

GUIDE TO TENANTS

THE APPLICATION PROCESS

- Once the Tenant has viewed a property which he/she would like to rent, this should be discussed with the Michael Crouch & Co. Lettings Co-ordinator.
- Reference forms will be provided to the prospective Tenant which is to be accurately and fully completed by the prospective Tenant and returned to Michael Crouch & Co. together with the referencing fees. The cost thereof is £120 per person or £180 per couple and £75 per Guarantor, should a Guarantor be necessary. Children under the age of 18 do not require references.
- The property will remain on the market until Michael Crouch & Co. are in receipt of the completed application forms and fees.
- Once Michael Crouch & Co. are in receipt of applications forms and fees, the marketing of the property will cease immediately and the references will be processed. This can take several days should it be difficult to verify the information that has been supplied by the prospective Tenant. **Please note:** Incomplete forms and inaccurate information could result in a delay or an unacceptable reference report.
- Reference fees are non-refundable unless the Landlord withdraws the property from the market mid-application.
- Once in receipt of acceptable references, discuss a proposed tenancy start date with the Lettings Co-ordinator and pay an administration fee of £270. This is non-refundable should the proposed Tenant withdraw their interest in the property but will be refunded should the Landlord withdraw the property from the market.
- Michael Crouch & Co. will draft an Assured Shorthold Tenancy Agreement and undertake detailed and thorough property inventory.
- The prospective Tenant and Lettings Co-ordinator will arrange a mutually convenient date and time to receive the deposit and rent from the prospective Tenant. The deposit amount per each Tenant is variable, dependant on factors such as rent and pets.
- Acquire Tenant's signature on Assured Shorthold Tenancy Agreement, take copy of Tenant's valid passport and hand over keys for the Tenant to take occupancy. All Tenant's on the agreement must sign the agreement in the offices of Michael Crouch & Co. and be witnessed by a member of staff.
- The Tenant will be provided with two copies of the Inventory for their perusal. The Tenant has several days in which to discuss any queries on the inventory. Return one signed copy to Michael Crouch & Co. If it is not received by the specified date on the Inventory, Michael Crouch & Co. will then deem that the Tenant is in agreement with the Inventory.
- Michael Crouch & Co. will submit the Tenant's deposit with the Deposit Protection Service (DPS). The DPS will then write to the Tenant's, within two weeks, acknowledging receipt of the deposit and provide a unique deposit ID number. (Please keep this information in a safe place as it will be required on the termination of the tenancy once the property has been vacated).
- Once settled in the property, Michael Crouch & Co. will arrange a routine inspection of the property and will continue to carry out routine inspections during the lease term.