

tenant information



**important information
frequently asked questions
fees and charges**

highfield estates
118 highfield road, blackpool, fy4 2jf
Tel. 01253 404882
email : enquiries@highfieldstateagents.co.uk
www.highfieldestates.co.uk

highfield estates
118 highfield road, blackpool, fy4 2jf
Tel. 01253 404882
email : enquiries@highfieldstateagents.co.uk
www.highfieldstates.co.uk

IMPORTANT NOTES FOR PROSPECTIVE TENANTS

Before setting up a tenancy, we will take up references on you
It is essential that ALL the information requested is supplied, as missing information WILL delay your application
When completing the reference application form, you will need the following information/supporting documents with you

- The full address of your current property including your postcode
- If less than 3 years at your current property, a list of your addresses for the last 3 years with postcodes, and dates of occupation
- The full company name, address and postcode of your employer (if applicable)
- A contact name, telephone number, fax number, email address of your employer
- A contact name / company name, address, telephone and fax number, & email address for your current landlord or letting agent (if applicable)

You will need to provide Proof of identity and proof of residency covering the last 6 months, by producing at least 2 of the following

- A driving licence with your current address
- Passport
- National insurance number and date of birth
- Recent utility bill (no more than 3 months old)
- Recent council tax bill showing your current address
- A copy of your tenancy agreement

Prospective tenants who are in receipt of housing benefit may also need a guarantor

Tenants will pay no fees in connection with the arrangement of a tenancy, however, other charges may become payable, during the term of the tenancy, in connection with the conduct of the tenancy agreement, an example being, replacing keys lost by a tenant

Holding Deposits

Holding deposits will be limited to a maximum of 1 week's rent and subject to statutory legislation on the repayment of this deposit should the tenancy not go ahead

1-The landlord has 15 days to make a decision once a holding deposit is taken.

2-If the tenancy does not go ahead then the money must be repaid in full within 7 days of the deadline being reached or the landlord backing out.

3-Repayment does not need to be in full if the tenant backs out of the tenancy agreement themselves, fails right to rent checks, has provided false or misleading information, or where the landlord tries their best to get the information needed but the tenant fails to provide it within the 15 days.

4-If the tenancy does go ahead, the holding deposit must be returned within 7 days of agreement, unless it is converted into part payment of the actual deposit or used towards the initial rent payment.

Deposits

Deposits will be limited to 5 weeks rent as a maximum amount for tenancies where the annual rent is below £50,000

Breaches of the tenancy agreement (damages)

Where the tenant has breached their tenancy agreement and caused damage as a result, then landlords may still seek compensation via deductions from the deposit or court action.

RENT FOR THE FIRST MONTH OF THE TENANCY & A BOND USUALLY EQUAL TO ONE MONTHS RENT ARE ALSO REQUIRED ON THE SIGNING OF THE TENANCY AGREEMENT, THIS MUST BE PAID IN CASH , BUILDING SOCIETY CHEQUE, OF BANKERS DRAFT, BEFORE MOVING INTO THE PROPERTY.

TENANTS FEES AND CHARGES

**What fees will I have to pay if I rent a property with Highfield Estates?
Once you have found a suitable property and you decide to submit your application, the following fees will apply:-**

APPLICATION FEE : NIL

ADDITIONAL APPLICATION FEE : NIL

GUARANTOR FEE : NIL

ADMINISTRATION FEE : NIL

TENANCY RENEWAL FEE : NIL

RENT : NORMALLY ONE MONTHS ADVANCE RENT

This must be paid in cash, Building Society Cheque, or Bankers Draft
You will also have to complete a standing order mandate for all future rent payments
(payable before the keys are released)

BOND/ SECURITY DEPOSIT : NORMALLY THE EQUIVALENT OF ONE MONTHS RENT, (UP TO A MAXIMUM OF 5 WEEKS RENT) This is paid in addition to the advance rent payment, and may be retained cover any damage to the property, or rent arrears when you vacate the property (subject to terms and conditions of the relevant bond protection scheme)
(payable before the keys are released)

HOLDING DEPOSIT : MAXIMUM OF 1 WEEKS RENT

Holding deposits will be limited to a maximum of 1 week's rent and subject to statutory legislation on the repayment of this deposit should the tenancy not go ahead

PET BOND / NO SMOKING BOND : £ TO BE AGREED

This is paid in addition to the normal bond/ security deposit, and it is to cover any damage caused by pets, or smoking, or any subsequent cleaning necessary, if this has been allowed by the landlord at the property
(payable before the keys are released)

REPLACEMENT TENANCY AGREEMENT : £10

This is payable should you lose your tenancy agreement, and need us to provide you with a certified copy of your original
(payable before the copy agreement is released)

REPLACEMENT KEYS (LOST OR DAMAGED BY TENANT): £5 per key

This is payable should you lose or damage your keys to the property during the term of the tenancy, and need them replacing

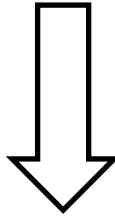
**highfield estates
118 highfield road, blackpool, Lancashire. Fy4 2jf
tel : 01253 404882
email : enquiries@highfieldstateagents.co.uk
web : www.highfieldstateagents.co.uk
PROPERTY MANAGEMENT SPECIALIST**

Tenant Fees Flow Chart

SUBMIT APPLICATION

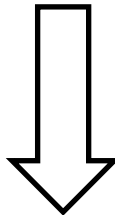
SINGLE TENANT APPLICATION FEE	= £NIL
ADDITIONAL TENANT APPLICATION FEE	= £NIL
GUARANTOR FEE (IF NEEDED)	= £NIL

IF APPLICATION IS SUCCESSFUL



FURTHER FEES PAYABLE BEFORE MOVING IN

ADMINISTRATION FEE	= £NIL
HOLDING DEPOSIT	= £MAXIMUM 1 WEEKS RENT
ADVANCE RENT	= NORMALLY 1 MONTHS RENT PAYABLE
SECURITY DEPOSIT	= NORMALLY EQUIVALENT TO 1 MONTHS RENT
PET / NO SMOKING BOND	= £ TO BE AGREED



FURTHER FEES ONCE MOVED IN

REPLACEMENT KEYS	= £5 PER KEY
------------------	--------------

highfield estates
118 highfield road, blackpool, Lancashire. Fy4 2jf
tel : 01253 404882
email : enquiries@highfieldstateagents.co.uk
web : www.highfieldstateagents.co.uk
PROPERTY MANAGEMENT SPECIALIST

IMPORTANT INFORMATION FOR PROSPECTIVE TENANTS

FREQUENTLY ASKED QUESTIONS

Q : HOW LONG DOES IT TAKE TO PROCESS MY APPLICATION?

A : Approximately 7-10 days dependent on the results of your initial application, and whether or not a guarantor is needed

Q : ARE PETS ALLOWED IN THE PROPERTY?

A : Pets are **not** allowed in any property unless you have been given written permission to keep a pet, also an additional security deposit may be charged, to cover any damage, or additional cleaning when you vacate the property.

Q : CAN I RE-DECORATE, OR CARRY OUT ANY ALTERATIONS TO THE PROPERTY?

A : Under **No** circumstances are you allowed to make any alterations to the property, or carry out any redecoration, without written permission from the landlord, which will not unreasonably be withheld.

Q : DOES HIGHFIELD ESTATES ACCEPT HOUSING BENEFIT AS PAYMENT, OR PART PAYMENT FOR THE RENT?

A : In the majority of cases yes, however this is dependent on the landlord of the property being in agreement, as some landlords impose certain restrictions,

Q : WHAT HAPPENS IF MY HOUSING BENEFIT IS SUSPENDED, DELAYED, OR REDUCED?

A : Loss of, or suspension of, your housing benefit claim is not an excuse for non payment of rent, if your housing benefit is suspended, delayed, or removed, YOU immediately become liable to pay the rent from your own funds (or guarantor if appropriate).

Q : WHAT IF HIGHFIELD ESTATES DOES NOT MANAGE MY PROPERTY, BUT IT IS MANAGED BY THE LANDLORD DIRECTLY?

A: In some circumstances , Highfield Estates are only responsible for finding a suitable tenant for the property, they will collect the bond ,and advance rent as normal, and all other required fees before you move into the property. You will then be provided with the Landlord's contact details, and bank details and all future rent will be paid direct to the Landlord, and any problems that you have regarding the property, should be directed to the Landlord. The Landlord will also be responsible for registering your security deposit with the relevant Government approved scheme.

Q : WHO IS RESPONSIBLE FOR READING THE UTILITY METERS WHEN I MOVE INTO A PROPERTY?

A: Highfield estates will notify the gas , electric and water suppliers that you have moved into a property, and that you are responsible for payment of all bills from the date that you move in. We will also notify the Local Authority of the date that you moved in, as you are also responsible for payment of Council Tax from this date. We would also recommend that you also notify all the Utility Companies, and Local Authority yourself, to ensure that they have received your details.

Q : DO I HAVE TO TAKE OUT INSURANCE WHEN I MOVE IN TO A PROPERTY?

A : Although contents insurance is not compulsory we would advise all tenants to take out a suitable home contents policy to insure their contents against loss or damage, as the Landlord is only responsible for insuring the property

If you would like any further information or clarification, on the services provided by Highfield Estates, please contact us for further details

highfield estates
118 highfield road, blackpool, Lancashire. Fy4 2jf
tel : 01253 404882
email : enquiries@highfieldstateagents.co.uk
web : www.highfieldstateagents.co.uk
PROPERTY MANAGEMENT SPECIALIST

RESIDENTIAL LETTINGS

- MANAGEMENT SERVICE
- TENANT REFERENCING
- RENTAL PROPERTIES WANTED
- RENT GUARANTEE
- LOW CHARGES
- NO VAT

COMMERCIAL LETTINGS

- MANAGEMENT SERVICE
- RENTAL VALUATION
- MARKETING
- TENANT REFERENCING
- LOW CHARGES
- NO VAT

RESIDENTIAL MANAGEMENT

- SERVICE CHARGE COLLECTION
- ORGANISING REPAIRS
- PREPARATION OF BUDGETS
- GENERAL BOOK-KEEPING DUTIES
- ARRANGING INSURANCE COVER
- COMPANY SECRETARY DUTIES

RESIDENTIAL SALES

- PROPERTIES WANTED ALL AREAS
- FREE PROPERTY VALUATION
- NO SALE NO FEE
- REGULAR FEEDBACK
- LOW CHARGES
- NO VAT

MORTGAGES

- RESIDENTIAL
- BUY TO LET
- FIRST TIME BUYER
- RE-MORTGAGE
- HOME MOVER
- COMMERCIAL MORTGAGES

INSURANCE SERVICES

- LIFE INSURANCE
- HOME INSURANCE
- LANDLORD'S INSURANCE
- MORTGAGE PROTECTION
- CRITICAL ILLNESS
- INCOME PROTECTION

highfield estates
118 highfield road, blackpool, Lancashire. Fy4 2jf
tel : 01253 404882

email : enquiries@highfieldestateagents.co.uk
web : www.highfieldestateagents.co.uk

PROPERTY MANAGEMENT SPECIALIST

highfield estates

PROPERTY MANAGEMENT SPECIALIST

sales

lettings

mortgages

insurance

**CALL US FOR FULL DETAILS
01253 404882**

**PROPERTIES MANAGED FROM
FLEETWOOD TO LYTHAM ST ANNES**

**118,highfield road, blackpool,fy4 2jf
e: enquiries@highfieldstateagents.co.uk
www.highfieldstates.co.uk**

PROPERTY MANAGEMENT SPECIALIST

tenant information



important information frequently asked questions fees and charges

highfield estates
118 highfield road, blackpool, fy4 2jf
Tel. 01253 404882
email : enquiries@highfieldestateagents.co.uk
www.highfieldestates.co.uk