



The
**Bath
Property
Shop**

TENANTS

RENTAL INFORMATION GUIDE

A guide to renting

www.bathpropshop.co.uk

THE BATH PROPERTY SHOP

We always strive to work closely with our tenants and understand that each rental property is someone's home. We pride ourselves on offering an exceptional service and are always happy to help when it comes to maintenance or advice about the property.

We provide many resources to help, ensuring full transparency and peace of mind. These cover any potential fees, the rental process, as well as useful information about how to care for your home.

These can be found within the guide below and on our website under the **Tenants** section.

Our office is located on Widcombe Parade between the Widcombe Baptist Church and the Bath Spa Florists. There is some temporary parking on Widcombe Parade and a pay and display car park behind our office (Claverton Street Car Park).



BEFORE TENANCY START

Let as seen

The décor and cosmetic presentation is let as seen unless specifically stated by the agent in writing/email. Never assume anything without checking first to ensure there are no surprises. Furnishings and electrical appliances/white goods may not come as standard in the property. Any items seen during property viewings may be owned by the current tenants. It is strongly advised that you seek confirmation of such items before the holding deposit is paid and the tenancy begins, as items cannot be provided afterwards.

Holding deposit

The payment of a holding deposit allows a prospective tenant to reserve a property while reference checks and other pre-tenancy administration is undertaken. This reservation period lasts up until the 'deadline for agreement' (explained below).

An explanatory document regarding the holding deposit has been provided, which explains the terms on which it could be refunded, retained or offset against a tenancy deposit payment or the first month's rent (where a tenancy agreement is subsequently entered into).

When do I pay the holding deposit?

When a prospective tenant has viewed the property and the Landlord has agreed to a rental offer, a prospective tenant can then choose to secure a property by paying a holding deposit, amounting to one weeks' worth of rent. At this time the let is agreed; subject to references and contract; and the property removed from the market. Please ask any questions relating to the tenancy before you pay a holding deposit, as the Landlord is under no obligation to change any details of the property or proposed tenancy after an offer has been accepted.

Deadline for agreement

The deadline for agreement is the latest date that the pre-tenancy processes can be completed, and tenancy agreements signed. If this date passes and tenancy agreements have not been signed, the Bath Property Shop may be required to re-market the property. The holding deposit may be retained at this time.

Referencing and checks

As part of our standard referencing process, we will look to ensure that you can cover the overall rent commitments and where possible, check that you have looked after properties that you have rented previously. This is usually done by contacting your employer and previous Landlord/Letting Agent using the contact details you have provided. A third party referencing company can be used in this instance and it is important that you complete all details accurately and promptly to prevent any issues with your tenancy.

Tenancy agreement (rental contract)

You will be provided with a copy of the proposed Tenancy Agreement. You should read this carefully to ensure that you agree with the content before signing it. If you are unsure about the meaning of any clause, you should seek independent legal advice.



Rental criteria

The agreement to your rental offer will be dependent on a number of criteria, as dictated by the Landlord and agent. This will include (but is not limited to);

- Credit Worthiness; no negative credit information (e.g. county court judgements, poor credit score, defaults or outstanding issues, bankruptcy order).
- Suitable income; as a party, earn the equivalent of 2.5 times the yearly sum of the rent.
- Acceptable Landlord Reference – no issues identified by current/previous landlord e.g. failures to pay rent in a timely manner, damage caused during tenancy,
- Acceptable Employment Reference – confirmation of employment, including term of service and salary/wage, confirming suitable income and details provided previously.
- The Right to Rent in the UK – and where appropriate, provide valid proof (such as visas)

Guarantors

Depending on your situation and the outcome of your referencing, you may be required to provide a UK based Guarantor for your tenancy. This is not uncommon and means someone will support your application by being additionally referenced. A guarantor is someone who would be obliged to cover the rental commitments of the tenancy if you cannot.

As an example, a Guarantor would likely be required if:

- you have not been continuously employed in the same role for at least 12 months
- you have been working or living abroad in the previous 12 months
- your income falls short of our criteria or your employment is considered as changeable.
- You are not in full-time employment i.e. studying part/full time

Please note that the same rental criteria will apply to the guarantor and, furthermore, the guarantor must earn the equivalent of 3 times the yearly sum of the rent, be in full time employment or be able to prove that they can cover the rent through 'independent means'. Proof is provided by supplying bank statements, self-assessed tax returns or an accountant/employment reference. The Guarantor must be living in the UK full time.

The guarantor must be aware that they will stand as guarantor for you, (and your partner/housemates if you are moving into the property with someone else), for the entire amount of the rent. Multiple guarantors can however be provided.

Right to rent

Anyone over the age of 18 seeking to rent a property, whether named on the tenancy or otherwise, must be able to provide evidence that they have the necessary permissions to be in the UK at the point that a tenancy starts.

Tenants must be able to demonstrate that they are a UK citizen, or have a permanent or time limited right to remain in the UK. Share Codes are required for non-UK citizens.

Physical checks of ID must be made in the presence of the prospective tenant, before possession can be granted.

If the right to rent cannot be demonstrated, the tenancy will not proceed, and the holding deposit will be forfeited in its entirety.

In the event that a tenant has a time-limited right to remain, The Bath Property Shop have a duty to carry out follow-up right to rent checks within 12 months of the start of the tenancy or prior to the expiry of the Visa (whichever is later).

If a tenant can no longer demonstrate their ongoing right to rent, The Bath Property Shop are legally obliged to inform the Home Office and they may become subject to enforcement proceedings by the UK Border Agency.



Post agreement addendum

Should you alter your application after contracts have been formally issued, and it is appropriate to do so, The Bath Property Shop can produce an Addendum to the Tenancy Agreement, strictly with the Landlord's consent (fees may apply).

Rent and deposit

You will be required to provide the agreed sum of rent and a dilapidations deposit equivalent to 5 weeks rent. The deposit will be processed either by The Bath Property Shop as stakeholders, or by the Landlord for some non-managed properties. Where The Bath Property Shop are the stakeholders, the deposit will be held in our designated clients' account and registered with the Tenancy Deposit Scheme (TDS).

The deposit will support costs of any dilapidations, damages, cleaning, missing items, rent arrears or any other cost or losses incurred due to any breach of the terms of the Tenancy Agreement. It is returnable as soon as possible at the end of the tenancy, subject to a final checkout inspection of the property.

Insurance

You are responsible for obtaining insurance for your own belongings and tenant's liability insurance for the Landlord's fixtures and fittings prior to the start of the tenancy.

Please see our 'Utilities & Bills guide for further information.

Planning & Construction

Consider if there are any planning applications or construction works planned near the property you are thinking of renting, which could effect you. Landlords and agents may not always be aware of scheduled works in the area. These can be found on any local council website.

Parking - Bath

For the Bath area, parking permits can be purchased through the Bath council and they should be contacted directly to arrange this. It is always advisable to check the availability of parking and the type of parking available before proceeding with a property, as council criteria can change and records can be outdated.

Inventory and schedule of condition

Rather than ask you to verify the Inventory on the tenancy start date, we include this document within your move-in pack. You will then have seven days from the tenancy start date to settle in and go through the Inventory to ensure you are comfortable with its accuracy. You can then sign and return the document and discuss any amendments if required. If the Inventory document is not returned within seven days from the tenancy start date, it is agreed that the Inventory is wholly correct as provided.

Passports

We are required to see physical copies of Passports for all tenants.

Please bring a valid Passport into the office before or at the tenancy start. This can be done while collecting keys on the start day if you wish.

If you do not have a passport, you can bring two of the documents listed on the gov.uk website (link): <https://www.gov.uk/prove-right-to-rent/using-other-documents>

Key collection - Tenancy start

Provided all references have been attained, tenancy agreements are signed and monies paid, you are able to collect your keys and move-in pack from our office on the tenancy start date (or after). The Bath Property Shop do not offer a check-in service at the property, simply due to the volume of move-ins on a daily basis.

Our office opening hours are **9:30am - 5:30pm, Monday – Friday.**



AFTER TENANCY START

Repairs and maintenance - Managed properties

If there is the need for a repair or maintenance at the property, then you must notify The Bath Property Shop as soon as possible. You can do so by calling our office on 01225 464 400.

Our opening hours are 09:30-17:30, Monday – Friday.

Equally you can email maintenance@bathpropshop.co.uk.

Please note that The Bath Property Shop cannot always authorise works to commence immediately. In some instances, it may be essential to obtain estimates prior to the landlord giving permission to proceed.

In the case of a maintenance emergency, please call our office on **01225 464400** at any time. A maintenance emergency is defined as a situation or issue which if not repaired promptly, poses an immediate hazard to the tenant or to the property, some examples being; water leaks, central heating failure in winter, essential electric works etc.

If your call is made outside of business hours, a mobile telephone number will be provided in our answering machine message.

Please call this mobile number, if we are unable to answer immediately leave your name, telephone number, property address and details of the emergency. Your call will be returned as soon as it is possible.

Repairs and maintenance - Non-managed properties

If we do not manage your property, then The Bath Property Shop cannot arrange any works on the Landlord's behalf. Please contact your Landlord to inform them of any issues, using the contact details provided at the beginning of your tenancy.

Gas leaks

If you detect a gas leak, please call the National Gas Emergency Service on 0800 111 999 immediately (This is a free 24-hour emergency line).

Utilities

The standard utility companies (gas, electric and water where applicable) and the local authority (council tax) will be advised by The Bath Property Shop of your occupation of the property. You are responsible to advise suppliers of your meter readings during and at the end of your tenancy.

Please note, unless you inform us to the contrary, we will provide the utility companies with your forwarding address at the end of your tenancy.

For more information, please see our 'Utilities & Bills' guide.

Council tax - Students

Tenants are responsible for the payment of Council Tax. If you are a student, you will need to contact the Council to provide proof of your student status. This is usually in the form of a student enrolment certificate or similar.



Telephone/internet

You must apply directly to a communications provider if you wish to have the telephone connected, as these companies have their own procedures for credit referencing.

Please note, depending on the current connection at the property, you may have to pay a line connection charge to your chosen provider.

Property inspections - managed properties

During your tenancy, we are obliged to visit and inspect the state of the property, to ensure it is being kept in good order. This is also a good opportunity to keep in touch and just check how things are, in case tenants have forgotten to mention maintenance issues and the like.

We will feedback after this inspection and send over our findings to the Landlord. This can also include photos and written documentation. For this reason, it is important to ensure the property is found to be in a good clean state, as this is the 'snapshot' that the Landlord will see.

We will always notify tenants by email that an inspection will take place and provide at least a few day's notice, but usually two weeks as a minimum.

Rubbish & recycling collection - 'Bin days'

Each area will have different days for when the council will collect general refuse and recycling material. The rules will also differ, based on what can be collected and how it needs to be provided to them. All details can be found on your council's website.

You can check your collection day using your post code and property address. Information is also available on the council website, explaining what items can be recycled and what box or bag they need to be put into.

For Bath, the webpage is: <https://www.bathnes.gov.uk/webforms/waste/collectionday>

Please be aware that incorrectly storing your rubbish or including the wrong items in a recycling receptacle can result in the council not collecting these during the allocated collection days. This is the personal responsibility of the resident/tenant and the council can take action against you, if you fail to abide by their rules.

Post

If post has arrived at the property that is not addressed to yourself, please check if this is addressed to your Landlord. If so, please contact us, or drop into our office.

Your Landlord's name can be found in your tenancy agreement, but if you are uncertain, please feel free to check with us.

If post arrives for someone else and you are certain it is not for your Landlord, you can draw a line through the name and address and write 'not at this address' on the envelope.

Simply post this back, unopened, in any Royal Mail post box and this post should make it's way back to the company who sent it. The benefit of this, is that the company should then record this and stop sending post to your address.

If the post looks very urgent or important and you are unsure what to do, please feel free to contact us.

