

## Welcome to Property Angel Ltd.

Thank you for choosing Property Angel Ltd. to help you find and move in to your new home. The aim of our fast track service is to find you the perfect home and get you in that home as soon as possible.

Our team have a fresh approach to managing properties and our tenants. We are always one step ahead of the rest. We have offices in Stockton on Tees, Middlesbrough, Crook and County Durham so you are never far away from a point of contact. We have a 24hr helpline for any problems that may occur out of office hours.

Our team have extensive local knowledge and can advise you on all aspects of your area; from the local shops to the best schools. If you are new to the area or maybe you just need a little more information about your chosen area, we are here to help.

We let and manage properties ranging from a one bed-roomed studio to a five bed-roomed house, all over the North East of England.

All of our properties are of a very high standard and are fully safety checked. Tenants are kept informed of any changes to the law and processes we have in place.

Many thanks from the Property Angel LTD team



## Tenant Information Sheet

**On becoming a member of our fast track move scheme please read the following and confirm that you understand the information given to you, you will receive a copy of this information for future reference.**

Upon joining our fast track move scheme please sign and return the attached application form together with your administration fee of £150.00 plus any other monies due (please find attached a copy of the prices). Please also provide us with a copy of a passport or driving licence for all applicants also a recent utility bill in your name at your current property. If you are to use DSS payment to subsidise your rent we require you to show a letter from your local council to prove the amount the council we allocate you.

Prior to commencement of the tenancy we will require you to fill out a utilities change form for us to send to the appropriate companies (we may need further help while organising this for please be aware). All utilities are paid by the tenant; you will receive further information and contact details for the utilities in your tenancy pack.

Please note your administration fee is non refundable and is payable in cash or banker draft ONLY. Once we have cleared funds we will contact your current landlord/Agent and employer for references and also run a credit check on you and any financially linked person (please leave a enough time for these to be completed before your estimated tenancy date as failure to do so will lead to your tenancy date to be change).

Subject to obtaining satisfactory references a formal assured short hold tenancy agreement will be drawn up.



On the day of occupation ALL PROPOSED TENANTS will be required to be present at the property and the ONE MONTHS RENT IN ADVANCE, PLUS A SECURITY BOND will be paid prior to signing the tenancy agreement and inventory. This must be either cash or banks draft. We will not take personal cheques on the day if you wish to pay by this method please visit office with payment 7 days prior to occupation to allow for funds to clear.

The security bond is held against possible losses, rent arrears, expenses arising out of any breach of covenant by the tenant including breakages or damage.

All future rental payments are to be made by standing order (unless otherwise stated) monthly on the agreed date.

All properties are inspected on a quarterly basis, with at least a week notice. Should any breaches of covenant be observed you will notified in writing how we wish you to rectify these and you will be given a date for another inspection in which time you will have to fix any breaches. If we believe we need to visit the property more regularly due to previous breaches we reserve the right to do so any changes in your inspections we will notify you in writing.

All repairs and problems should be reported to the agent immediately.

At least two months prior to the expiry of the tenancy agreement, Should the landlord require possession of the property we will serve you notice advising you of the date we wish you to leave the property.

On termination of the tenancy we will conduct an inspection and subject to the property being in an expected state and no breakages or damage, we will refund the bond paid. Such sum will be paid by cheque and forwarded to the tenant at their new address. In the event of any breaches of covenant, breakages or damage noted against the inventory (fair wear and tear accepted) then the reasonable cost will be deducted.

All utilities will be advised on the day you vacate the property.



Should you require too renew your tenancy at the end of your initial tenancy agreement an additional fee will be charged (please see our costing) on signing a new tenancy agreement.

I/we confirm that I/We have read and understand the information provided and are happy with all points covered.

Signed Applicant 1 .....


Signed Application 2 .....

Witnessed by .....




## Frequently Asked Questions

### ***Does it matter whether the property is fully managed or Let Only?***

 If your chosen property is fully managed, then our team will be your first point of contact for all maintenance and repair issues and we will act on behalf of the landlord. Let Only means that we find tenants for the property and arrange the paperwork, then the Landlord takes over the management and holds your deposit or pays it into a protected scheme. Most properties are fully managed and most of our Let Only landlords are well known to us. Your rights are protected either way.

### ***How binding is the Tenancy Agreement I enter into?***

 A Tenancy Agreement is a legally binding document. You will be committed to paying rent until the end of the agreed term and you could be liable to legal action if you break the terms of the agreement. If your circumstances should change for any reason during your tenancy, we will approach the Landlord on your behalf and discuss the possible solutions but you should always assume at the outset that you will be committed for the duration of the Agreement.



## ***How much are Property Angel fees?***



We will charge you a one-off Administration Fee when you apply for your chosen property and should you renew your tenancy after each agreed term, we will charge you a Renewal Fee. The amounts are confirmed on a price list enclosed in this pack.

## ***How much is the deposit?***



The deposit is normally equivalent of one month's rent. This can differ between properties.

## ***How much money do I need to move into a property?***



Before your tenancy begins we require the first month's rent, deposit and fee in cleared funds. Bank transfer, bankers' draft or building society cheque. Personal cheques can only be used if they are paid ten days in advance, in order to clear. You will be given details in writing before taking up the tenancy.

## ***How do I pay my rent?***



Rent is paid monthly in advance by standing order from your bank. Be sure to tell us if your circumstances change, for instance you change banks or your employment situation changes as we can then help you to protect your tenancy. The last thing we want is for you to fall into arrears.



## ***When might I need a Guarantor?***



If we feel your income is lower than that required for the rent in question or if you are returning to study for example, 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 be earning sufficiently to cover both their own financial commitments as well as your rent and we will reference them in the same way as the actual Tenant. A Guarantor fee is payable.

## ***What references will you ask for?***



In all cases we will ask for your address history so that we can carry out a search via a Credit Reference Agency. We will also approach your current Landlord or Agent (if you are renting) as well as obtaining a written reference from your Employer. If you are self-employed we will ask for your Accountants details.

## ***What do you mean by furnished or unfurnished?***



Each property is obviously different but generally speaking unfurnished means you can expect carpets, curtains and white goods only whilst furnished often includes all the essential furnishings required to move in straight away apart from minor kitchen equipment and bedding.



## ***Who pays the council tax and other bills?***



All utility bills are your responsibility except where agreed otherwise in the Tenancy Agreement. You must set up your accounts with your chosen suppliers upon moving in and close those accounts at the end.

## ***Do I need insurance?***



Yes! Your contents need to be insured and you also need to consider protecting your deposit against damage you might accidentally cause to the Landlord's contents. The Landlord covers the building and his own contents against normal perils such as fire, flood or theft but not yours. Please talk to our team to arrange your insurance and we can source you the best deals for all insurances.

## ***What about pets?***



Most landlords are not keen on allowing pets but if you raise the issue at the outset we will gladly approach the Landlord on your behalf. Some Landlords will accept pets if you pay a higher deposit.





## **Tenancy Deposit Scheme**

**Rest assured your deposit will be held in a safe and secure account and any issues that may arise will be dealt with fairly by Property Angel Ltd.**

From 6 April 2007 all landlords must protect tenants' bonds by registering them with a Government approved scheme (see the Housing Act 2004). Joining one of the schemes is mandatory and the penalties for non-compliance are considerable.

### **When the property is managed by Property Angel Ltd**

Landlords will notice very little difference and we will guide you through the new regulations and processes as the need arises.

Deposits are held by the Agent as Stakeholder which means that agreement between Landlord and Tenant must be reached regarding any proposed deductions at the end of the tenancy. If deductions cannot be agreed amicably then the parties will be forced into arbitration via TDS.

Our comprehensive inventory and schedule of condition will greatly assist in settling disputes.

Any disputes that should arise will initially be handled by Property Angel.



Landlords can no longer hold the deposit themselves unless they are registered with an approved scheme in their own right.

Tenants have the right to know which scheme their deposit is registered with and we will issue them with all the information they need within the prescribed timescales thus protecting our Landlords from unnecessary legal action.

Tenants prefer to deal with a reputable managing agent in most cases as they know that their deposit will be protected properly at all times.

## **When the Landlord manages the property themselves (Let Only Service)**

Landlords have to join one of the three schemes approved by the Government in order to handle their own deposits.

Each scheme has its own rules which bind the Landlord.

The Landlord then has 14 days from receiving the bond to advise the Tenant where the deposit is held and to issue the Prescribed Information as defined in the Housing Act 2004.

If landlords use the custodial scheme then bonds must be paid over to that scheme within 14 days.

If landlords use the Insurance based schemes, they will have to pay a fee and/or premium.

Failure to comply fully will result in the Landlord being liable to a fine of three times the deposit amount, payable to the Tenant. In addition the Landlord may be ordered to repay the deposit to the Tenant with immediate effect and will lose the usual right to obtain possession under the Act.

