

Helping you to understand renting a property

It's easy! You are just 8 steps away from
moving into your new home

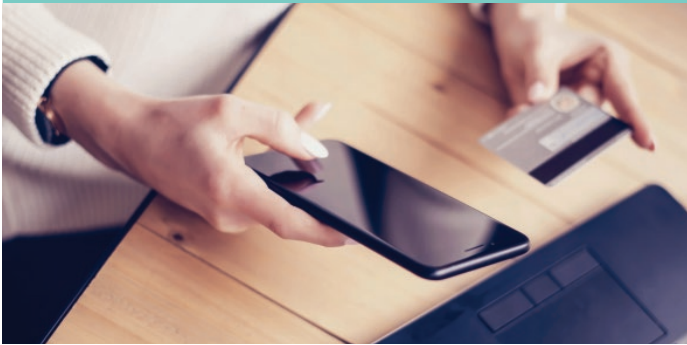


Congratulations!

You're just 8 steps away

from moving into your new home.

1 Pay your reservation fee and sign the Tenants Guide



Immediately: You'll need to sign copy of this guide and pay the £450 reservation fee. This will be held in good faith whilst we undertake references, identity and Right to Rent checks.

Your reservation fee will be applied towards your agency fees of 15 days rent + VAT (capped at £650 inc VAT) subject to the let proceeding.

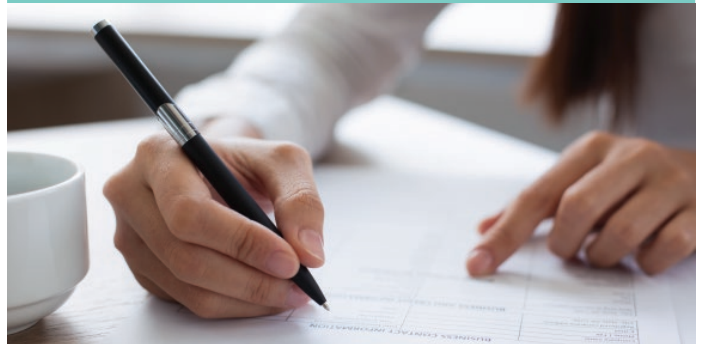
What happens if I decide not to let the property?

If you decide to withdraw from the agreed let for any reason or your references are not satisfactory the reservation fee is non-refundable.

What if the landlord decides not to let the property to me?

Should the landlord decide to withdraw through no fault of your own then your reservation fee will be refunded after any necessary deductions for work already undertaken and referencing fees.

2 Complete your reference form



Within 48 hours: We will email you a link to our referencing company. Please complete their form accurately. Please speak to us if you are concerned about any area of your reference application.

What do I need to earn?

Between yourself and any joint tenants a before-tax income of 30 times the monthly rent, so for example, £30,000pa for a monthly rent of £1,000. Please note that any non-guaranteed payment such as bonus or overtime are not taken into account when calculating this figure.

Will you check my credit?

Yes, a credit check will be performed and any CCJs or adverse credit will result in an unsatisfactory reference.

What are my options if I have adverse credit or do not earn over the threshold? Subject to the landlord's agreement, a UK-based guarantor can be provided if you think your references may result in an unsatisfactory result. A charge of £157.50 inclusive of VAT will be payable to process a guarantor application which includes referencing the guarantor, producing a deed of guarantee, providing copies of the necessary paperwork including tenancy agreement to the guarantor, and obtaining identification.

What other references do you need?

If you have rented in the UK before you will be asked to provide a reference from your previous landlord or letting agent. If you have not rented in the UK before please make us aware.

3 Make an appointment to complete your identity and Right to Rent checks



4 Discuss any utility and media package needs, and tenants insurance



Within 28 days of the tenancy start date:
We will need to check your identity and right to rent. Please visit our office at 159 Friar Street, RG1 1HE with hard copies of your British, Swiss or European Economic Area (EEA) Passport or current VISA documents.

I am the only named tenant, do my partner and child need to provide ID?

Anyone over the age of 18 who is residing in the property will need to provide Right to Rent documents regardless of whether they are named as a tenant or not.

What if I am unable to provide these documents before the start of the tenancy?

Unfortunately, as this is a legal obligation under the Immigration Act, we are unable to release keys to anyone who has not provided a hard copy of their right to reside in the UK.

For further information please visit
www.gov.uk/check-tenant-right-to-rent-documents

No later than 48 hours before your move in date:
It is a requirement of your tenancy to obtain adequate tenant liability insurance. Through our third party providers we can assist you with obtaining correct and competitive insurance, plus any utility and media packages you may wish to have.

What is tenant liability insurance?

This covers you in the event that either you or your guests accidentally or negligently damage any of the landlord's property. Furthermore it should provide you with suitable occupier's liability insurance.

Can I use another company to obtain insurance?

Yes, you can, however you may find it more convenient to use our recommended provider as they will already be in contact with you regarding your references. They can also include tenants contents insurance which we advise you have.

5 Sign your tenancy agreement



No later than 48 hours before your move in date: Your tenancy agreement will be emailed to you via DocuSign in advance of your move in date to give you enough time to thoroughly read through the agreement and understand its terms, before signing electronically. If you have any queries on the content of the tenancy agreement please do ask or seek your own legal advice.

What if I want to change what was originally agreed?

If you wish to alter the initial, agreed terms of a tenancy such as adding or removing occupiers or moving the agreed start date (assuming the landlord accepts your changes) a fee of £157.50 inclusive of VAT will apply.

What if I want to change some of the clauses in the tenancy agreement?

Our tenancy agreements are drawn up by specialist solicitors and updated regularly, therefore it is very rare that the content would need to be altered. However, if you or anyone acting on your behalf, such as a relocation agent, make significant changes to our agreement or you wish to supply your own tenancy agreement we will charge £210 inclusive of VAT to review and make ourselves familiar with its terms and advise the landlord accordingly. The charge includes taking advice from our solicitors. If you request bespoke clauses and the landlord accepts these clauses, we will charge £50 inclusive of VAT per clause to draft the specifically negotiated terms which will include taking advice from our solicitors.

6 Pay your first month's rent in advance, a deposit plus the remainder of your agency fees



No later than 48 hours before your move in date: All further initial monies due, as referenced in your cost breakdown, should be paid to Haslams' client account in cleared funds by your move in date. Late payment of these monies may result in us being unable to release keys to you on the anticipated move in day.

Can I pay by cash or credit card?

We are unable to accept a cash payment greater than £450 inclusive of VAT in our office. Neither are we able to accept any payments by Credit Card, AMEX or foreign debit card where charges are applied due to amendments to Payment Services Directive (PSDII), which came in to force on 13th January 2018.

7 Set up your standing order for future rent payments



No later than 48 hours before your move in date:
The easiest way to not be late or miss a rent payment is to set up a standing order ensuring regular payments are made automatically.

How do I do this?

Either visit your bank or log into your online banking where you will be able to set up a standing order. The account details and timings for future payment of rents are contained within your tenancy agreement.

8 Book your check-in time



Approx. 7 days before your move in date:
If your property will be managed by Haslams, an inventory clerk from one of our trusted third party firms will contact you in advance of your tenancy commencement to schedule a time to meet you at the property on move in day for your check-in, which we strongly advise you attend.

What does a check-in involve?

The clerk will run through the inventory and schedule of condition and ask you to sign to confirm that the inventory is a true reflection of the condition and contents of the property. Finally, they will hand over the keys to your rental property (providing all other documentation and payments have been received).

What if my property is not managed by Haslams?

If your landlord manages the property themselves, Haslams will inform you of the check-in process arranged by your landlord in advance of your move in date.

Please note that if we do not receive the required documentation within 48 hours we reserve the right to re-advertise the property and the reservation fee will be non-refundable.

What to do if things go wrong...

Your new rented property is owned by one of our clients. They hope you enjoy your stay, but whilst living there they expect you to respect and look after it and to be a good neighbour. You also have a legal responsibility to do this and we will undertake regular visits to check that everything is in good order.

Things can go wrong and, for anything simple like changing a fuse or new light bulb, you are expected to do this yourself. Any more significant problems or damage should be reported to your property manager who will be able to help you.

What if my landlord manages the property himself?

We will provide you with the contact details for your landlord or his preferred contractor who you should contact for any maintenance issues.

What should I do in an emergency?

In the event of an emergency during our closed period (complete loss of heating or hot water, severe water leak or anything which presents a real danger to life or property) we have arranged for one of our main contractors TSG Building Services PLC to attend. If you are a Fully Managed Tenant – TSG can be contacted on 0800 030 4309. If your Landlord manages your property, please contact them directly. In the event that an emergency call out is made that does not in fact qualify as one of the reasons stated earlier, then the tenant will be charged a call out fee of no less than £120 inclusive of VAT.

I have no utilities, what should I do?

If you experience a loss of power, gas or water at your property you will need to contact your utility supplier who may be able to assist you. Should you smell gas at the property and suspect a gas leak, please contact Transco on 0800 111 999 to report the leak. Please could you also leave a detailed voicemail on the Client Management number (or email us) to advise what action/advice has been given by Transco.

What do I do in the event of a break in?

In the unlikely event that your property is broken into, you will need to register the crime with the police and obtain a crime reference number. Please then contact your property manager and leave a detailed voicemail on the Client Management number (or email us) providing details of the incident and the crime number that has been given if we are closed. Should there be a need for the property to be made secure and you are a Fully Managed Tenant – TSG can be contacted on 0800 030 4309. If your Landlord manages your property, please contact them directly.

How could we assist during your tenancy

Sometimes circumstances change or issues arise and you may wish to discuss your options with us. Below is a summary of how we may be able to help in these situations.

How can I add an occupier to the tenancy agreement?

If you want to add a permitted occupier to your tenancy, subject to the landlord's agreement, we can do this at a charge of £110.50 inclusive of VAT. As a permitted occupier is only named on the tenancy agreement as living there but with no tenant rights and no liability for rent, they do not need to be referenced but will have to provide their identity and Right to Rent documents.

How do I add or remove a tenant from the tenancy agreement?

Assuming the landlord agrees to a request to replace, add or remove a tenant during any term of the tenancy, a charge of £450 will be applied. This process is not as straightforward as adding or removing a name from a tenancy. The fee includes referencing any new tenants, producing a deed of assignment as well as negotiating any deposit deductions for the outgoing tenant.

How can I add a new clause to my tenancy agreement?

An example of this is that you have settled into your new home, but there's something missing... a pet! Your tenancy agreement will have a clause preventing pets being allowed in the rental property unless specifically agreed by the landlord. The £75 inclusive of VAT charge includes negotiating with the landlord in relation to your request (in this case to keep a pet in the property) and, assuming the landlord agrees to your request, drawing up an addendum to the tenancy outlining the newly agreed terms which we will then ask all parties to sign.

Can Haslams produce a letter for me?

Should you require a bespoke letter from Haslams on no more than one side of A4, we can produce this at a cost of £31.50 inclusive of VAT.

How do I obtain a reference from Haslams?

If you decide to move into another rental property with a different agent or perhaps buy a home, you may be asked for a reference. We can provide references, with your consent, at a cost of £31.50. Please advise the referencing agent of your client manager's contact details to complete the reference.

I'm struggling to pay the rent, what can I do?

If your circumstances have changed and you are finding it hard to pay the rent, please contact us rather than simply let rent arrears build up. A charge of £31.50 inclusive of VAT is applied for any rent still in arrears for more than fourteen days or other breaches of tenancy where we have to write to you regarding the breach.

HELP! I've locked myself out!

It is your responsibility to look after your keys and not lose them. However, if you have locked yourself out and we manage the property then we should hold another set of keys which you can borrow during working hours providing you leave a deposit with us to be collected once you return the keys. This is usually £20 inclusive of VAT unless more expensive fobs or security keys are also lent to you.

If you have lost your keys, providing we are able to order or get a spare set cut, the cost of this will be £20 inclusive of VAT plus the cost of the key or fob required.

May we come in please?

Haslams, your landlord or anyone acting under our instructions may wish to enter your property to carry out property visits, maintenance work or viewings. We will give you at least 24 hours' written notice of a request to enter your property, therefore please notify us of any changes to your telephone or email addresses to avoid us having difficulty in contacting you.

What are property visits?

If we manage the property we will conduct quarterly inspections of the property on behalf of the landlord. We will take photographs to give your landlord an overall impression of the property and may also take detailed photographs of any issues which need addressing by either the landlord or yourself.

A self-managing landlord may wish to periodically do the same and should also give you 24 hours' written notice.

If we arrive for the inspection and you refuse access there will be an abortive charge of £52.50 inclusive of VAT applied. Therefore, if a proposed property visit time is not convenient for you, please let us know and we will do our best to accommodate a more suitable appointment.

How will you access my property when I need something fixed?

If a maintenance issue is identified by either yourself, Haslams or the freeholder, if applicable, and similarly, when we need to renew safety certificates, such as a gas safety certificate, we will contact you to arrange access. The majority of the time our trusted and fully insured third party contractors will attend using our management keys.

If your landlord is thinking of re-financing the property, a surveyor may need to gain access to the property to give an opinion of value for re-mortgage purposes.

Where you insist that a member of Haslams also attends the property with the contractor we will charge £52.50 inclusive of VAT for every hour we spend at the property, subject to a minimum of £52.50 inclusive of VAT.

When will you need access for viewings?

Once you have informed us of your intention to leave a property, we will contact you to request access for viewings at reasonable times. If you have preferred times or days for us to access your home please notify us at your earliest convenience.

Will you always give me 24 hours' notice?

If we know or suspect a genuine emergency within the property we will try to contact you but in the event that we are unable to reach you we will proceed with accessing the property if we feel that not entering immediately may cause damage to property or harm to occupiers.

I only use my top lock, will you make sure to only use this lock when leaving my home?

If you have more than one lock on your door we will fully secure the property to not risk breaching our landlord's insurance, therefore please make sure you carry all keys with you at all times.



Ending or Extending?

If you wish to stay in your property after the initial term has ended that's great! Haslams will contact both the landlord and tenant approximately three months before the end of your initial tenancy to see if both parties would like to extend the tenancy for a further term. The cost of negotiating the new terms and contract preparation to you is £116 inclusive of VAT.

If you want to leave, please follow the relevant notice requirements outlined in your tenancy agreement.

I want to leave at the end of my tenancy, how do I do this?

Please notify us in writing at your earliest convenience if you wish to vacate the property at the end of the current agreed tenancy.

I want to use my break clause, how do I do this?

If you have a break clause in your tenancy and wish to exercise this right, please follow the instructions given in your tenancy agreement with regards to how and when to serve your notice.

A member of the support team will contact you once they have received your notice to leave the property to confirm receipt and advise you of the end date of your tenancy.

I want to end my tenancy early, can I do this?

Landlords have no obligation to release you from your tenancy agreement early, but may agree to in certain circumstances. If the landlord accepts your request to vacate early, a £450 inclusive charge will be made to cover the cost of finding a new tenant earlier than anticipated. Once a new tenant is found, your liability for the property will remain up until the day the new tenant is able to occupy the property.

What do I need to do to prepare for my check-out?

An inventory clerk, or other relevant person such as your landlord or his representative, will contact you before the end of your tenancy to arrange to carry out a 'check-out'. The purpose of the check-out is to compare the condition and contents of the property with the inventory produced at the start of the tenancy.

It is therefore important that you leave the property in the same condition as noted in the inventory when you moved into the property. For example, if the property is noted as being professionally cleaned, you will need to arrange a professional clean of the property ready for your check-out. If you would like us to recommend a professional cleaning firm please contact us.

Your check-out report will contain recommendations from the clerk of any deductions from your deposit.

I have had post delivered to my old address, can I retrieve this?

Please ensure you thoroughly update everyone with your new address and for extra peace of mind, set up a postal re-direction service with Royal Mail as we cannot guarantee that a new tenant will bring post which is not addressed to them to Haslams.



Your deposit

We offer two choices with regards to your deposit:

1. You can pay a traditional security deposit, equivalent to up to six weeks' rent, before the tenancy commences. We will register this deposit with an approved Government deposit protection scheme and, at the end of the tenancy, the deposit will be returned to you if there is no financial loss or damage due to the landlord.
2. You can take out a Zero Deposit Guarantee*, which provides your landlord with a guarantee for the same amount as a 6-week tenancy deposit, whilst you remain liable for any damage or financial loss due to them. This Guarantee provides your landlord with protection if you do not pay them directly for the cost of any damage or financial loss due. Under this scheme, you make an initial payment equivalent to one week's rent and then pay an annual administration fee of £26 per tenancy collected each year by Direct Debit from the first anniversary. The cost of the Zero Deposit Guarantee is not returned to you at the end of your tenancy or offset against any claim by the landlord. For more information about this scheme, visit zerodeposit.com or call 0333 200 2541.

Your deposit return

If your landlord manages the property himself, they will usually negotiate your deposit return with you directly.

If we manage the property, and you opted to pay a traditional security deposit, once we have received the check-out report we will note if any deductions are recommended and obtain reasonable costs associated with dilapidations or any rent arrears or other breaches of the tenancy.

Once the landlord and tenants confirm in writing to us that they agree with the deductions (if any) the deposit minus these deductions will be released to your nominated bank account.

What if I do not agree with the landlord's deductions?

If you simply cannot come to an agreement with regards to the deposit deductions then you have the option to have the deposit return independently arbitrated by The Dispute Service Ltd (TDS). As TDS want amicable deposit returns, you are unable to raise a dispute until at least 10 days following the end of the tenancy to allow both parties to negotiate.

Please be aware that TDS are not normally willing to arbitrate a dispute raised more than three months after the end of the tenancy.

What happens to any undisputed deposit monies?

Any undisputed amount will be returned to you and the disputed amount sent to TDS.

Zero Deposit Guarantee process

If you opted to take out a Zero Deposit Guarantee, at the end of the tenancy the inventory and check-out are completed and, if you leave the property in a satisfactory condition with no outstanding rent or bills, there is no further action required.

If there is any damage to the property or any unpaid rent, you will need to reimburse the landlord yourself. If you dispute the landlord's claim, you and the landlord will be asked for evidence which will then be sent for expert evaluation.

If the expert finds in the landlord's favour, Zero Deposit** settle the claim with your landlord and seek reimbursement from you directly. If you fail to reimburse them at this point, you may be liable for recovery costs and it could impact on your credit history.

Confidence in Haslams

We strive to provide the very best customer service and want you to enjoy your time in your rented property, however long that may be.

Our staff undertake regular training in both customer service and professional compliance with the majority of our staff holding ARLA Propertymark qualifications.

As ARLA Propertymark members, we abide by nationally recognised codes of practice, have Client Money Protection and Professional Indemnity Insurance.

If for any reason you are not satisfied with our service please contact us where we will endeavour to resolve the issue in a timely manner.

In the rare event that you have exhausted our internal complaints procedure, we are members of The Property Ombudsman redress scheme who can be contacted via www.tpos.co.uk/contact

"There is a powerful difference in the way we go about estate agency here at Haslams, completely independent and yet still the leading agency in our market."




Steve Woodford, Managing Director, Haslams

*The Zero Deposit Guarantee is provided by Great Lakes Insurance SE, UK branch office. Great Lakes Insurance SE is a German insurance company with its headquarters at Königinstraße 107, 80802 Munich. It is registered with the commercial register of the local court of Munich under number: HRB 230378. The UK Branch office is at Plantation Place, 30 Fenchurch Street, London, EC3M 3AJ. Great Lakes Insurance SE UK Branch is authorised by the German Bundesanstalt für Finanzdienstleistungsaufsicht (BaFin) and subject to limited regulation by the Financial Conduct Authority and the Prudential Regulation Authority.

**Zero Deposit is a trading name of Global Property Ventures Limited, the head office of which is at Business & Technology Centre, Bessemer Drive, Stevenage, SG1 2DX (company number 10328435). Global Property Ventures is authorised and regulated by the Financial Conduct Authority and can be found on the Financial Services Register (firm reference number 797026).

Checklist for your tenancy

What you are required to provide:

-  Signed cost breakdown
-  Signed tenant guide
-  Right to Rent and identity documents for all occupiers over 18
-  Standing order mandate
-  Signed tenancy agreement
-  Details of your tenant liability insurance

What we will provide to you:

-  Copy of your signed cost breakdown
-  Copy of your signed tenant guide
-  Copy of the landlord's signed tenancy agreement as well as yours
-  Tenancy Deposit Scheme leaflet
-  Deposit protection certificate
-  Prescribed information regarding your deposit
-  Energy Performance Certificate (EPC)
-  Gas Safety Certificate (if the property has gas)
-  How to Rent government booklet
-  Information on how your data is processed

I confirm that I have read and understood the charges and information contained within this tenants' guide:

Name: Signature: Date:

Name: Signature: Date:

Name: Signature: Date:

Name: Signature: Date:

Name: Signature: Date:

Name: Signature: Date:

Privacy Policy

How we may process or share your data

Opt In

Opt Out

To comply with the Immigration Act we are required to hold copies of original identity documents verifying an occupant's right to reside and rent in the UK for at least one year after the tenancy has ended. As this is a legal requirement, we are unable to proceed with letting to you if you do not consent to this.

☐

N/A

We use a third party company to credit check, obtain income references and landlord references (if applicable) for all our tenants. This is essential in our due diligence checks to our landlord therefore we cannot proceed with letting to you if you do not consent to Haslams providing your details to them for this purpose.

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N/A

We obtain references on behalf of our landlord client, therefore a copy of the final reference report will be sent to your prospective landlord for their consideration. This is an essential condition of the landlord's decision to rent to you and therefore we will be unable to proceed in letting to you if you do not consent to this.

☐

N/A

We can also provide tenants insurance policies. If you would like to discuss this with our provider 'TenantShop', please choose opt in. You can choose to opt in at a later date if you wish.

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Our third party utility management company 'Tenant Shop' will notify the utilities and council tax companies of your move in date, your name, your date of birth and the rented property address (providing you are taking a managed property through Haslams). As part of our service to landlords and obligation to utility companies this is the only information we will supply unless you consent to your contact details being passed as well.

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N/A

Through 'TenantShop' we are able to provide tenants with a competitive utility and media package comparison service who can set these services up for you. If you opt in, we will provide your email address and best contact telephone number to Tenant Shop as well as your name and rental property address.

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We use third party inventory clerks to provide an independent opinion of the condition and contents of the property. This is necessary for the performance of the contract and therefore we are unable to proceed with letting to you if you are unwilling for the inventory clerk to contact you to arrange a suitable check-in of the inventory and check-out at the end of your tenancy.

☐

N/A

Your personal data and all documents in relation to your tenancy are stored within a Cloud based software system 'Qube'. No one can access this information without a Haslams secure login. Staff will have full access to the system and your landlord will be able to login to view any tenancy-related documents only, including the tenancy agreement.

☐

N/A

We would like to contact you with market commentary in the greater Reading area which we feel may be of interest to you.

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We would like to contact you with events either hosted or associated with Haslams which we feel may be of interest to you.

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An email address where I am happy to receive service of notices and other relevant documentation in relation to my tenancy is:

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“Haslams has been fantastic from the very start. They answered all of our questions and helped support us when we started to rent the property. Our experience with Haslams has been refreshing and we hope to continue renting with them in the future.”

Holly Lowther, Tenant, 11th August 2017

Ready to talk?

Call us today on 0118 960 1055

Got a question?

Email: lettings@haslams.net



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