



Valuations, viewings, marketing	0121 726 9417
Repairs and maintenance	0121 726 9418
Accounts and payments	0121 726 9419
Tenancy applications and renewals	0121 726 9420
Inspections	0121 726 9421
All other enquiries	0121 726 9422



info@paulcarrlettings.co.uk



www.paulcarrlettings.co.uk

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Tenant's Guide

"With you every step of the way"

The largest independent estate agent in the West Midlands with offices in:

**Aldridge – Brownhills – Burntwood – Erdington – Four Oaks – Great Barr
Great Wyrley – Kingstanding – Streetly – Sutton Coldfield - Walmley**

Paul Carr T/A Paul Carr Estate Agents
Introductions only to Openwork Ltd, which is authorised and regulated by Financial Conduct Authority



3 times winner
Estate Agent of the Year



Renting a property

When you decide to rent a property, choose to rent through Paul Carr Residential Lettings. We are committed to making the application process and your tenancy as stress free as possible.

We have a range of quality properties available to rent in the North Birmingham area encompassing Sutton Coldfield, Erdington/Wylde Green, Great Barr, Aldridge, Walsall, Burntwood, Lichfield and surrounding areas from under £400 up to around £3,000 per month. Whatever your requirements, we aim to match them and deliver a customer experience which is second to none.

Our dedicated Lettings Enquiries team are ready to help you. Properties are marketed around 4 to 6 weeks before the available-to-move-in date. The best places to look are the various portals – OnTheMarket, Rightmove and our own Paul Carr Lettings website. Why not set up an alert for one of the sites?

Basis of Let - Furnished vs. Unfurnished

Nearly all of our properties are available on an 'unfurnished' basis. An unfurnished property will normally have a cooker and sometimes white goods such as a washing machine and a fridge/freezer. Floor coverings will normally be provided and sometimes blinds/curtains. Very occasionally a property may be offered on a fully or partly furnished basis.

Basis of Let - Managed vs. Non-Managed

The majority of our properties are marketed on a 'Managed Let' basis. This means that once you have moved into the property you will pay your rent to us and contact us regarding any matters arising during your tenancy. We will inspect the property at regular intervals during your tenancy, giving you at least 24 hours' notice. Some properties are offered on a 'Let Only' or 'Rent Collect' basis. In these cases, after you move into the property, you will deal directly with the landlord on all matters arising although under 'Rent Collect' you would still pay your rent directly to us.

Certification of properties

Every let property is subject to essential safety inspections - energy performance (EPC), gas and electric, as appropriate. Where required by law, we will provide you with a copy of the relevant certificates. A legionella risk assessment will also have been carried out for some properties.

Viewing our properties

You must view a property before making an application to rent it. Viewing appointments are generally conditional upon a prospective tenant being able to confirm that their annual household income meets the minimum level required by our Referencing Provider. Viewing is subject to availability of appointments. Viewing appointments are available at various designated times throughout the week including some mornings, weekday afternoons until 5pm/6pm, and throughout Saturday until 3pm. Viewings on some properties are via landlord/existing tenant and appointment times are subject to their availability. Our Lettings Enquiries team are ready to advise.

Application to rent a property (Lettings Enquiries Team – 0121 726 9417)

Our Application Process is summarised by Stages in our '**Applying to rent a property? – How does it work?**' document available on our website. The stages are summarised below. If you need to contact us for any support with your application etc and you find that our lines are busy it means we are assisting another caller so please leave a message with your contact details. ALL adults who will be living in the property are required to complete an application. Accuracy and honesty about your circumstances are essential. Adverse credit must be disclosed and you will need a guarantor. If you are reliant on Housing Benefit to meet affordability criteria, you will need a guarantor. Your guarantor is required to complete a Guarantor Application. To progress Applications, we require sight of various documents. These are detailed on the Individual Application Process and Checklist. We will also need to see documents to support your 'Right to Rent' in terms of the Immigration Act 2014.

You can get an Individual Application Process and Checklist from our Viewing's Team, any of our offices and from our website. Please send your scanned application and copies of supporting documents by email.

VERY IMPORTANT –

PLEASE DO NOT TRY TO APPLY FOR A PROPERTY UNTIL YOU CAN PRODUCE ALL THE DOCUMENTS WE NEED TO SEE.

If there is anything about the property or your application which you wish to be taken into account before we approach the landlord you MUST note this when you submit your application (even if you have already mentioned this at the viewing appointment).

Applying to rent a property? – How does it work?

STAGE 1

- You must have viewed the property to make an Application. All adults who will be living at the property (and your guarantor if you require one) need to complete an Application
- Email your completed Tenant Declaration form and ALL supporting documents to [-apply@paulcarrlettings.co.uk](mailto:apply@paulcarrlettings.co.uk)

STAGE 2

- Your Tenant Declaration and copy documents are passed to our Applications team for checking.
- Lettings Applications team will contact you to discuss your Application

STAGE 3

- A time-sensitive link is emailed to you by HomeLet (referencing company).
- You then complete your Application online. **You must do this within 24 hours of receiving the link**

STAGE 4

- We tell the Landlord about your Application
- The Landlord decides if they wish your Application to progress to Reference stage

STAGE 5

- If Landlord says 'YES', we call you to take your Holding Deposit. The amount you will be asked to pay is based on one week's rent. The holding deposit secures the property for you subject to acceptable References and is **non-refundable** (see **IMPORTANT** below)
- References are obtained and we share the results with your Landlord

STAGE 6

- We contact you to let you know if you have passed referencing. If you have passed, we can then confirm your Tenancy start date (subject to safety certificates being in place) and book your Sign-up & Key Collection Appointment

STAGE 7

- Your Sign-up & Key Collection Appointment is at the Lettings Hub in Four Oaks, B74 4AA Appointments are available **Monday to Friday between 9.30am and 4pm**. All appointments are subject to diary availability

IMPORTANT

The Holding Deposit we take from you can be used towards your 'move-in monies' (first month's rent plus the security deposit). Lettings Agents are required to do everything they can to create your Tenancy within 15 days of taking your Holding Deposit. We will advise you if any circumstances should arise preventing us from meeting this deadline and will agree with you how you wish to proceed.

Guarantor

If you know that you will need a guarantor you must ensure that your guarantor completes a Guarantor Application and provides all of their supporting documents. Please also make sure your guarantor is aware that we will pursue them straightaway if you fail to pay your rent on time. **Your Guarantor will be required to act as your Guarantor for the full duration of your legal tenancy/occupancy of the property.** In agreeing to be your Guarantor, they assume legal responsibility for all aspects of the tenancy.

Processing your Application (Applications Team - 0121 726 9420)

We will discuss your application with the landlord as soon as possible. It is the landlord's decision whether they wish us to proceed with your application. In the event of multiple applications, the landlord is not obliged to proceed on any application and 'first come first served' does NOT apply.

We aim to advise you of the landlord's decision within 2 working days of receipt of your fully completed application. Once we have the landlord's agreement to proceed, we will call you to confirm. At this point you will need to pay the Holding Deposit of one week's rent to reserve the property whilst we take up references. The Holding Deposit is non-refundable. Please see our '**Scale of Charges to Tenants**' document available on our website. Should the landlord decide not to proceed with your application, we will try to offer you suitable alternative properties, subject to availability.

Obtaining References

Up to three references are taken for every prospective tenant - a credit reference, an employer reference and, if appropriate, a current landlord reference. References are usually obtained within a week although some references can take longer. To help speed up this process we advise you to make your employer and, if appropriate, your current landlord aware that they will be contacted to provide a reference for you. As soon as your references are completed, we will liaise with the landlord and confirm their decision to you. We will also agree a move-in date with you and set up a Sign-Up & Key Collection Appointment for you. In advance of that appointment we will email you a SAMPLE Tenancy Agreement and all necessary Prescribed Information.

By this stage at the latest we strongly recommend that you consider taking out insurance cover - both contents cover for your personal possessions and also tenant's liability cover for accidental damage to the landlord's contents (such as carpets). We can help you to get the appropriate cover in place through HomeLet, who can provide you with a **free no-obligation quote**. Paul Anthony Carr are an Introducer Appointed Representative of HomeLet which is a trading name of Barbon Insurance Group Limited which is authorised and regulated by the Financial Conduct Authority.

In the event that your reference results in a '**decline**' by the referencing agency we will advise you accordingly and discuss this with you as far as possible.

Payment required prior to moving into the property

Before taking occupation of the property you will be required to make a payment of:

- One month's rent, plus
- A deposit of five week's rent

We prefer to receive the above payment by bank transfer but we are able to take a debit card payment at the Sign-Up & Key Collection Appointment. We request that you confirm which method of payment you will be using when we call you to arrange this appointment. All forms of payment are required to be cleared funds at least one working day before the Sign-Up & Key Collection Appointment. We do not accept payments by cheque or credit card.

Period of the Let

Our properties are generally available to let for a fixed period of 12 months, although in some cases only a 6-month let may be offered initially. We understand the importance of having the security of a roof over your head so, at around 10 weeks before the end of the Tenancy, we will contact you to ascertain your intentions. If you wish to obtain the security of a further fixed period tenancy it is important that you confirm your intentions as soon as possible. Renewal gives you the protection of a fixed rent for a fixed term.

The Tenancy Deposit

We are required by law to hold the deposit you have paid in an approved scheme. Paul Carr Residential Lettings use The Tenancy Deposit Scheme (TDS) operated by The Dispute Service under a Government awarded contract. Under the TDS your deposit is secure. You will be provided with a certificate to confirm your deposit is held within the Tenancy Deposit Scheme.

The Sign-Up & Key Collection Appointment (Approx. 30 minutes)

Before taking occupation, we require you to attend an appointment at our Lettings HUB office in Four Oaks to sign your Tenancy Agreement. We expect you to have read the documents (already emailed to you) and asked for any necessary clarification before attending the appointment. All prospective tenants must sign the Agreement. If you have a guarantor, they must attend this appointment with you. You will be provided with a signed copy of the Tenancy Agreement at this appointment. We require you to bring a copy of your Passport/Residence Permit/Identity Card to the Sign-Up & Key Collection Appointment.

Moving in

Most tenants like to move in immediately after they have been given their keys. At the Sign-Up & Key Collection Appointment, we will also give you a copy of the Inventory (including photographic inventory) & Statement of Condition document. This is important as this document will form the basis of any dilapidations claim by the landlord. We require you to check this document and return it to us signed off within 3 days of the start date of your tenancy.

Your Obligations as a Tenant

Payment of Rent

IMPORTANT - All rent is due as cleared funds in our account on the monthly 'anniversary date' of the start date of your tenancy. We will provide you with a standing order mandate which you are required to set up with your bank so that the rent arrives with us on or before the due date. Whichever bank you are with, you should expect to allow three working days for your rent to reach us. So, for example, if the rent is due on the 25th of each month the standing order needs to be set up for the 22nd of the month. In this example the money would leave your bank account on that date. If you do on-line banking, transfers should reach the beneficiary account on the same day. **Please ensure that you agree to a tenancy start date which accommodates the date your salary/main income source**

is paid to you. If you experience any financial problems during the course of your tenancy which may affect payment of your rent it is essential that you contact us immediately. We do not operate a direct debit system.

Looking after the Property

We expect you to look after the property as if it were your own. Where applicable, this also includes the garden area. Responsibility for the property rests with the tenants during the tenancy. **Any problems that may occur or repairs that are necessary MUST be reported via our website through our on-line repair reporting system – ‘Report a Repair’.** We aim to resolve any repairs issues for you ASAP. To assist us we will pass your contact details to our contractor to allow them to make access arrangements with you. In the event of an emergency occurring, you should take all reasonable steps to prevent the problem escalating.

If you are absent from the property at any time it must be fully secured. In the event that the property is burgled you must contact the Police and advise us immediately. Please ensure you obtain a crime reference number. You will be accountable for any damage through wilful neglect or misuse during the period of the tenancy.

Keeping us informed about any changes in your contact details

To help us ensure that you have proper enjoyment of the property we will have to be in touch with you from time to time. **Please inform us immediately if you change your phone number or your email address.** Our main method of contact is by email and/or phone/text for more urgent matters.

Periodic Inspections (Approx. 10 minutes at the property)

All properties under our management are subject to inspection. At the periodic inspection we are simply checking to ensure that the property and any gardens are being looked after. We are not judging your lifestyle nor are we undertaking a detailed check to the inventory. We would normally only expect to be in the property for 10 minutes. As a minimum, we will inspect the property twice every year with the first inspection around 5/6 weeks after you have moved in.

It is a condition of your tenancy that you accommodate access for an inspection and safety checks etc with reasonable notice. We will contact you in advance of each inspection. We find that this is easiest by email as many tenants have reported that they are not permitted to receive personal calls at work. We are required to give you a minimum of 24 hours’ notice. Generally, **we will give you at least 2 weeks’ notice.** Whilst we prefer that you (or a friend or family member) are present during the inspection, **where we have agent keys to the property, we will access the property and carry out the inspection in your absence.** This is a condition of your tenancy agreement. This regime will save you taking time off work. We will leave you a note to confirm that we have attended and we will ensure that your property is secure when we leave. If there are any matters which we need to bring to your attention we will record this on our note but sometimes we may need to contact you following the inspection. Where you would prefer to be in attendance at the inspection please note that you must be available within the two-hour inspection slot allocated in our diary. Unfortunately, we are unable to offer a specific time slot but we will take your personal commitments into consideration where possible.

Other responsibilities

You are responsible for the insurance of your own contents and personal effects. This is something which we can help you with (see *Obtaining References*). You are also responsible for providing a TV Licence whether or not a TV is provided by the landlord. You are also required to make your own arrangements for the provision of a phone connection/line/broadband subject to the landlord’s agreement. Landlord approval must also be obtained to have Sky etc. set up at the property. You are responsible for regularly checking all smoke alarms/CO alarms and replacing batteries where appropriate.

Contacting Utility Companies, Local Council etc. about your Tenancy

You must contact the utility companies with relevant meter readings (and the council), both on the day you move into the property and on the day your tenancy ends (normally this will be the day you move out). This will ensure your accounts with providers are dealt with correctly. Please bear in mind that your responsibility for these services is for the duration of the tenancy which may not necessarily be exactly the same as the dates of occupation.

Final Inspection (Approx. 45 minutes at the property)

We always carry out a final inspection on the date your tenancy ends. Generally, this will coincide with the date you vacate the property. Once we have confirmation that you will be vacating the property, we will give you a final inspection appointment.

When we attend for the final inspection, the property must be left in a clean and tidy condition, all your personal possessions and all rubbish must have been removed. You will be required to hand over all keys. We will refer to the original inventory and statement of

condition at this inspection. We will ask you to confirm your current utility supplier(s) and we will take meter readings. We must be advised of any issues with the property which you have not already reported.

Returning the property in a clean and tidy condition, with all your personal possessions and all rubbish removed, will allow us to ensure that your deposit is dealt with in a timely fashion.

As you will be required to hand over the keys for the property, **no further access will be available to you.**

The following list (not exhaustive) will assist you in preparing for the final inspection:

- Carpets hoovered and floors brushed & mopped over
- All cupboards emptied and wiped out
- All surfaces cleared and wiped over
- All woodwork wiped over, especially skirtings
- Windows and frames cleaned inside and out
- Kitchens - hobs, ovens, grills and cooker hoods & extractor fans cleaned and, where included, fridges & freezers clean and defrosted
- Bathrooms - toilet, sink, bath, shower/shower area and extractor fans cleaned
- Where permission granted to fix anything to the walls, the surface to be made good and repainted, as necessary
- Where permission given to repaint, all areas to be returned to original colour scheme or as specified by landlord when permission granted
- Where permission has been granted to store Landlord's contents, e.g. curtains, blinds, furniture etc. these must be re-hung/restored to original position, as appropriate
- Light bulbs and batteries for smoke alarms are a tenant responsibility. These items must have been replaced, as necessary, before we carry out our check. It is not acceptable to leave light fittings without bulbs, irrespective of whether you have purchased bulbs to leave at the property. The same applies to batteries for smoke alarms. If you have not replaced as required a deduction will be made from your deposit for a contractor's cost to re-fit, as required.
- Garden and outside areas - grass cut and weeds removed
- Garages and sheds cleared of your personal possessions and any rubbish
- Please remember to set up a postal redirection service in advance of your move. Any post found at the property from the date of the final inspection onwards will be shredded.
- Please also remember to arrange to disconnect services which require notice, for example TV and internet services

Most tenants receive their deposit back in full where the above preparations are made. We strongly advise you to ensure that you allow sufficient time to move out of the property