

PROFESSIONAL LETTINGS HANDBOOK



Around
TownFlats

CONTENTS

INTRODUCTION	3
PROFESSIONAL LETTINGS	4
<i>Property Search</i>	4
<i>Arranging a Viewing</i>	4
<i>Securing your chosen property</i>	4
<i>Deposits</i>	4
<i>Tenancy Documents</i>	4
<i>Credit Referencing</i>	5
<i>Check In Appointment</i>	5
<i>Rent</i>	5
<i>Iamoving.com</i>	5
<i>Useful Websites</i>	5
PROFESSIONAL LETTINGS FAQs	6
<i>When to Look</i>	6
<i>Length of Tenancy</i>	6
<i>Guarantor</i>	6
<i>Deposit</i>	6
<i>Standing Order</i>	6
<i>Tenancy Withdrawal</i>	7
<i>Check-in & Inventories</i>	7
<i>Utilities</i>	7
DEPOSITS: ALL YOU NEED TO KNOW	8
DEPOSIT FAQs	9
GUARANTOR INFORMATION SHEET	10

INTRODUCTION

For professionals we offer a wide selection of properties in Fallowfield, Withington, West Didsbury, Chorlton, Victoria Park and surrounding areas. With 40 years of experience, the lettings team at Around Town are here to provide you step by step guidance in finding the perfect home for you.

Our in-house property maintenance team are committed to quickly dealing with your repairs during your tenancy. We use a Gas Safe registered plumber for all your gas repairs and have a well trained team of electricians, roofers, joiners and decorators who work hard to ensure that your property is maintained in good condition.

Feel free to browse our property portfolio using our property search tool on our website www.aroundtownflats.com or grab a list from our office and contact us or pop into the office for a chat with our friendly lettings team who would be happy to take care of your enquiries.

This Professionals' Lettings Handbook is a guide to provide you with information on finding your perfect home as well as information on credit referencing, rent and deposits. Also available is our repairs handbook provides you information on reporting your repairs, preventing fires and other general maintenance information which is downloadable from our website www.aroundtownflats.com.

Our contact details can be found below for reference.

We look forward to hearing from you.

Around Town Flats

OPENING HOURS

Monday to Friday 9am to 5-30pm

Saturday 10am to 4pm

EMAIL

info@aroundtownflats.com or

repairs@aroundtownflats.com

CONTACT US

Around Town Flats

208 Wilmslow Road, Fallowfield, Manchester,
M14 6LF

Lettings Team	-	0161 256 2500
Repairs Team	-	0161 256 6604
Fax number	-	0161 257 2379

PROFESSIONAL LETTINGS

Property Search

Searching for your ideal Around Town Flats property can be done through the following mediums:

- Property search tool on www.aroundtownflats.com
- Property Lists from the Fallowfield Branch of Around Town Flats
- “To Let” Boards outside available properties.
- Making an enquiry for available properties by phone, email or in person at our Fallowfield branch.

Arranging a Viewing

If you are interested in arranging a viewing for one of our properties, contact us by phone or email. Contact details can be found on page three of the handbook. Alternatively, you could pop into our Fallowfield branch to arrange a viewing in person.

Securing your chosen property

Once you have viewed a property and you have made your decision, you will need to contact the agency and make us aware. To secure the property we require the equivalent of 5 weeks rent, this is in effect your holding fee which transfers to your deposit account once the agreement is signed and completed. In addition, we require an Agency Fee the equivalent of one week’s rent to be paid – this covers the cost of our third party credit referencing service and agency administration costs.

Deposits

For all Assured Shorthold Tenancies beginning on or after 6th April 2007 any rent deposits taken from tenants by landlords or letting agents must be protected by a government authorised tenancy deposit scheme. Around Town Flats use The Deposit Protection Service www.depositprotection.com – they ensure the deposit is properly protected and offer a free dispute resolution service in the event of a dispute about the return of the deposit at the end of the tenancy.

Tenancy Documents

In order to complete the Tenancy Agreement and before a check in appointment can be made we need to be in receipt of the following items:

- Completed personal detail form
- Photographic proof of identity (passport, driving license)
- Proof of residency
- Approved credit referencing application (either applicant and or guarantor)
- Signed Assured Shorthold Tenancy Agreement (signed by all Tenants and Guarantors if applicable)
- Signed Standing Order Mandate

[Credit Referencing](#)

All professional applicants have to go through our credit referencing service, and before the contract is offered for completion, we will require an approved application from the referencing service. If an applicant is unable to undergo credit referencing, they will require a Guarantor. We require an approved guarantor or applicant application before the contract is offered for signing and completion – It is necessary for all Guarantors to sign a copy of the Tenancy Agreement, along with the Tenant.

[Check In Appointment](#)

The final step once all the paperwork is completed and money paid is the check in appointment during which our team will prepare and provide a full inventory and schedule of condition for your property. During this check in copy gas and electrical installation certificates are provided and a welcome pack passed to tenants to help you get started in your new home.

[Rent](#)

If your preferred move in date falls after the 1st of the month an apportioned rent, based on the daily rental value, will need to be paid for the remaining days to the end of the month. Rent is payable by standing order instruction with your bank, which is the preferred method, however, it can also be paid by card, cheque or cash. When making card payments, rent can also be paid by phone. Please note there is also an administration charge when payments are made by credit card.

[Iammoving.com](#)

We have recently joined forces with iammoving.com, a 'change of address service'. By filling in the necessary form when you rent a property with us, iammoving.com will be able to provide you with the cheapest Gas and Electricity suppliers, saving you up to £700 each year.

[Useful Websites](#)

- Deposit Protection <http://www.depositprotection.com>
- FLS <http://www.tenantref.co.uk/>
- I am moving <http://www.iammoving.com/>

PROFESSIONAL LETTINGS FAQs

When to Look

The lettings market is very fast moving; therefore we would advise “professional” tenants to start viewings no more than 4 – 6 weeks before the date you are looking at moving – any earlier and you run the risk of your perfect property being let elsewhere.

If you find a property you want to take, you will need to pay the Holding Fee and Agency Fee in order to secure it, and make sure all your paperwork is supplied promptly to us to avoid any delays in your application and subsequent move in date.

Length of Tenancy

For our “professional” lets we offer a 12 month Assured Shorthold Tenancy Agreement. Our “student” properties are to the end of the academic year, i.e. 30th June. Your contracts may be extended with prior consent from your Landlord.

Guarantor

My Guarantor has failed their credit referencing will I still be able to move in?

You will need to supply a different Guarantor who will have to undergo the credit referencing procedure and sign an agreement as your guarantor. Generally your Guarantor should be in full-time employment or have sufficient independent means to pass credit referencing.

I don't know anyone who would be willing to act as my Guarantor - can I still go ahead?

Yes, however, you would need to pay your deposit, agency fee and 6 months' rent in advance.

Deposit

I really like the property but I can't afford the deposit – will I still be able to take the property?

We will require the full deposit (equal to 5 weeks rent) prior to move in, however, in order to secure the property and take it off our marketing list you will need to pay a holding fee of five weeks rent.

Standing Order

My Standing Order has not worked – how can I pay my rent?

We accept payments in the office by cash, cheque or card; we can also take payments by card over the telephone. There is no charge for debit card payments. However, there is a charge for Credit Card payments (dependent on amount).

Tenancy Withdrawal

What happens if I am unable to complete the Tenancy Agreement / decide not to move in to the property?

You will incur charges in respect of our administration for progressing the tenancy (the administration charge) and a charge for the period of time the property has been withdrawn from the market (the daily rent multiplied by the number of days the property has been taken off the market). There is a minimum charge of £100 per tenant when you withdraw from a property. If only one tenant in a group is swapping then an administration charge of £100 will be made each time contracts have to be redrawn and reissued.

Check-in & Inventories

I cannot attend the check in appointment – can someone else collect my keys?

Where possible it should always be the tenant who attends. However, in certain circumstances, we would release keys to a representative of the tenant on their behalf providing the tenant has pre-signed their contract and other contractual documents.

I don't agree with the check in inventory – what should I do?

At the check in you would have been given a copy of the inventory, on this copy you should mark any discrepancies before returning it to the office where it will be held on file until you vacate. The annotated inventory must be returned within 7 days in accordance with the terms of the tenancy agreement.

Utilities

How will I find out who supplies the utilities at the property?

The easiest way is to complete our lamoving form this will save you having to contact the Utility Companies yourself, and will ensure a continued supply.

DEPOSITS: ALL YOU NEED TO KNOW

Around Town Flats use the Deposit Protection Service (The DPS) which is the Government approved custodial tenancy deposit protection scheme. Tenancy Deposit Protection (TDP), as set out in the Housing Act 2004, requires that all agents/landlords protect their tenants' deposits under a statutory tenancy deposit scheme within 14 days of receiving a deposit.

The DPS will safeguard that deposit throughout the period of the tenancy and repay the funds to the appropriate parties in accordance with their instructions at the end of the tenancy period. The DPS is the only custodial deposit protection scheme. The service is funded entirely from the interest earned from deposits held. The scheme is supported by a dedicated call centre and an independent Alternative Dispute Resolution (ADR) service.

Further information about the actual Deposit Protection Scheme can be found on the website www.depositprotection.com. The terms and conditions of the scheme can be found at http://www.depositprotection.com/Documents/scheme_rules.pdf.

The name and address of the Scheme Administrator are:

The Deposit Protection Service (The DPS)

The Pavilions, Bridgwater Road,

Bristol,

BS99 6AA

Telephone No. 0844 4727 000

Email address: enquiries@depositprotection.com

Website: www.depositprotection.com

DEPOSIT FAQs

In order to help you understand the management of your deposit through the length of your stay in one of our properties we have detailed some of our most frequently asked questions:

When will the deposit monies be paid into the scheme?

We register all deposit funds within fourteen days of the receipt of the full deposit for the property and a completed signed Tenancy Agreement.

How do I find out if my deposit has been paid to the DPS?

You can contact your Lead Tenant, who is identified in your Tenancy Agreement, and they should have received registration information including a deposit identification number and a repayment “pin code”. This information is posted to the property and should be kept until the end of the tenancy. If you require a further copy of this information then the Lead Tenant only may contact the DPS for it to be reissued.

What happens if one of my co-tenants wants to leave and a new person joins the group?

We will need to inspect the property and the incoming tenant will need to review and resign the check in inventory. We will then need to reclaim the deposit originally paid to the DPS with your agreement and once this is received the incoming tenant can pay their share of the deposit and outgoing tenant can be refunded their share of the deposit.

What is the deposit return procedure at the end of the tenancy?

Following the check-out of the property and receipt of your final bills, the Lead Tenant will be contacted by a member of our staff. Once all parties have agreed the refund, the Lead Tenant can apply for the deposit return via the DPS website.

All deposits are repaid by the DPS within 10 calendar days of the correctly completed acceptance procedure being received by The DPS.

What is the difference between the holding fee and the deposit?

The holding fee is the payment made to take the property off the market for the period until the Tenancy Agreement is signed. When the Tenancy Agreement is signed the holding fee is refunded to the Tenant.

Most Tenants choose to use the holding fee to pay the deposit monies due under the terms of the Tenancy Agreement.

GUARANTOR INFORMATION SHEET

What is a Guarantor?

A Guarantor agrees to be responsible for a property in the same way a tenant does.

What are my responsibilities?

A Guarantor agrees to be responsible under the terms of the tenancy agreement as if they were the tenant. Please review the tenancy agreement closely and if you wish take appropriate independent advice do so.

What do I need to do?

Once you agree to act as Guarantor you will need to complete a Guarantor credit referencing form. Credit referencing is carried out by an independent credit referencing agency (FLS) and is necessary to confirm the identity and credit history of all Guarantors.

Credit referencing

FLS have been providing credit referencing services for over ten years and have a proven track record of processing applications quickly and efficiently. FLS are licensed by the Office of Data Protection and operate in accordance with the Data Protection Act. No personal data will be passed to any third party.

You should complete **sections 2, 3, 4 and 8** indicated on the FLS Tenancy Application Form and return this to us. Sections 1, 5, 6 and 7 do NOT have to be completed. On completion this is faxed to FLS who aim to complete all enquiries within 48-72 hours. FLS will notify us by fax or email of their decision.

What happens next?

When all Guarantors and, where applicable, Applicants have successfully undergone credit referencing and all deposits and administration fees have been paid we draw up the Tenancy Agreement. The Tenancy Agreement is a written contract between the tenant and the landlord and is counter-signed by the Guarantor(s). The tenancy agreement gives certain rights to both the tenant and the landlord. You should **sign the final page** [usually **page 9**] of the Contract where it states **“Signature of Guarantor”** and return this to us. Guarantors do NOT need a witness to their signature and do NOT need to initial the bottom of each page of the tenancy agreement.

Once the Contract has been signed by ALL tenant(s) and Guarantor(s) [separate copies] the tenants receive their welcome pack, keys and move in!