

Manage My Letting Tenants Frequently Asked Questions (FAQ's)

Pre-tenancy

Do you have any properties that accept DSS applicants?

As an agency we do not discriminate against tenants for any reason however, some of our landlords are unable to accept DSS tenants due to restrictions imposed by their mortgage lender or insurance provider. This means that the availability to applicants in receipt of housing benefit varies from property to property. DSS applicants who are interested in any of the properties we have advertised should contact our office for further details.

When can I view the property?

Viewing arrangements vary from property to property however we endeavour to be as flexible as possible and are able to conduct viewings at evenings and weekends where necessary. We are, however, required to give incumbent tenants 24 hours notice of all viewings so it is advisable to book any appointments at least 1 day in advance.

How can I arrange a viewing?

The easiest way to arrange a viewing is to call our office on 01625 6111000. Or email us on rentals@managemyletting.co.uk

What do I do if I want to rent a property?

How much deposit do I require?

The deposit required is always equal to one month's rent

What happens to my deposit if I decide I do not want the property anymore?

Should you fail to make this payment or decide not to proceed with the rental of this property, for any reason, then the administration fee will become the property of Manage My Letting to cover costs incurred.

How much is the application fee ?

There is an application fee of £75 for the first person and £50 for every additional person. This is non-refundable and must be paid before we will begin the referencing process.

What happens to my deposit if my application is not accepted?

If your application is not accepted then the full deposit paid will be returned to you by cheque, bank transfer or card refund. Please note that all administration and application fees are non-refundable.

What references do you require?

The sort of references we require is determined by the type of application. For example, a standard professional application would require an employment, previous landlord and character reference however for a student application we would accept a guarantor in place of an employment reference. Obviously requirements for DSS, self-employed, retired applicants and corporate lets are also tailored accordingly. The best advice is to complete the appropriate application form as fully as possible and one of our referencing team can then contact you directly if any further information is required.

Please be aware that all applicants will also be required to provide photographic proof of identification (such as a passport or driving licence) AND official confirmation of their National Insurance number.

How are my referees contacted?

Your referees will be contacted by e-mail where possible. If you are unable to provide an e-mail address then a written request will be sent by fax or post. Please be aware that we will not be able to move you into the property until all of your references have been received and confirmed with your landlord.

What happens at the move-in appointment and how long will it take?

Move-in appointments generally take approximately 30 minutes to complete. At this time you will be asked to sign a number of documents and pay rent for the coming month, after which time you will be given keys and can officially take up residence at the property.

What if I want extra things to be put in or taken out of the property?

All properties are accepted furnished as seen at the viewing - subject to the removal of any items belonging to the current tenants. The removal or addition of any further items will be at the discretion of your landlord.

During tenancy

How do I pay my rent each month?

We require ALL rental payments to be made by standing order on the 1st of each month (you will be given a form to set up this payment at your move-in appointment – A standing order is an instruction from you to your bank requesting that payment be sent to our account on a specified date. Please be aware that we have no access to your account and therefore no control over these payments. Ensuring that your rent is paid in a timely fashion is entirely your responsibility. Payments which are received late or by any other method may be subject to further administration charges.

What happens if I over pay?

Overpayments will be refunded upon receipt of bank details, but may be subject to a £10 administration fee.

What happens if I do not pay my rent?

If your rent is not paid on time then you will be subject to a late payment administration fee of £25 . Should we continue not to receive payment your Landlord may decide to issue Notice to Quit to regain possession of the property. They may also decide to take legal action against you to recover the monies owed which could affect your credit rating or result in an arrestment of your earnings. If you are having trouble paying your rent for any reason then it is ALWAYS advisable to contact us to discuss your options as early as possible in order to avoid the situation escalating to this level.

How do I report a repair?

Please call us on 01625 611100 or email us at info@managemylettings.co.uk

Who pays for repairs?

It is your landlords' responsibility to arrange and pay for standard maintenance and repairs which can be attributed to 'fair wear and tear'. However, as a tenant, you have a responsibility to ensure that any such issues are reported in a timely fashion and, should it be the professional opinion of our experienced contractors that the damage has been caused as a result of negligence or

misuse, then payment for the repair will also become your responsibility.

Am I able to get Sky connected or cable installed?

The installation of a satellite dish or cable equipment is only permitted with the consent of your Landlord. There can also be building restrictions imposed by the council or development factors to consider. If your property does not already have satellite or cable capability then you should ALWAYS contact our office for confirmation before proceeding with their installation. Should such equipment be installed without prior consent then you may be subject to charges for their removal and any repairs required as a result.

Am I allowed to decorate the property?

Redecoration of any sort is only permitted with the consent of your Landlord. Should you wish to undertake any such works please contact us with full details of your intended alterations and we will approach your landlord for permission.

How do I end my tenancy?

If you wish to end your tenancy, either at the conclusion of your initial 6 month term or at any point thereafter, then we require written notice of your intention a *minimum of 1 month before your intended exit date*. This notice must be signed by ALL parties named on the lease and will become effective 1 month from the date it arrives in our office.

What should I do if one of the tenants wants to move out but others want to stay?

We require written confirmation of this to be signed by ALL tenants. There are then 2 options open to those remaining:

- 1) Remaining tenants assume responsibility for full rental payment**
- 2) Replacement tenant is found**

Your preferred option should be detailed in the written confirmation and any new tenant must complete an application form and be fully referenced before moving into the property. The situation will then be confirmed with your Landlord and, subject to their approval, we will make arrangements for a new lease to be signed. However, please note that all originally named tenants will continue to be jointly and severally liable for the full rental payment and all other obligations of the lease until such time as a new one is signed.

What happens if I need to move out of the property before the end of my 6 month lease?

Legally you can be held responsible for rental payments for the full 6 month term, whether you remain resident in the property or not. However, most landlords are prepared to consider a compromise and it may be possible to end the lease early by 'mutual consent'. It is always best to contact our office and seek further advice as soon as it becomes apparent that you need to move out.

Post-tenancy

How do I get my deposit back?

If we are supplied with bank details your deposit will be returned by bank transfer. Alternatively a cheque can be sent to your forwarding address.

How long will it take to get my deposit back?

We endeavour to return all deposits within 14 working days of the exit inspection being conducted however, if there are works required then we are dependant on invoices being submitted by the relevant contractors which could cause the deposit return to be delayed.

Would you be able to give me a reference for my next property?

We are happy to provide, in good faith, a truthful account of your tenancy to either yourself or your prospective Landlord.