



**Hestia Country Homes Ltd**  
**RESIDENTIAL LETTINGS**  
**TENANCY INFORMATION**

**Fees:**

**1. ADMINISTRATION/RESERVATION**

£350 + vat (£420 incl vat) for one-two applicant and £400 + vat (£480 incl vat) for three applicants and above. These fees include the Ingoing Inventory, Tenancy Agreement and Referencing

**2. DEPOSIT**

1-2 months' rent, depending on the Landlords request

**3. TENANCY RENEWAL**

£100 + vat (£120 incl vat)

**4. ADDITIONAL REFERENCING**

£100 + vat (£120 incl vat) for any additional referencing. i.e.: Guarantor and applicable per guarantor

**5. REFERENCING FOR ONGOING TENANTS**

Applicable per person, £25 + vat (£30 incl vat)

**6. TENANCY TERMINATION FEE/CHECK OUT REPORT**

£150 + vat (£180 incl vat)

**7. DISHONOURED CHEQUES OR LATE RATE CHARGE**

£25 + vat (£30 incl vat). Legal notices are charged £75 + VAT, per notice (£90 incl vat)

**8. SHARER CHANGE CHARGE**

£240 + vat (£300 incl vat) plus Check Out and Inventory where required

**9. EARLY RELEASE (where landlord agrees)**

100% compensation to Landlord of termination tenancy costs and new set up costs, so landlord does not suffer financially

**10. PETS**

£500 will be due. This may vary according to the requirements of the landlord

**11. COMPANY LETS**

£650 + vat (£780 incl vat)

## **GENERAL GUIDANCE NOTES**

1. Once a property has been selected it will not be reserved until an application form, proof of residency and a non-refundable administration fee has been received to enable us to hold the property subject to contract and satisfactory references (please refer to our fees page). This does not however form in anyway a contract or any obligation upon us or the landlord.
2. We will require you to provide either a utility bill, mobile or telephone bill, or council tax bill for proof of residency and all must be no more than 3 months old. If a utility bill is not assessable then a signed and dated letter from your employer's human resources department will be satisfactory, however once again this must not exceed 3 months old. Please note bank statements are not accepted as proof of residency. For identification purposes, you will be required to show either your passport or driving licence or works ID.
3. Once all the documentation is in place and at this stage and subject to the landlord's agreement, we will then advise other applicants that the property is under offer.
4. All documentation will then be passed to our referencing agency where a full credit check and verbal and written references will be carried out.
5. If the tenancy is amongst sharers, then each subsequent applicant over the age of 18 will need to complete an application form and pay a non-refundable application fee for this process. (please refer to our fees page)
6. If a guarantor is required they will need to complete a Guarantors Application Form and pay a non-refundable application fee (please refer to our fees page)
7. Payment for any of the above fees can be made either by cheque, cash or by bank transfer into our companies designated letting account
8. All properties are available for a minimum of six months subject to suitable referencing.
9. Should you fail to proceed with the proposed let for any reason including failure of referencing or change of mind the administration fee is non-refundable.
10. Should the landlord withdraw from the transaction for any reason other than above the fee will be refunded

## **ADDITIONAL INFORMATION**

### **Tenancy Agreement:**

An appointment will be arranged with you to visit our offices to sign the Tenancy Agreement when all references have been received. The Landlord/Agent will also be asked to sign their copy of the document.

**Rent and Deposit:**

You will be required to provide the agreed sum of rent and deposit before taking possession of the property. The deposit is required for the full tenancy against loss, damage or charges payable at the termination of the tenancy. Whilst this is usually the equivalent of one and a half's month's rent or two month's rent, this may vary therefore we suggest that the actual amount is verified via the property description as found on our letting list. The deposit will be held by The Deposit Protection Service in their designated clients' account and is fully bonded. It is returnable in full at the end of the tenancy subject to final inspection of the property and it should be noted that deductions will also be made for cleaning should the property (and garden areas) not have been left in a satisfactory condition. Rent is to be paid monthly in advance commencing on the first day of the tenancy and then on the same day each month thereafter. The preferred method is by bank standing order.

**Fees:**

We charge an application/Administration Fee. These fees are non-refundable even if a tenancy is refused on the grounds of references or if the tenant withdraws from taking the property.

**Company let:**

Company applications are acceptable where the company will be paying the rent. Please note that all monies to be paid on the signing of the agreement prior to the occupation and should be paid in cash, bankers draft, or bank transfer, unless they are paid a minimum of seven working days prior to occupancy

**Check in and condition report:**

If we have been instructed by the Landlord, a Condition Report will be prepared of your new home and a convenient appointment will be made with the Inventory Clerk to carry out a Check In report to coincide with your move in day. All information is provided in good faith. It does not replace the advice of a qualified legal advisor. We will accept no responsibility for any inaccuracies.

**Other points of interest**

- The Tenant will be responsible for insuring their own possessions
- The Tenant will take over all utilities such as Gas, Electricity, Water/Sewage charges, Council Tax & Telephone upon moving into the property and will be responsible for contacting the relevant suppliers accordingly prior to commencement of the tenancy.
- The Landlord is responsible for any repair/maintenance problems to appliances etc. but the Tenant is responsible for any breakages which should be reported immediately.
- Decoration of the property must only be done with your Landlord's permission
- No pets are allowed unless the Landlord has given consent
- Reasonable notice should be given in the event that the Letting Agent or Landlord wishes to inspect the property outside pre-agreed times. It is usual for the Agent to inspect the property at least twice during the term of your Tenancy and the Tenancy Agreement should cover this eventuality.
- Most lets are for 6- 12 months, although some Landlords may consider shorter terms
- Should you wish to quit your Tenancy earlier than the agreed term, you will be liable for all rent until the end of the agreed Tenancy

- The Letting Agents will deal with the property viewings, references, agreements and getting you moved in. If the agent has been instructed to manage the property then you will normally report any repairs or queries to them. If not, then you will deal directly with the Landlord.
- The Letting Agent, whilst acting for the Landlord, operates within accepted guidelines in the industry to ensure that you can rely on a professional letting agent taking your concerns seriously and advising the Landlord if they are being unreasonable. In this regard, you should be assured that the property conforms to all safety regulations and is fairly priced.

**PRE- TENANCY CHECKLIST**

Please read each point and initial that you understood. At the end of the check list please sign and date.

- 1) I understand that once my application has been submitted to the referencing company that my application fee is non-refundable.

**Initial.....**

- 2) I understand that the referencing company will contact my referees and employer for references and that I need to inform them to expect a reference call/letter from the (referencing company).

**Initial.....**

- 3) I have viewed the property and understand that the property is let as seen. If there is any works that I feel is needed to be carried out on the property then I shall inform the marketing agent in writing before the tenancy application has been submitted. If the property is described as unfurnished, then I understand that this does not include any items including white goods, unless otherwise stated. If the property is part or fully furnished then I am aware what items are included.

**Initial.....**

- 4) I understand that for the tenancy agreement that I need to provide proof of residency and identification for the application.

**Initial.....**

- 5) I understand that it is required for me to pay one and a half's month's rent of the agreed monthly rental for a deposit, plus one month's rent in advance

**Initial.....**

- 6) I understand that the tenancy agreement I will be signing will be for either a minimum of 6 or 12 months, depending on what has been agreed.

**Initial.....**

**Cont. of pre-tenancy checklist**

7) I understand that just before the end of the 6 or 12 month agreed tenancy agreement that I/we will either be contacted by the agent and company or I/we will contact the agent Services and company to confirm if I/we wish to stay on in the property. Which if so then we will await confirmation from the landlord to agree. If I/we wish to vacate at the end of the 6 months/12 months agreement then the landlord will be made aware with notice. There will be a charge for renewal of agreement.

**Initial.....**

8) I agree that is the application forms / guarantor application forms are not received by the agent within 2 working days, the property will be remarketed.

**Initial.....**

I HEREBY AGREE TO COMPLY WITH THE PROVISIONS OF THE TENANTS OBLIGATIONS ISSUED BY THE LANDLORDS AGENTS WHICH I HEREBY ACKNOWLEDGE

SIGNED .....

PRINTED .....

DATE .....

Hestia Country Homes T/A Hamilton Parkers are members of The Property Ombudsman  
Address: Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP.  
Telephone: 01722 333 306.  
Membership Number: T00066.

Hestia Country Homes T/A Hamilton Parkers are members of the Deposit Protection Service  
Address: The Pavillions, Bridgewater Road, Bristol, BS99 6AA.  
Telephone: 0330 303 0030.  
Agent ID Number: 1571126.