



# Information For New Tenants

## INFORMATION FOR TENANTS

Below we have compiled the most common questions and answers for new tenants. If you would like more information please contact our office on 01706 340882 or email [contact@ajproperties.co.uk](mailto:contact@ajproperties.co.uk)

### I AM NOT SURE WHICH PROPERTY I WANT?

We can help you to find your ideal property. Each of our advisors knows everything you might want to know about all of our properties and can do the searching for you. To do this we need to know as much as possible about your requirements. This includes your budget, area, number of bedrooms etc. You can advise us about your requirements by emailing us at [contact@ajproperties.co.uk](mailto:contact@ajproperties.co.uk), by phone or by visiting us at our office where a member of staff can assist with your search.

### WHAT HAPPENS WHEN I WANT TO SEE A PROPERTY?

You can book a viewing by phone or via email to [contact@ajproperties.co.uk](mailto:contact@ajproperties.co.uk). We will conduct the viewing on behalf of the Landlords, our viewings representative will meet you at the property. You should also ensure that anyone likely to share the decision making views the property also.



## **I HAVE SEEN THE PROPERTY THAT I LIKE, WHAT HAPPENS NEXT?**

When you make your decision submit your completed application form asap and telephone the office to confirm your decision so we can place the property onto a reserve for you.

You will be provided with an application form at the viewing appointment or you can **DOWNLOAD a copy here**. These will need to be completed and returned to us ASAP to ensure we can commence processing your application no later than 7 days after securing the property.

You will be required to provide the following:

1. Application form – complete all sections in full.
2. Proof of ID/Residency/Signature – photographic driving licence or passport.
3. Proof of Income - Last 3 Wage Slips or Contract of Employment.
4. Utility/Bank/Telephone Account.
5. Administration fees: available upon request.  
Payment accepted by cash, all major debit/credit cards (2% charge credit cards) or cheques made payable to A J Properties – NON REFUNDABLE.

Guarantors are required to provide the same information & ID as standard applicants. The guarantor will become responsible should the tenants default in any way for the duration of the tenancy agreement. The guarantor agreement covers all tenants named on the tenancy agreement.

## **DOWNLOAD APPLICATION FORMS**

## **DO I HAVE TO SUPPLY REFERENCES ETC?**

When we have received your application form we will use the information supplied on the form and obtain references to confirm your ability to the meet the rental commitment.

## **DO I HAVE TO PAY ANY OTHER FEES/DEPOSITS?**

Following completion of referencing we will confirm the date to begin the tenancy. You are required to pay the first months rent plus a deposit (which is equivalent to the value of 1 months rent) on signing the tenancy agreement. This must be cleared funds which means either bankers draft, cash or debit cards only. Credit cards will be subject to a 2% charge.

• *note: Properties can only be held for up to 4 weeks with the Landlords approval, payment of the deposit will be required in advance. The deposit is non-refundable should the applicant not proceed with the tenancy at the agreed specified date.*

## **WHAT HAPPENS WHEN I AM DUE TO MOVE IN?**

Once the referencing is completed we will book an appointment for you to come to the office to sign the tenancy agreement and pay any monies due on the day your tenancy starts. You will then receive the keys, codes and fob (if applicable) to the property ready for you to move in.

## **WHAT HAPPENS TO MY DEPOSIT?**

A J Properties are a member firm of The DPS - the Deposit Protection Scheme, this is the only Government-authorized custodial scheme. Your deposit will be transferred into the scheme and will be refunded at the end of tenancy after final inspection has been completed subject to there being no dispute. An independent and free Alternative Dispute Resolution (ADR) service will aim to resolve any disputes quickly and without the need for court action. Visit [www.depositprotection.com](http://www.depositprotection.com) for further information.

## **WHAT IS A TENANCY AGREEMENT?**

It is a legally binding document between you and the Landlords, applicable only to you and the property you are renting. It states the amount of rent, the length of tenancy, your rights and responsibilities. The agreement is an Assured Shorthold Tenancy under the Housing Act as amended in 1996.

## **WHAT ARE MY RESPONSIBILITIES?**

These are clearly set out in the tenancy agreement which you should read carefully before you sign. In general tenants are required to keep the property in good condition and pay rent monthly on the due date.

### **WHAT ELSE DO I HAVE TO PAY FOR?**

The tenant pay the utility bills including gas, electricity, water, council tax, telephone, tv licence and internet. If the property is new and has no telephone or internet connection – you may also need to pay to have the services connected.

### **HOW DOES A TENANCY END?**

All tenancies are initially for a fixed term of 6 months, if you wish to leave at the end of the fixed term you are required to give one months prior notice. Should you wish to continue at the property then you do not need to do anything. The tenancy agreement rolls over and becomes a 'Periodic Statutory' tenancy running on the same terms until such time either party gives notice. You will be required to give a minimum of 1 months notice and a landlord would be required to serve 2 months minimum notice.

### **WHAT HAPPENS AT THE END OF THE TENANCY?**

We will contact you to arrange a final inspection at the property. This will be after the tenancy end date and you will be required to ensure that you fulfil your obligations stated in the tenancy agreement and leave the property in the condition set out on the inventory.

### **HOW DO I GET MY DEPOSIT BACK?**

Following the final inspection and provided the inventory is agreed upon and there are no missing items or damages we will require your repayment ID number as supplied to you by the Deposit Protection Scheme. The deposit held will be transferred into your nominated bank account by BAC's transfer. We will also require your forwarding address and information of utility suppliers

### **WHAT IS THE DIFFERENCE BETWEEN A FULLY MANAGED PROPERTY AND A LET ONLY?**

If your tenancy is fully managed then A J Properties will be your first point of contact for all issues including rents, maintenance and inspections. We will act on behalf of your landlord. A 'Let Only' tenancy means that A J Properties hands over the management to the Landlord following referencing and the start of the tenancy and you would deal with the landlord direct for the duration of the tenancy.

### **HOW BINDING IS THE TENANCY AGREEMENT I ENTER INTO?**

A Tenancy Agreement is a legally binding agreement and you are committed to paying the rent and fulfilling all other obligation until the end of the agreed term. If your circumstances should change for any reason during your tenancy you must inform A J Properties office as soon as possible.

### **DO I NEED INSURANCE?**

Yes. Insure your personal belongings and contents. The Landlord is only responsible for the building and items that belong to him/her. If the property is part or fully furnished you are required to insure the Landlords contents against accidental damage. You are liable for any damages to the landlords property. Your deposit will be used to cover costs and the balance will be returned to you, but any excess will be payable by you.

### **WHAT ABOUT PETS?**

Most properties do not accept pets. If you do have pets please let us know and we will do our utmost to find you a property where pets are allowed, you will be required to pay an additional deposit of £100.00 and agree to have all carpets professionally cleaned when you vacate the property.

### **WHAT ABOUT SMOKING?**

In the majority of cases all of our properties are no smoking and there is a clause forbidding smoking inside the property. If you do want a property where you can smoke please let us know in advance of your application

### **WHEN MIGHT I NEED A GUARANTOR?**

If your references are weak for any reason, we could ask for a guarantor to support your tenancy. This is a serious commitment, as the guarantor will be as responsible as the tenant for all monies due and obligations agreed for the tenancy. Guarantors need to have strong financial references to show that they will not suffer hardship should they be called upon.

### **DO YOU HAVE FURTHER QUESTIONS OR ENQUIRIES?**

Please contact our office staff who will gladly give you advise or re assurances. Call us on 01706 340882 or send an email to [contact@ajproperties.co.uk](mailto:contact@ajproperties.co.uk)

[DOWNLOAD PDF OF NEW TENANTS GUIDE](#)

# The key to successful lettings



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