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### What to expect when renting with HIMS

HIMS are members of several Re-dress schemes including. **Association of Residential Letting Agents (A.R.L.A.) National Approved Lettings Scheme (NALS)** and **The Property Ombudsman for Lettings**. We have Client Money Protection in place and are members of **The Dispute Service (TDS)** one of the Government approved deposit schemes.

All of our properties which have gas central heating are serviced annually by a Corgi registered Gas engineer. We also have our own in-house maintenance department who are able to undertake the majority of any maintenance issues, and external contractors that have been used for a number of years who are called upon to undertake specialist works.

**It is within your interest to read through all of the paperwork that we provide you carefully to avoid any confusion as to what is expected from you and from us.**

### Step 1 – Registering your interest

Complete our Property Application Form honestly and with as much detail as possible. This is used to pre-approve our applicants against the Landlord's specific requirements and avoids showing you a property that you may not be suitable for.

Check our website / window display / current property lists for properties which you may be interested in. We don't contact you every time a property becomes available.

It is **vital** that you attend your viewings. This will allow you to see the property in person and allow you to decide if it is one you would like to apply for.

Once a suitable property has been found, you will then need to pay the holding deposit as soon as possible which is equivalent to one week's rent and complete the second page of the application form (if not already done so). This completed application form will be used as your application to the Landlord of the property along with the references that you will need to provide as below:

- **Written reference that confirms your current accommodation. (Landlord reference or mortgage statement)**
- **Written reference from your employer**
- **Your last 3 months bank full statements for your current account or savings a/c**
- **Photographic I.D. e.g. passport/driver's license**
- **Details that will satisfy the 'right to rent checks' in accordance with the Immigration Act**  
**Details are available in the office or via [www.hims.uk.com](http://www.hims.uk.com)**
- **Proof of National Insurance number**
- **Utility bill**

Please note that this is not an exhaustive list and if you are unable to provide something from the list above, please let us know and we will be able to suggest an alternative reference that you can provide.

### Step 2 – Your application has been successful

The Landlord has accepted your application – what happens next?

You will need to make payment of the deposit for the property you are applying for. This will be listed on the property advert or you can enquire at this office:

You will also be required to tell us the date that you wish to take occupancy of the property – this will then become your **rent due date** and will be the day that you will be required to pay your rent, so think carefully as if you chose a date before your payday, it is still **your responsibility** to ensure the rent is paid on time.

If the property is still occupied by the current tenant's we will advise you of the earliest date you can take the property, this is extended to un-occupied properties which are having remedial works undertaken.

Once a date has been selected and the deposit has been paid to this office in **cleared funds**, we will produce the paperwork, this includes:

\* **Covering Letter.**

\* **Two copies of the Assured Shorthold Tenancy (AST)** – the fixed term will either be six or twelve months and will be agreed upon by both the tenant and the landlord prior to the paperwork being produced. Once signed with both the tenant and the Landlord/Agent, one copy will be given back to the tenant and the other will be held on file by the Agent. Please note that it is your responsibility to ensure that they are signed correctly.

### **KEYS WILL NOT BE RELEASED UNTIL EVERYTHING IS SIGNED**

\* **Standing Order Mandate** – this is the most popular way our tenants pay their rent. However please be aware that it is an instruction from **you to your bank** telling them to pay us the rent amount. We have no control over the instruction, so if your bank pays us twice or hasn't set up the mandate correctly it will be down to you to correct.

\* **Copy of the Energy Performance Certificate (EPC)** – this will inform you of the property's energy rating and will provide advice on how to improve it (if required)

\* **The Tenancy Deposit Certificate from TDS (The Dispute Service)** – there will be a certificate for each person named on the tenancy agreement.

\* **How to Rent Guide**

### **Step 3 – The Tenancy Starts**

On the day your tenancy is due to commence you will be required to come this office with the following;

\* **Both copies of the AST, initialled and signed by all names tenants and witnessed where indicated.**

\* **The first month's rent in cleared funds i.e. cash. If you prefer you can pay the rent prior to this tenancy start date if paying by cheque or BACS transfer (if not already paid).**

We will then go through the tenancy agreements to ensure that they are signed and initialled correctly before we counter-sign them on behalf of the Landlord. We won't release the keys until we are certain the ASTs have been signed correctly. For example, if it is a joint tenancy and only one of the named tenants has come to the office and there is only one signature on the AST, we will ask you to get the other signature, whether you leave the office to get the signature or the missing person's signature comes to the office.

Once the ASTs have been signed and the rent has been paid, we will then provide you with Schedule A – the Inventory and Schedule of Condition. This document is vital as it will be used when you vacate the property to ensure that it has been maintained to a suitable standard as per the AST to ensure that the deposit can be returned to you at the end of the tenancy.

Once you leave the office you will have **seven days** to go through the document and note down any discrepancies that you feel should be noted, have all named tenants sign the document and return it to this office.

If the document has not been received by **5pm** on the seventh day, we will assume that everything is in order and will use the document given to you at the time of vacation from the property.

Keys will also be given, one complete set is given and the case of more than one named tenant further sets may be provided, this depends on how many keys have been supplied to us. Duplicate keys can be cut, but this is at the tenant's expense and must be returned at the end of the tenancy.

Please ensure that you have provided us with an **up to date contact number & email address** which we can put on file should we need to contact you in the future. If your contact number changes during the tenancy please ensure that you inform us so we can update our records.

#### **Step 4 – During the tenancy**

The majority of the time, things run smoothly during a tenancy, however if there is a maintenance issue, you are required, by the AST, to inform us as soon as possible so that we can attend to the repair in a swift manner, please note that some repairs may take some time due to difficulty getting the required parts or more urgent repairs are required on another job.

For properties which have gas central heating, we will write to the tenant(s) the month before to inform them at the service is due soon. It is then the tenant's responsibility to ensure that they contact the Corgi registered engineer to arrange a **suitable time** for them to undertake the service. The reason for this is that we do not know each tenant's day-to-day schedule and by having the tenant contact the engineers direct avoids any communication errors. This work is **vital** to ensure the functionality of the gas appliances and is required by the law for the Landlord to have undertaken.

You are required to maintain the tenancy within the terms set out in your agreement.

In the event there is a disagreement with a neighbouring property, we ask that you try and resolve it in a neighbourly fashion before taking it further; often people are unaware of the noise they create during their day-to-day routine and will correct their behaviour if it is drawn to their attention. In the event that this is not successful, there are several avenues that you can pursue with the Local Council, such as Environmental Health and they will be able to provide you with the necessary advice.

#### **Step 5 – Serving notice and vacating the property**

At such a time you wish to vacate the property there are several things that you must do;

\* Notice must be served to this office **in writing by 5pm** on your **rent due date** by **all named tenants** on the Tenancy Agreement. This can either be a hand written letter or an email. \* **Your rent account must be up to date.**

Once the notice has been received, we will write to you and send you our **Vacation Guidance Pack**. This includes;

- \* **A covering letter** which will have a pre-made appointment for a preliminary departure inspection, if the time or date isn't suitable you must tell us as soon as possible so that another appointment can be made.
- \* **A copy of the Inventory** and Schedule of Condition that was provided at the start of the tenancy.
- \* **A Utility Supplier Form** – you will need to inform us of your final meter readings and forwarding address.
- \* **A copy of our Vacation Guidance Notes** which will outline what you will need to do to ensure that vacation process runs smoothly and tips to ensure that you receive your deposit back.