

A Tenant's Guide to Renting



Flick & Son
Coast and Country

“

Thank you Hollie for all of your work.

It is much appreciated. You have been very efficient and professional and I would thoroughly recommend you.

Nick Jenson

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A Tenant's Guide to Renting

Once you have found a property you would like to view, we will make arrangements for access, either via the Tenant who is still in residence, the Landlord or with a member of staff from Flick & Son.

If you would like to proceed with a tenancy at the property, we will provide you with application forms. Each person aged 18 years or over that will be living at the property will have to complete a form.

The application form provides us with the details we need to check your references – employer/pension/income details, current Landlord, character reference contact and previous addresses for a financial profile through a registered company (credit search).

The completed application forms must be returned to our Saxmundham office together with the application fee. Should the application be for three or more people, there is an additional fee per person. If our referencing agency will only accept your application with a guarantor, we will issue a further set of forms for completion. Only when all of the application form(s), information and fee have been received will we put the property on hold.

If we have multiple applications for the same property, we will provide the Landlord(s) with basic details and they will decide with whom they wish to proceed. If you are not chosen on this occasion, your forms and fee will be returned to you in full.

Once your application has been accepted, we will proceed with the collection of references, which normally takes around 10 to 14 working days. Once we have started processing your references, the application fee is not refundable. We ask you to keep in touch with us over the progress of your reference collection and the start date for your tenancy.

On signing of the tenancy, there will be a fee payable to carry out the check-in process. You will be required to pay your first month's rent and deposit to us prior to the commencement of your tenancy.

On the day that your tenancy is due to commence, we ask that all parties on the tenancy agreement meet at the property at the appointment time made to sign all the documentation, hand over keys and carry out the check-in.

The rental is payable monthly in advance by standing order on the same day every month.



Flick & Son has the largest residential lettings department on Suffolk's Heritage Coast.

We act for more than 350 Landlords with a selection of properties that are second to none.

Our portfolio includes apartments, cottages, larger family homes and farmhouses in town, coastal and countryside locations, making us the first port of call for any potential Tenant. Based at our Saxmundham office, the Lettings Department maintains close contact with the other Flick & Son offices in Suffolk to provide our Landlords and Tenants with a friendly and comprehensive service.

We are members of **ARLA (The Association of Residential Lettings Agents)**, **RICS (The Royal Institution of Chartered Surveyors)**, and **The Property Ombudsman for Letting**, which confirms we conform to The Code Of Practice for Residential Lettings Agents, to enable us to strive to provide our Landlords with complete and professional assistance in the letting and/or management of their properties.

If you require any help with looking for a property to rent or would like to register on our mailing list please do not hesitate to contact the team at our Saxmundham office.

Tel: 01728 633773 | E-mail: lettings@flickandson.co.uk



DEPOSITS

The deposit held will normally be equivalent to six week's rental, unless otherwise agreed. With effect from the 6th April 2008, with our managed properties, a comprehensive inventory and schedule of condition will form part of your tenancy agreement.

Flick & Son are members of the Tenancy Deposit Scheme (TDS) which means that all deposits held by us are safeguarded by new legislation. Under this new legislation, Landlords will no longer be able to hold a Tenant's deposit unless they have also subscribed to a government approved scheme.

If there should be a dispute about the return of your deposit at the end of your tenancy, the amount in dispute must be passed over to the TDS adjudicators who will act as arbitrators and confirm their decision to both parties.

Further details of this scheme can be found on www.tds.gb.com

INCOME TO RENTAL RATIO CALCULATIONS

One of the most important parts of the reference checks we carry out on applicants is in relation to their income and their ability to pay the rental on a regular basis. Please bear in mind that sufficient income to cover the requested rental has to be officially verified. For your guidance, below is a table which should explain the income to rent ratio we have to work to depending on various scenarios, which we hope you will find helpful.

| INCOME TO RENTAL RATIO | OUTCOME - SUBJECT TO ALL OTHER REFERENCES BEING SATISFACTORY |
|---|---|
| If your gross annual income is less than 1.5 times the annual rental (eg £500 rental x 12 months x 1.5 = £9000 salary) | You will be declined |
| If your gross income is between 1.5 and 2.49 times the annual rental | You will be acceptable with a suitable guarantor |
| If your income is more than 2.5 times the annual rental | You will be acceptable |
| If your income is more than 3 times the annual rental | You will be acceptable as a guarantor- if you are a UK resident with a clean credit history |

If you are working on a part time basis, we can take any family and child tax credits, etc. into consideration providing you can provide official proof of the amounts payable.

If you are of independent means, you will need to provide solicitor or accountant details so we can verify your annual income OR provide us with at least six months' worth of bank or building society statements showing your savings/investments.

If you are retired and relying on your pension to pay the rental, we will ask for details of your pension administrator in order that your gross annual payment can be confirmed.

BAD CREDIT

Within the application form, there is a small section which deals with your credit history. If you have had (or think you may have had) any problems with credit in the past, if you have any County Court Judgements or Bankruptcy Orders against you, you must disclose them.

The following table shows the effect that various scenarios would have on an individual's application.

| SCENARIO | OUTCOME - SUBJECT TO ALL OTHER REFERENCES BEING SATISFACTORY |
|---|---|
| One declared CCJ under £300 | Acceptable, subject to a satisfactory fraud score etc. |
| One declared CCJ over £300 or more than One CCJ of any amount | Acceptable with a guarantor; subject to satisfactory fraud score etc. |
| Any CCJ over £5000 | Always be declined |
| Non-declared CCJ | Declined |
| Declared bankrupt or IVA | Acceptable with guarantor; subject to satisfactory fraud score etc. |
| Non-declared bankrupt or IVA | Declined |

END OF TENANCY

Once you have notified us of your intention to terminate your tenancy, we will write a letter of acknowledgement to you which contains an aide memoir on the finalising of your tenancy.

On the final day of your tenancy, all of the keys to the property must be returned to the Lettings Department at our Saxmundham office or the Landlord.

Once the keys have been returned, a final inspection will be carried out either by ourselves or the Landlord. Where we manage the property we will write a final report to you and aim to refund your deposit as soon as practicably possible. The end of tenancy fee will be deducted from your deposit to cover the administration costs on all properties managed by Flick & Son. In the instance that your Landlord manages the property, they will carry out the final inspection and discuss the findings with you direct.

If you decide to leave the property within a fixed term period, you will be responsible for the rental and utility costs until the end of the fixed term. However, if the Landlord agrees, we will try and secure a new Tenant as soon as possible in order that you might be released from your liabilities.

You will be held responsible for paying the Landlord's re-letting costs, which will vary depending on which of our services the Landlord is using.



PETS

If the property accepts pets, you will be asked to sign a pet addendum which is attached to the main tenancy agreement. This specifies that the animal is kept under strict control, any mess is regularly cleared up and that the carpets in the property are professionally cleaned and fumigated at the end of the tenancy.

BENEFITS

Very few of our Landlords are able to accept Tenants who are in receipt of Housing Allowance, due to restrictions imposed by mortgage and insurance companies. However, if you do find a property where the Landlord may be prepared to accept benefit claimants, there are a few points you need to bear in mind.

- Your Housing Benefit entitlement may not cover the required rental.
- We charge the rental monthly in advance – the council pays four weekly in arrears.
- The benefit payments usually take 2 – 3 months to start coming through. However, your rental must be paid in full from the date that your tenancy starts.
- All deposits have to be paid in full at the start of the tenancy.
- We will arrange for the property rental to be taken from your bank account every month. The council will credit any benefits due direct to you. Therefore, it is imperative that you ensure you have sufficient funds in your bank to pay the rental in full even if your benefits have not been received.
- To be able to proceed with tenancy agreement whilst claiming Housing Allowance you **MUST** have a guarantor in place. Without this we cannot proceed.

If you have any queries, please do not hesitate to contact the Lettings Department on 01728 633773.



Flick & Son

Coast and Country

www.flickandson.co.uk

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