



A Tenant's Guide



What to expect

Finding a new place to live can be a very stressful activity, particularly if you do not go armed with the right information. It is important to start any new tenancy on the right foot; most people do not move home very often so viewing a new property can be a daunting and novel experience.

Make a good impression

- Be friendly. We won't bite and the viewing will be much more pleasant if we get along!
- Be punctual. We will always call you before the viewing to confirm you can make it on time. If in the unlikely event we are running late we will call you to let you know.
- Be honest. It is far better to be upfront about your circumstances now, than try to resolve a problem later.
- Be prompt. If you decide that you like the property contact our office on 01482 645270 to obtain an application form and pay the administration fee to start the process (see notes below)
- Any questions. If you are uncertain about any aspect such as the length of tenancy, or the accommodation don't be afraid to ask.

Below is a list of the questions and answers you will need to know about renting with CJ Property.

How do I apply for a property I have just viewed?

Contact the team at CJ Property on 01482 645270 and explain which property you would like to take. We will ask you for your full name, address, contact numbers and email address and send you an application form for you to complete.

What is your application fee?

Our application fee is £170 plus £30 for an extra occupant over 21 years old. To start the application process you will need to pay this as soon as possible. Once all the checks are complete you will be required to pay a holding fee equivalent of the first month's rent. We will then stop taking viewings on the property. All fees can be paid, either in cash or via BACS transfer. The holding fee will then be used as your first month's rent when you sign up for the property. If in the unlikely event that you were to pull out of the

How long does the process take?

The sooner you can get your completed application form back to us the quicker we can process it. It usually takes us up to 1 - 2 weeks to complete the relevant reference and credit checks however we can go as fast as you need us to.

When can I collect the keys?

Once all the checks are complete we will be in touch to confirm a signing up date at our office. During the signing up appointment you will sign the tenancy agreement, usually for a minimum 6 months term and we will explain everything including what is in your tenant's pack. Then we will hand over a set of keys. You will need to bring the deposit as we do not have a card facility.



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What happens to my deposit?

We require a deposit against possible damage to the property. It is equivalent to one month's rent and is returnable at the end of the tenancy if no issues arise.

Since April 2007 any deposit taken against an Assured Short hold Tenancy (the default tenancy in England and Wales) must be registered with one of three government recognised schemes. All deposits taken by CJ Property are secured with the DPS (The Deposit Protection Service) www.depositprotection.com. Once we have registered your deposit you will be notified by the DPS with a unique number that you must retain to enable to you reclaim your deposit at the end of your tenancy.

Will I receive an inventory?

While not a legal requirement a thorough inventory of the condition and contents of the property agreed by landlord and tenants is very useful for the avoidance of doubt and potential disputes in the future. If managed by CJ Property you automatically receive an inventory at your signing up date and are invited to check it, amend, if necessary, and return for our records.

Can I see the gas safety certificate?

Yes. If the property has gas appliances or heating the landlord must have an annual gas safety check, conducted by an engineer registered with 'Gas Safe Register'. A copy of the certificate must be made available to tenants by law.

Can I see the Energy Performance Certificate?

Yes. An Energy Performance Certificate (EPC) is a document outlining the energy efficiency rating of a property. These certificates are valid for ten years and are legally required for property marketed 'to let'.

How long is the tenancy and what happens afterwards?

Most tenancies will be for six or twelve months, but may be allowed to continue indefinitely if there have been no problems during the fixed term.

What about repairs and maintenance?

Landlords have a responsibility to maintain the fabric of their property and certain facilities. If CJ Property manages the property then we will be your first point of contact. If the property is managed by the landlord you will be supplied with their contact details.

Can I decorate?

We would always advise seeking the permission of the landlord if you wish to decorate the property. They may agree providing the decorations are returned to the original colour, style and standard at the end of the tenancy.



Tenant Fees

We are transparent in the fees that are payable to rent a property from CJ Property. We have created a list below to explain the fees involved in securing one of our rental properties.

Application Fee

Application Fee - £170 plus £30 for an extra occupant over 21 years old

This is charged per property.

This covers the costs for obtaining references, credit checks, drawing up the tenancy agreement, negotiating any changes to the agreement, and the signing up process at the start of the tenancy.

Guarantor referencing fee

Guarantor referencing fee - £36

This is per guarantor (if applicable).

In some instances and at our discretion, your application may require a guarantor and you should be aware that this may not become apparent until referencing and/or a credit check is conducted. Guarantor fees are only applicable if a guarantor is required.

Holding fee

Holding fee - equivalent to the first month's rent

Once all the checks are complete you will be required to pay a holding fee. We will then stop taking viewings on the property. This fee will then be used as your first month's rent at the signing up process.

All fees are inclusive of VAT and are non-refundable once a property application has been agreed and a credit check undertaken.

Deposit

When you choose to rent a property with CJ Property, a damage deposit usually equivalent to one month's rent is required before the tenancy commences. The amount may vary depending on the individual property and/or landlord. You will be informed if this is the case.

Unless stated otherwise all of our deposits will be securely protected with the DPS (The Deposit Protection Service) a government approved scheme. Further information can be found on www.depositprotection.com

Additional charges during the tenancy

Tenancy renewal fee

Tenancy renewal fee - £30

If you wish to remain in the property beyond the term of your tenancy, you will be required to pay a tenancy renewal fee for the cost of preparing a new tenancy agreement.

Additional occupant fee

Additional occupant fee- £90

Where an additional person occupies or will occupy the property with the original tenant, an additional occupant fee will apply.