

Do I need to pay my Holding Deposit at the same time I submit my form?

No. Sometimes we have more than one applicant for a property. Regardless of how many apply we only ask for one holding deposit. Our Holding Deposit terms and conditions are published on our website and on the '6 Steps To Renting Your New Home' leaflet. When we have reviewed your application form we will contact you and then ask you to pay. However, it does help us if you supply proof of identity as soon as possible (please see below for details).

Once we have completed the application forms, how long does it take until we start the tenancy?

If the property is unoccupied and ready, we would expect it to take about 7 to 14 days. Sometimes we can reduce this if you need to move quickly. If the property is occupied, we publish the availability in the property description.

What is involved in the referencing procedure?

A credit search will check for voter's roll registration at your current address, defaults on loans or credit cards, county court judgement against you and whether you have ever been bankrupt. We will also request a reference from your employer, or accountant, and previous landlord or managing agent if applicable.

If you do not give the correct information on your form your application is likely to fail.

Why might I need a guarantor?

Where either employment history or financial records are not sufficient, a guarantor may be required (they must be a UK resident). A guarantor undertakes responsibility for the full amount of the rent should you be unable to pay it at any time during the tenancy, and also for any breach of the tenancy terms. Your guarantor should be someone who has sufficient income or savings to pay the rent promptly if you do not.

The guarantor will be required to sign the Tenancy Agreement to create a legally binding undertaking for these responsibilities.

Why do I need to provide proof of identity?

From 1st December 2014 UK legislation required that we ensure tenants have a legal 'right to rent'. This means that you need to show, in person, documents proving your right to stay in the UK. For most UK residents this simply means visiting our office with your passport. If you do not have a passport or you are not sure about your status, please refer to guidance information provided on the government website (please click here).

We cannot finalise your application until we have seen your passport or received proof of your status.

Why might I need to supply additional proof of residence?

If your credit check does not show you registered at your current address or you are not on the electoral roll.

How much do I need to earn to be eligible for a property?

We use the industry standard calculation method. Your annual gross income must be greater than 2.5 times the annual rent. For a guarantor the multiplier is 3 times the annual rent.

What if my reference is positive but the tenancy does not proceed?

Please refer to our Holding Deposit terms and conditions published on our website and on the '6 steps to renting your new home' leaflet.

I am a tenant with another agent/landlord. What should I do?

First, discuss with your agent/landlord what notice they require. Be aware that your agent/landlord may not release your deposit until a few days after your tenancy ends. However, we will require the full deposit & rent in advance for your new tenancy. For some there may be 'cash flow issues'. You must make your own arrangements to cover this - keys for the

property cannot be released to you until we have received the full rent & deposit in cleared funds.

My home is On Sale / Sold Subject to Contract. What should I do?

You must not sign a six month tenancy agreement until you have 'exchanged contracts' (not just signed). However, you could sign a short term agreement to reserve a property. Please ask for more details. You must discuss this with your solicitor.

Can I share with friends?

Yes, but not all properties allow this.

The number of sharers must not exceed the number of advertised bedrooms.

Some landlords increase the rent to cover extra wear & tear and increased insurance premiums.

What happens if a guarantor is required in a shared tenancy?

Tenants who are sharers have 'joint and several liability' for the tenancy so the guarantor cannot restrict their responsibility to a share of the rent. The guarantor would be required to guarantee all of the tenants and the full rental figure. It is not necessary for more than one guarantor.

Do you accept applicants in receipt of housing benefit payments?

Yes, but only on selected properties and a high quality guarantor must be provided by you. Whomever you approach to be your guarantor must understand that they will be required to pay the rent should there be any delay in the payment of your benefit. Landlords do not accept the reason for non-payment as "I have not had my benefit yet". Pre-Determination in your name must be completed before we process an application

Do you accept pets?

Some properties are suitable for pets. Please refer to our web page at <https://www.ianperks.com/pet-policy> for more information.

What if pets have been kept by a previous tenant?

When we are aware that a previous tenant has had a dog or cat at the property the carpets may receive a deflea treatment. It is important to note that this treatment is only effective if the carpets are not vacuumed for three weeks from the treatment date. If, for any reason, you are concerned about this, please ask before you submit this application form.

Is smoking allowed inside properties?

Very few landlords permit smoking in their properties because most tenants are either non-smokers or choose not to smoke inside the home. No smoking means exactly that; you cannot get round it by smoking 'with the window open' or 'outside the back door' or 'on the balcony', etc. A non-smoker will always know if someone has been smoking in a room or property.

Removal of smoke odour and nicotine stain damage incurs high cost because it includes cleaning of all curtains and carpets and full re-decoration and is likely to exceed any deposit held.

Will the property be cleaned before I move in?

Property standards vary enormously as do people's expectations. It is up to you to ensure at your viewing that the property you are interested in meets your expectations. This is particularly important if, when you view, the property is still occupied by the tenant. If you have any concerns, you should make enquiries in writing before you apply.

Cleaning is a typical example of where there may be differences of opinion. When we carry out a final inspection, we are checking that the property is handed back to us in at least as good a condition as it was when the tenant moved in. If we find it has been left in what we consider an unacceptable condition we would arrange for cleaning to take place. Remember though, your opinion may differ to ours. Our advice to all new tenants is to assume that you will need to do some cleaning to bring the property up to your standard.