



Tenancy Guide

INTRODUCTION

This short guide has been produced to help deal with common questions and enquiries relating to renting a property, we hope you find it useful and easy to understand.

At Urban Base we have dedicated and professionally trained staff holding accreditations by two national organisations. We will listen to your needs and present you with options that best reflect your property requirements. This guide is intended as an introduction of the process you will go through but please do not hesitate to contact us with any query you may have relating to your letting needs.



SECURING YOUR NEW HOME

Once you have decided where you would like to live, you need to prevent anyone else from applying for the same property, this is typically done by paying a holding deposit of £110.



WHAT DO I NEED TO DO?

Firstly you will need to pay a holding deposit at a cost of £110

(refundable), this will prompt us to begin the steps needed to complete your journey. The holding deposit will be returned to you within 15 days, (or 28 days with your permission) of receipt and your tenancy contract is required to be signed during this period. If referencing occurs, we may seek references from your employer and your current (or previous) landlord. Where necessary, we will also require contact details for a guarantor. Finally, a credit check may be conducted to establish that you are able to pay your monthly rent to your new landlord. Upon successful completion of these checks, we will agree a moving in date as close as possible to the agreed date at the time of holding the property. NB. Failure to follow the above will result in the property being remarketed and we may progress with an alternative applicant.

BEFORE MOVING IN...

Before moving into a rental property, you will need to provide us with the following at least 48 hours prior to you moving in:

1. Your first month's rent as cleared funds
2. Security deposit as cleared funds

This is usually equivalent to one month's rent, although some landlords may require more. Please note that this is used to pay any costs incurred by the landlord by your failure to comply the conditions explained within your contract. Under no circumstances can this be used to pay for any of your rent and no interest will be paid upon return of your deposit.

Tenancy Guide

MOVING IN

Upon successfully completing a tenancy application you will be presented with a tenancy contract to carefully read. Should you have any questions relating to these documents, please contact ourselves, a solicitor, or the Citizen's Advice Bureau. This contract will be signed by the landlord or ourselves, if acting as agents. After all your financial obligations have been fully met (all funds must be cleared in advance of occupation), you will be asked to sign the relevant rental documentation. You will be provided with a duplicate copy of all paperwork to retain within 14 days of completion.

On the Assured Shorthold Tenancy (AST) agreement commencement date you will be presented with the keys, a deposit documentation, a condition report and inventory (a detailed list of items contained within the property, together with a description of condition of these items) which should be checked by you and signed. If you have any questions upon entering the property please contact us and we will endeavour to answer them to your satisfaction, and any points you wish to have addressed will be noted.

THE TENANCY

Please take the time to read through your contract again; this will explain your obligations as a tenant and will answer a lot of questions you may have regarding your tenancy. We hope your time in your new home is without incident but there may be a time when you need to contact somebody to report a fault or emergency. At the start of your tenancy we will provide you with contact numbers and names in the event of such incidents. If we are acting as the landlord's agent, then we will be your point of contact, in all other cases you will be dealing with the landlord directly. We would ask you to react to any emergency in a way that does not endanger your own safety. If you are able, please disconnect the electricity and water supply to prevent any further damage caused by any such fault. In a non-emergency situation, you should report any fault as early as possible. We will endeavour to remedy any faults as quickly as we are able. As a tenant, you will be provided with adequate notice as to when necessary work will be carried out.

MULTIPLE TENANCIES

If you have chosen to live with one or more persons aged over 18 years then you and your fellow tenants will have to be named in, and sign the tenancy contract. This will mean that all tenants are jointly and severally responsible for each other's rent responsibilities. In short, if your housemates do not pay for any rent or utility charges that are outstanding, then you and any other tenants named in the contract will be required to fulfil their financial obligations.



URBAN BASE DISCLAIMER

Please note that this document is intended for initial guidance purposes only and should not be used to replace the rental Assured Shorthold Tenancy contract

UTILITIES, COUNCIL TAX AND OTHER CHARGES

At the start of the tenancy you will need to contact the necessary utility suppliers and place the accounts into your own name(s). Unless specified within the contract, you will be responsible for paying any charges incurred during the tenancy; this includes water, gas, electricity, telephone, cable or satellite television (where applicable), council tax and television licence. You will be expected to pay these costs in full and if disconnection has occurred any re-connection charges as well. At the end of your tenancy you must leave the property having paid any monies in full.

To return your deposit you will be expected to prove you have paid any outstanding charges for any utility or service you have agreed to use.

At the beginning of your tenancy we will note the relevant meter readings for both gas and electricity. You must then pass these readings onto the supplier as you change your account in to your name.

Please note that failure to pay any utility or service charges will adversely affect your credit rating and may prevent you from obtaining credit in your next home.

ENDING YOUR TENANCY

Typically if your contract will be either six or twelve months in duration but you may be able to extend this to suit your needs (subject to Landlord approval). If neither you nor the landlord provides notice to surrender possession of the property, then the contract will revert to a periodic tenancy, usually on a month-to-month contract. The landlord must provide you with at least two month's notice if they want to end the tenancy (although he may not do this earlier than your contract allows – subject to conformance to tenant's obligations). Likewise, you are obligated to provide at least one month's notice of your intention to vacate the property. This must be provided in writing and in accordance with one full month from the date the rent is regularly due.

As you near the end of your tenancy you must contact all the necessary utility and service suppliers and state your leaving date. They will then calculate any monies owed and provide you with a final statement. Please pay any outstanding charges and retain all receipts; this will help with the return of your deposit and prevent any unnecessary delays.

Either the Landlord or ourselves will conduct the check-out procedure with you in attendance. We will check for the presence and condition of all items listed in the inventory and we will examine the condition of the property to match that as originally handed over. Any excessive wear-and-tear, the value of any damaged, stained or missing items – will all be deducted from the deposit you paid at the start of the tenancy.

Durham Office:
61 Saddler Street,
Durham City,
DH1 3NU

Newcastle Head Office:
65 Quayside,
Newcastle City,
NE1 3DE

L&NH Marketing Suite:
One Riverside,
Durham City,
DH1 5TA

0845 643 1186

info@urban-base.com

urban-base.com