



SPRUCE TREE LETTINGS – TENANT GUIDE

TENANT GUIDE

We can offer a professional and helpful service to help find the right home for you. Please find below some useful information that will guide you through the process of renting with Spruce Tree Lettings Ltd.

Application and administration/agency fees

Once settled on a particular property you wish to rent, we will ask you to complete a written application form. The planned start date will also be determined.

At the point you submit your application, a fee is payable to cover the administration/referencing cost, including the preparation of the tenancy documentation and cost of credit references. The fee is non-refundable if you fail or withdraw the application.

See our section on application instructions and fees for more information.

Holding rent

In order to take the property off the market until the planned tenancy start date, a holding deposit is required. The holding fee secures the landlord against all reasonable costs incurred should you withdraw from the agreement or fail to take up the tenancy within the agreed timescales. This is payable at the same time as the agency fee.

See our section on application instructions and fees for more information.

Referencing

As part of the application, we will endeavour (with your permission) to obtain written references to support the information you provide. This will usually mean contacting your employer, current or previous landlord and/or someone to give you a character reference. We will also carry out a credit search, using an independent referencing company.

Should we decide a guarantor is needed before a tenancy can be granted; the same process of referencing will apply to the guarantor.



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Restrictions

Some landlords may wish to apply certain restrictions to a tenancy. Please find below some examples of typical restrictions that may be imposed:

- Pets
- Smokers
- Housing benefit
- Students.

You should be advised of any restrictions before an agreed viewing of a property takes place.

Self-employed applicants

If you are self-employed, we will require a written reference from your bank and accountant. We will also require accounts, usually dating back three years.

Tenancy deposit scheme

At the start of every tenancy we collect a deposit, normally equal to a minimum of one month's rent, which is used in the event of breakage or damage caused.

In accordance with the Housing Act 2004, landlords are no longer permitted to retain a tenant's deposit and must select either an insured based or custodial based scheme in which to hold a tenant's deposit. A statutory certificate is then supplied to the tenant advising on which approved scheme protects the deposit. This must be done within 14 days of the tenancy start date. Please speak to one of our representatives for further information.

Tenancy deposit dispute

In the event of a dispute, both parties will have 10 days to resolve the matter. If no resolution has been reached, they will be invited to make use of the Alternative Dispute Resolution process that is provided free with their chosen deposit scheme. Should the parties opt for Alternative Dispute Resolution they will be bound by its decision with no redress to the courts.

Check in

As soon as we receive satisfactory replies to our reference enquiries, we shall contact you to agree a time to move in on the planned commencement date.



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Transfer of utilities and council tax

We would advise that for the start of the tenancy, you arrange for gas, electric, water, telephone and council tax accounts to be transferred into your name, unless the landlord has arranged for Spruce Tree Lettings to arrange this. Please speak to one of our representatives who will instruct you further.

Tenants insurance

When renting a property it is very important to make sure you are covered by insurance for any damages that may occur. The landlord's own insurance will not cover the tenant's belongings. It will also exclude cover for if a tenant accidentally damages the landlord's property and therefore it could result in the loss of your deposit to cover the repairs.

Please speak to one our representatives for further details.

Rent

Rents are paid in advance and by direct debit unless otherwise agreed by the landlord/agent.