:</b>	
<b>Tenant(s):</b>	
<b>Pet name(s) &amp; breed(s):</b>	
<b>Property address:</b>	
<b>Veterinary practice:</b>	
<b>Nominated person in case of emergency</b>	
<b>Contact details of nominated person</b>	

The following pet policy outlines the conditions under which tenants may keep pets in the above named property.

1. Tenants are required to provide a reference for their pets from their former landlord if they have rented with their pets previously.
2. Tenants must fill in a separate information form for their pets, including contact details for their veterinary practice and a nominated person who will care for their pets in case of an emergency.
3. Tenants are responsible for their pets in accordance with the Animal Welfare Act. If the landlord believes that a pet kept in the property has been neglected or abandoned, they will report it to an appropriate animal welfare organisation.
4. Tenants must not leave their pets in the property when they are away unless clear arrangements have been made for their care.
5. Dogs should not be left alone in the property for more than 4 hours at a time. Tenants must ensure that their dogs will not cause damage to the property if they are left unsupervised.
6. All pets kept at the property must be vaccinated and regularly treated for fleas and worms (if appropriate).
7. Tenants must professionally clean the property when they move out, ensuring that the carpets are thoroughly cleaned and treated for fleas and mites.
8. Tenants are responsible for keeping all areas of the property clean and free from parasites, such as fleas.
9. Tenants must ensure their pets do not cause a nuisance to neighbours. This includes excessive noise. Dogs must be kept under control and on a lead in any public places, communal areas and walkways.
10. Pets must not be allowed to foul inside the property, except from caged pets and pets trained to use a litter tray. Any pet faeces must be removed immediately from the garden or outside areas and disposed of safely and hygienically.
11. Any animal listed in the schedule of the Dangerous Wild Animals Act 1976 may not be kept at the property.
12. Any dog listed under the Dangerous Dogs Act 1991 may not be kept at the property with the exception of dogs registered on the index of Exempted Dogs.
13. Tenants may not breed animals or offer for sale any animal in the property.
14. Tenants who wish to obtain an additional pet after moving into the property must first apply for permission in writing to the landlord or letting agent.

Tenant queries / notes