



Cleeve Residential Lettings Ltd

'We care for your home as if it's our own'

Tenants guide to taking up a tenancy

You have advised us that you would like to take up a tenancy on one of our rental properties. Below is a step-by-step guide of the process to help you along the way.

Pre-tenancy contract

This is a legally binding contract that enables you and Cleeve Residential Lettings Ltd to agree on creating a full tenancy at a specified future date.

There are two fees associated with this contract, they are:

Reservation / Administration fees

This will enable you to reserve the property, we will remove it from the market and ensure no other viewings take place. Should you change your mind for whatever reason you will not be refunded this fee.

Referencing fees

This will enable us to carry out the necessary reference checks. We will require proof of identity, residency and earnings. All of this is covered in our reference form. Please fill it in and return it to us asap. Should you change your mind for whatever reason you will not be refunded this fee.

The fees for this property are as follows:

Reservation / Administration fees: £ _____

Referencing fees: £ _____

The above fees will need to be paid and the pre tenancy contract signed before we can proceed.

You will be advised as to whether you have passed or failed referencing as soon as it is completed. If you fail, one option is for you to provide us with a guarantor at an additional cost of £25. We can discuss this in more detail should we need to.

Once you pass the referencing stage a moving day is agreed and the reservation fee will become our administration fee for setting up your tenancy.

Have you?

- Paid the reservation / administration and referencing fees?
- Completed and returned your reference forms?

Prior to moving in

Now the property is secured and you have passed referencing we will discuss a moving in day with you.

Rent and deposit

Before you move in we will need payment of your first month's rent and deposit.

These payments are as follows:

First months rent: £ _____

Deposit: £ _____

These funds can be paid by cash, cheque or bank transfer and will need to be received and cleared in our bank prior to your move in date.

Your deposit will be held with the Deposit Protection Service (DPS) and is protected throughout your tenancy.

Insurance

We strongly recommend that you take out insurance for your own possessions whilst you are living in the rental property. The landlord is responsible for insuring the building and any of their contents.

Tenancy agreement

We will send you the tenancy agreement ahead of your moving in day so you have ample opportunity to read it through and prepare any questions you may have for us. Please sign and return it prior to your moving in day.

Have you?

- Paid your first months rent and deposit?
- Considered insurance for your possessions?
- Read, signed and returned your tenancy agreement?

Moving in day

On the day you move in you will need to sign / have signed your tenancy agreement.

Inventory

Prior to you moving in we will have completed an inventory detailing the contents and condition of the property. On the moving in day we will give you a copy of the inventory to review, make any notes and sign at the property.

Utilities

You must notify the utility companies and the local authority that you have moved into the property. You will be given an information sheet with a list of your providers, their numbers and up to date meter readings.

Deposit

We will provide you with the relevant DPS paperwork.

Other paperwork

We are legally obliged to provide you with a gas safety certificate and energy performance certificate. We will also provide you with any instruction manuals for the property.

Check in

A Cleeve Residential Lettings representative will meet you at your property an hour after you have left the office to go through the inventory with you, agree meter readings and answer any questions you may have.

Future rents

All future rent payments will be due on a monthly basis and on the specified day. Rents are to be paid by standing order, which you must set up. Please put the first line of the property address as a reference.

Bank details

Our bank details are as follows:

Address: Lloyds Bank PLC, High Street, Cheltenham, PO BOX 1000, BX1 1LT
Sort Code: 30-91-87
Account No: 58944360
Account Name: Cleeve Residential Lettings

Have you?

- Signed your tenancy agreement?
- Received your personal DPS paperwork?
- Checked through the inventory, made notes and signed a copy with CRL?
- Received your gas safety certificate, energy performance certificate and any instruction manuals?
- Set up your standing order with the property address as the reference?

We do not charge any other fees for agreeing the tenancy, during the tenancy or exiting the property when you leave. However penalties may occur if you are in breach of your tenancy agreement. All fees quoted here are inclusive of VAT at the standard rate.