

Tenant's *Guide*



Felicity J. Lord

Register with us

This tenant guide has been created to answer as many questions as possible and help you be well prepared for the exciting process ahead of you. We want you to enjoy renting your new home and we always find that if you know what to expect we can provide a better service for you.

We are committed to helping you find your ideal home and have your best interests in mind

For us to identify properties suited to you, we will ask you detailed questions. Remember, the more information you can give us, the easier it is for us to match you with a property!

To be eligible to apply for a property, you will need to meet at least one of these requirements:

Have an income of 30x your rental budget

Have a guarantor*

Be able to pay 6 or 12 months' rent up front

Our latest properties are listed on our preferred property search websites and our own website www.fjlord.co.uk

When choosing an agent...

Look for the safeagent Kitemark; your money will be 100% protected.

Using an agent with membership of a professional body such as ARLA Propertymark, safeagent or The Property Ombudsman (TPO); certain standards of practice will be in place and you will have access to an independent complaints procedure.

Check that your deposit will be protected by a government authorised Tenancy Deposit Protection scheme.

Some of our properties offer deposit-free renting through our partner flatfair ask your letting agent for more information.



*If your income is not 30x your monthly rental budget, you may be asked to provide a guarantor for your tenancy. A guarantor will be asked to make rental payments on your behalf if you fail to make payment of your rent. Any guarantor would need to have an income of 30x your rental budget and would be required to complete a full reference.



View with us

Want to know more about the property?

We're here to answer your questions. We'll also accompany you on every viewing, including evenings and at weekends.

Unsure about the area?

Just ask. We can advise you about the local amenities, schools and transport links

Viewings

When viewing...

Try to view with everyone in your moving party. Properties will not always be available for a second viewing.

For properties newly advertised, be ready to view straight away and act quickly if you are interested. Properties new to the market are in high demand and often rent within days.



Making an Offer

When you've found a property that you like, it's time to make an offer. Felicity J Lord will be there to walk you through the process. When you make an offer it will be put forward to the landlord.

If your offer is accepted, you will need to provide:

- A holding deposit equivalent to one week's rent (by debit/credit card only)
- Photographic identification for each applicant (e.g. driving license, passport)
- Proof of address for each applicant (ideally a utility bill no older than 3 months; for other accepted documents, please ask)

Be ready for referencing and have the following to hand:

- Your last 3 years address history
- Your employment details
- (If self-employed) Have accounts/accountant details ready
- Your current landlord details (if applicable)
- Your UK bank account details
- Encourage your referees to respond swiftly

When referencing is underway, we will send both tenant and landlord a 'Subject to Contract' document stating the details of the contract including any requirements/agreements made. If anything is missing, inform us straight away.

If all references are deemed satisfactory then we will create a tenancy agreement.

If there is any problem with the references, we'll let you know straight away and advise you of your options.

When applying...

Be prepared to pay a holding deposit.

Be prepared for the paperwork and have the required documents ready.

Be prepared to be referenced and inform your employer and most recent landlord that they will be contacted.

Make sure you clearly state any requirements as a part of your application.



Helping you in your new home



Security Deposits – an alternative

We know that sourcing a large amount of money for a security deposit can be a worry. Our partners at *flatfair* offer a simple solution, the *flatfair membership*. The *flatbond* is the simple, affordable and secure alternative to tenancy deposits. Instead of paying a large tenancy deposit you can now choose a *flatbond* instead and pay a non-refundable one-off charge of 28% of the first month's rent (plus VAT).

What are the advantages of becoming a *flatfair* member?



No expensive deposit

Pay an affordable membership charge instead of an expensive deposit - split evenly between the household



Pay when you leave

Damages happen. In the case of a lawful claim, simply pay at the end of your tenancy



Healthier finances

Avoid having two lots of money locked away in deposits between tenancies and put your money to better use



Keeping it fair

Stay safe from bogus claims through independent dispute resolution - as with the deposit schemes



Control on-the-go

Manage your membership through our simple platform from any device, 24/7



Build your cred

flatfair rewards tenants who pay their rent on time and care for their rented home

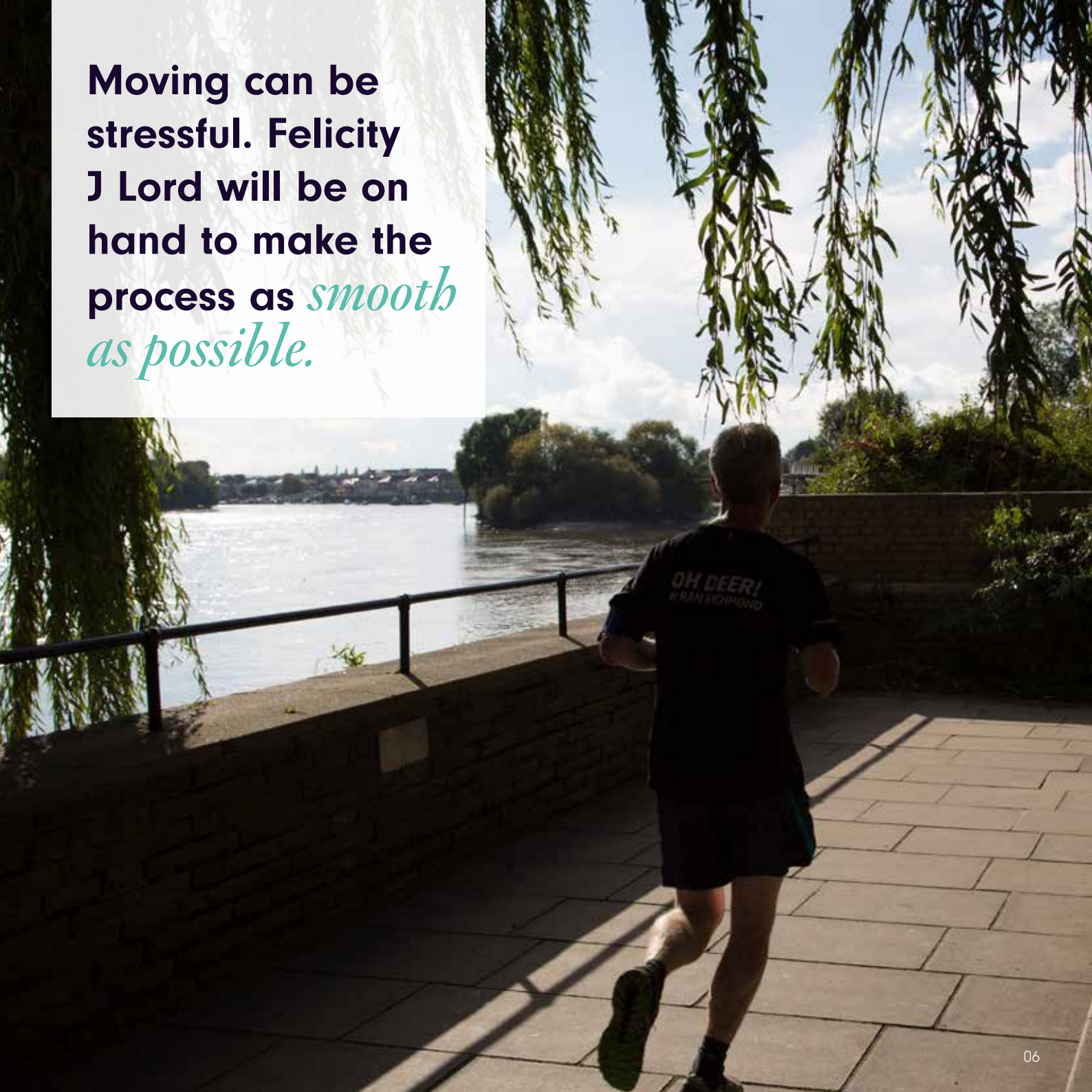
How does flatfair work?

It's very simple! You sign-up for your *flatfair membership* online, pay a one-off charge of 28% of the first month's rent (plus VAT) and that's it. Under the *flatfair membership* you remain liable to pay for any damages at the property just like with a regular deposit. However, unlike a regular deposit, you don't need to pay upfront, you simply pay for any damages caused at the end of your tenancy.

Please note, *flatfair membership* can only be offered if your landlord agrees, for more information please speak to one of our associates or check out www.flatfair.co.uk



Moving can be stressful. Felicity J Lord will be on hand to make the process as *smooth as possible*.



Move with us

What you need and what we can offer.

Before you can move in, you must have:

- **Signed the tenancy agreement**
(signed by all tenants and witnessed)
- **A guarantor agreement signed by the guarantor** (if applicable)
- **Paid the initial monies**
Your initial monies will be detailed on your offer form, but will include:
 - Your first month's rent
 - A security deposit
(or flatfair membership charge if you take out that option)
 - A meet and greet service charge, if you take out our meet and greet service

We keep you safe by making sure safety certificates are in place before move in.

We can also offer you:

- **Tenant's liability insurance**
We can introduce you to The Lettings Hub who can offer a tailored insurance policy that protects you against any accidental damage that you may cause to your landlord's fixtures and fittings up to £10,000. They can also provide cover to you to protect your own contents as well. Please speak to any member of staff and they can arrange for The Lettings Hub to contact you.
- **Meet and greet service**
We will meet you at your new property on your move-in date and provide you with the keys. We'll walk you through the property and show you how to use the key appliances and features, including the heating and hot water systems. Please speak to any member of staff and they can arrange for a quote for a meet and greet service.

Once everything is ready we will hand you the keys, either at the branch or during your meet and greet appointment.

When moving...

Ask to see a valid Gas Safety Certificate, EICR Certificate and a copy of the Energy Performance Certificate (EPC).



Rent with us

Shortly after you move in, we will send you a welcome pack and tenancy handbook containing everything you need to know.

The documents we send to you will include details and advice about the following:

- Who to contact during your tenancy
- Setting up utility bills
- Setting up rental payments
- Tenant responsibilities
- Making changes to the property
- Property repairs
- Maintenance issues
- Gas safety
- Tenant's insurance
- Information for sharers
- What to do when your tenancy is ending
- Your security deposit or flatfair, the deposit-free renting alternative
- Customer care

When renting...

Look after the property and keep it in a good condition; with a deposit, damages and dilapidation costs may be deducted from your security deposit at the end of the tenancy; with flatfair, you may be charged for damages and dilapidations at the end of your tenancy.

Pay your rent on time; your landlord may seek possession of the property if you fail to pay your rent.



Customer care

We aim to provide a first class service and to that end have a monthly customer care award which is awarded to the member of our team that has provided the best service, based on customer feedback.

If you have been given great service and would like to tell us about it we'd be keen to hear from you, please leave us a review on TrustPilot, Facebook or Google.

We receive very few complaints, however we understand that sometimes things don't go exactly to plan and can occasionally go wrong. If this becomes the case, we would prefer that you try to resolve the situation with the member of our team you have been dealing with or the lettings manager, but if they are unable to resolve the situation, or you would prefer to, you may write to our customer care team at: lettingscustomer.relations@fjlord.co.uk

On moving in you will need to:

- **Contact your local council**
(with dates and names of who has moved in and when, for tax purposes)
- **Set up your utility bills**
(it is your responsibility to contact water, gas and electricity companies)
- **Check your rental payments have been set up**
(check with your bank that regular payments have been set up)

Settle in and enjoy your new home!





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