



# Tenants Guidance Notes

## Making an offer

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Once you make an offer it will be put to the Landlord. The offer will have components such as the proposed move in date, the length you want to be in Tenancy for and any other requirements you may have. As the Landlords acceptance of any offer is dependant on ALL elements of your offer, it is crucial that they are put forward at this stage..

## Tenancy application

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When you have found a property you would like to rent, you will be required to complete an application form. A holding deposit equivalent to one week's rent will be required on application. Holding deposits are non-refundable should your application be unsuccessful by way of failed reference and/or right to rent check or the application is withdrawn by you. Holding deposits are held for a period of 15 days in order to allow for the relevant checks to be carried out. In the event this needs to be extended you will be notified in writing.

Please be aware that if you are on a temporary contract of employment or on a probationary period, you may be required to provide a guarantor. Please check with a member of staff prior to making payment of the holding deposit, as this may not be refundable once references are started.

If a Tenancy is to be entered into by a limited company, partnership or charity, a company search will be carried out on completion of the relevant application form and on receipt of an administration charge of £350 + VAT (£420 inclusive of VAT).

## Right to rent - ID

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Any persons over the age of 18 coming from inside the EU, EEA or Swiss citizens are required to produce a passport and a share code to prove their right to rent. Any person coming from outside the EU will be required to show their VISA or Permit Card to accompany their passport.

All applicants will also be required to produce a recent copy of official correspondence i.e. a utility bill or bank statement at your most recently stated address. These will be required at time of application.

## Tenancy Agreement & payments

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Once we have satisfactory references we will agree a move in date that is suitable for yourself and the Landlord. You will then be required to sign a Tenancy Agreement outlining the Landlord and Tenant obligations. It is extremely important that you read the Tenancy Agreement carefully and make sure you understand the clauses. If there is anything you do not understand or would like clarified, you should initially speak to a member of our lettings staff. You should also seek independent legal advice to satisfy yourself that you understand all aspects of the document.

To enable you to take possession of your rental property you will need to pay:

- Your first month's rent in advance.
- Watsons request a standard deposit of five weeks' rent.

The money must be paid in some form of cleared funds and made payable to Watsons.

**VERY IMPORTANT: FAILURE TO ENSURE THIS PAYMENT IS RECEIVED IN CLEARED FUNDS PRIOR TO OR ON THE DAY OF YOUR MOVE WILL RESULT IN YOUR TENANCY COMMENCING BUT YOU BEING UNABLE TO TAKE UP OCCUPANCY UNTIL THE FUNDS ARE CLEARED.**

Our bank details are NatWest; Sort Code 53-70-11; Account Number 72674369 using the first line of the property address as a reference. Please note that transfers can take up to 5 working days to clear, please check with your bank.

## Inventory and schedule of condition

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An Inventory and schedule of condition of the property will be prepared and paid for by the Landlord. At this stage you will agree the present condition of the property and sign to confirm.

At the end of the Tenancy a check out will be carried out by an independent inventory company to verify the condition of the property.

## Managed property

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We manage a large proportion of the properties we let on behalf of our clients. This means that we are your point of contact for all maintenance and repairs or for any other issues in relation to the property or the Tenancy. For example these include; rent processing, quarterly inspections, Tenancy renewals and the move out procedure.

## Non-managed property

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Where the property is not managed your point of contact will usually be your Landlord or their appointed representatives. We will provide you with all their necessary contact details.

## Rent payments

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After the initial payment, your rent should be paid by Standing Order leaving your account three days prior to the due date each month. You must therefore have a bank or building society account capable of supporting payments by this method. It is a contractual obligation that the rent is paid on time by standing order.

## Rent arrears

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Non-payment of rent is a breach of contract. Please inform your agent or Landlord if for any reason the rent payment will be late or if you are experiencing any difficulty in paying the rent.

## Utilities

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You are responsible for the payment of all utilities (for example gas, electricity, telephone, council tax and water) during your Tenancy. You must notify all utility companies of your contact details and meter readings. You will also be responsible for notifying them of your departure at the end of the Tenancy. If you have a television you will need to purchase a TV Licence.

## Insurance

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We strongly advise that you arrange your own contents insurance to cover your belongings and valuables. Any insurance the Landlord may have would not cover the Tenant's belongings. As accidents can happen, we would also insist that you have a form of 'Tenant Liability Insurance' to cover you for accidental damage. We can provide information for an insurance company at your request.

## Periodic inspections

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For managed properties Watsons will visit the property on a quarterly basis to ensure it is being kept in good order. We will always endeavour to arrange these visits well in advance to minimise any inconvenience, and to give you the option to be present if you wish to be. For non-managed properties, your Landlord may also wish to carry out inspections but these will also be done by prior arrangement to suit both parties.

## Rent Review Process

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After the first 12 months of your Tenancy, the rent may be increased annually in accordance with Section 13 of the Housing Act 1988.

## Vacating the property

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At the end of your Tenancy you will be asked to leave the property in a clean and tidy condition. A checkout will be carried out once you have finished in the property and keys returned direct to Watsons office.

You will be responsible for cancelling your standing order for the payment of rent once the Tenancy has ended.

Any post should be redirected to your new address. Watsons will not be responsible for forwarding or holding post in the office for you.

## Deposit return

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Once the checkout has been done, all parties will receive a copy of the report. This will state if anything is needed to be done which is Tenant responsibility, i.e. cleaning etc.

We will always try to reach an agreement between yourself and the Landlord regarding any deductions, however if this is not possible Watsons/the Landlord/yourself will be asked to forward all evidence, i.e. check in and checkout reports and any quotes for works etc, to the Deposit Protection Service who will make the final decision and distribute the deposit appropriately.

## Data protection

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Please note that in line with General Data Protection Regulations 2018 (GDPR) you are required to obtain permission from referees, guarantors and Next of Kin in order for us or the referencing company to contact them.

It is your duty and responsibility to provide complete and accurate information. It is your responsibility to ensure that we are notified IN WRITING of any changes to the information and data you have provided or when the Tenancy has been granted.

We cannot be held responsible for incorrect data held in the event of non-disclosure.

Under the GDPR 2018, we must always have a lawful and legitimate basis for using personal data. This may be because the data is necessary for the performance of a contract with you. You have consented to the use of your personal data and because it is in legitimate business interests to use it, your personal data will be used for the following purposes:

- Referencing you, further Applicants, Guarantors and carrying out Right to Rent Checks.
- Communicating with you on matters relating to the Tenancy. This may include responding to emails, letters, texts or phone calls from you.

Information provided under the performance of this Agreement may be shared with the Landlord and other Agents, credit and referencing agencies, Local Authorities, Water/Utility Companies, Police, Tracing Agents, our Legal Representatives, Solicitors, Mortgage Lenders, Maintenance Contractors, Utility Switch

Over Companies, Chartered Surveyors and Estate Agents.

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

You will not be sent any unlawful marketing or spam. We will always work to fully protect your rights and comply with our obligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out.

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data will therefore be kept for a following period of six years.

Your attention is drawn to our Privacy Policy which can be found on [www.watsonslb.co.uk](http://www.watsonslb.co.uk). The Privacy Policy sets out what information we obtain and how we use it.

## Tenants permitted payments

Company Let Administration	£420 inc VAT
Late Rent – if more than 14 days late	3% above BOE base rate
Lost Keys or Security Devices	Costs equivalent of replacing keys, locks or security devices + £15 +VAT for the time taken
Tenancy Agreement Amendment	£50 inc VAT
Additional Administration Hourly Charge	£50 inc VAT
Early Termination of Tenancy (at Tenants request)	A charge not exceeding the financial loss experienced by the Landlord
Holding Deposit	Equivalent 1 weeks rent
Security Deposit	Equivalent 5 weeks rent

## Applicant acknowledgement

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I confirm to the best of my knowledge and belief that the information supplied is true.

I consent to this information being verified by contacting the third parties.

I understand that the results of the findings will be forwarded to the appointed letting agent and/or Landlord and may be accessed again should I default on my rental payments or apply for a new Tenancy Agreement in the future.

I agree that searches of a Credit Reference Agency will take place.

I also understand that in the event of my defaulting on rental payments, that any such default may be recorded with the Credit Reference Agency who may supply the information to other credit companies or insurers in the quest for the responsible granting of tenancies, insurance and credit.

I understand that in the event of any default by me in the covenants in my Tenancy Agreement with my Landlord, the information contained herein may be disclosed to tracing companies and/or debt collection agencies in order to recover any monies due or to trace my whereabouts.

I understand that if any information within this application is found to be untrue, it is grounds for termination of the Tenancy.

I also understand that any default in the payment of rent will affect any future application for tenancies, credit or insurance.

I understand that should I enter into any tenancy through Watsons Letting Agents, quarterly inspections including photos will take place and be sent on to the landlord.

## Your signature(s)

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You confirm you have been provided with 'Tenants Guidance Notes' and 'Your Tenant Handbook' (Applicable only to properties Managed by Watsons) and have read and understood them. You agree to pay the charges outlined when required to do so.

Print Name(s)	Signature(s)
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
Date	
<input type="text"/>	

**VAT** – All charges are subject to VAT at the prevailing rate.

## Useful telephone numbers and addresses

Utility companies	Local health centres
<p><b>EON:</b> 0345 059 9905</p> <p><b>Scottish Power:</b> 0800 027 0072</p> <p><b>British Gas:</b> 0330 100 0056</p> <p><b>SSE:</b> 0345 026 2658</p> <p><b>Anglian Water:</b> 0345 791 9155</p> <p><b>Thames Water:</b> 0800 980 8800</p> <p><b>National Grid:</b> If you smell gas call 0800 111 999</p>	<p><b>Leighton Road Surgery:</b> 01525 851888 42 Grovebury Road, Leighton Buzzard, Bedfordshire, LU7 4SF</p> <p><b>Bassett Road Surgery:</b> 01525 373111 29 Bassett Road, Leighton Buzzard, Bedfordshire, LU7 1AR</p> <p><b>Bupa Dental Care:</b> 01525 374100 1 Enterprise Court, Grovebury Road, Leighton Buzzard, Bedfordshire, LU7 4SZ</p> <p><b>West Street Dental Practice:</b> 01525 373205 Europa House, West Street, Leighton Buzzard, Bedfordshire, LU7 1DD</p>
Local councils	Local leisure
<p><b>Central Bedfordshire:</b> 0300 300 8301</p> <p><b>Dacorum:</b> 01442 228000</p> <p><b>Buckinghamshire County Council:</b> 01296 395000</p>	<p><b>Tiddenfoot Leisure Centre:</b> 01525 375765 Mentmore Road, Linslade, Bedfordshire, LU7 2AF</p> <p><b>Leighton Buzzard Theatre:</b> 0300 300 8125 Lake Street, Leighton Buzzard, Bedfordshire, LU7 1RX</p>
Local supermarkets	
<p><b>Waitrose:</b> 01525 378334 9 Water Bourne Walk, Town Centre, Leighton Buzzard, Bedfordshire, LU7 1DH</p> <p><b>Tesco:</b> 0345 677 9421 Vimy Road, Leighton Buzzard, Bedfordshire, LU7 1ER</p>	<p><b>Morrisons:</b> 01525 851909 Lake Street, Leighton Buzzard, Bedfordshire, LU7 1WS</p> <p><b>Marks and Spencers:</b> 01525 305093 Unit B, Retail Park, Grovebury Road, Leighton Buzzard, Bedfordshire, LU7 4EG</p>

\*Watsons is a trading name of Quarters Estate Agents, 17-21 Ropa Court, Leighton Buzzard, Bedfordshire, LU7 1DU



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