

# TENANTS GUIDE TO RENTING



LesseL Residential Lettings

## **TENANTS GUIDE TO RENTING**

### **Renting with us**

We ensure the whole process of renting a property from Lessel Residential Lettings is made both easy and straight forward, we do not believe in over complicating matters and provide you with advice & guidance every step of the way. Our aim is to provide you with amazing customer service from the start of your property search journey and beyond. Our experienced property consultants and property managers will guide you through the whole rental process and explain how we manage the property after your tenancy has started. Below we have detailed the summary process for information purposes:

### **About us**

Lessel Residential Lettings is part of the Lessel Property Group, providing expert professional advice and guidance in relation to all aspects of the property rental process for both tenants and landlords.

Our agency head office is located in the city of London allowing our experienced property consultants and property managers direct access and transport links to all city locations to ensure tenant viewings and management / compliance issues are dealt with in an efficient and timely manner. We ensure all our employees are highly motivated and suitably industry trained to provide a friendly, professional and reliable service at all times.

We ensure our Tenants and Landlords fiduciary rights are protected at all times. We are full members of The Property Redress Scheme, The Deposit Service (TDS) and ARLA / Property Mark with client protection Insurance in place, for that added piece of mind and transparency.

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### **✓ Property search**

Once you have an idea of your rent budget and the location you wish to live within, you can start your property search.

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### **✓ Viewings**

You can make a specific appointment to view a particular property with our property consultant team and register your applicant details at the same time.

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### **✓ Holding Deposit**

If you like the property after viewing and want to proceed to start a tenancy with us, you have to pay a holding deposit of the equivalent of one weeks rent, this will be deducted from the final balance due Subject to acceptable references and will take the property off the market in the meantime.

### ✓ References

Our landlords require us to perform checks on our potential tenant applicants, to satisfy they can afford the rents, are in permanent employment and have a qualified previous landlord reference.

We will also check that all tenant applicants have the 'right to rent' and reside within the UK and all visas are compliant and live according to the Immigration act 2014.

In order to undertake this task, we use the UK's Number One reference agency **Home Let** who will contact you to complete an online application form. Once they have completed their checks and everything is in order we will proceed to offer you a tenancy with the landlord's authority.

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### ✓ Preparing the AST lease contract

We will prepare the lease contract for signature by all parties. The Assured Short Hold Tenancy (AST) is a legally binding document, a draft copy will be provided prior to any tenancy commencement, you may prefer to seek independent legal advice from the citizens advice bureau if you so require. The document will be sent out by DocuSign for electronic signatures to your designated email accounts to be execute the document.

We will also provide you with a government 'How to rent brochure' which is a legal requirement.

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### ✓ Paying your first rent, Security Deposit and agency fees

Before any tenant moves into our properties cleared funds must be received in our bank account for the first month's rent, security deposit, if you are paying by debit card or credit card five working days must be allowed for payments to clear in our accounts.

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### ✓ Keys and property management

We will provide you with the relevant number of key sets and property management information brochure regarding reporting maintenance issues and key contact numbers in case of any emergencies. [www.lesselet.co.uk](http://www.lesselet.co.uk) and click on the 'report an issue' icon on the homepage.

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### ✓ Utility Arrangements

All Tenants are responsible for the payment and registering of all utility bills, including electricity, gas, water and council tax. We will register you with the local council for council tax at the outset of the tenancy, but you are still liable from the day you move into your property.

### ✓ Monthly rent payments

Monthly Rent payments will be collected from you bank by standing order, it is your responsibility that the mandate is set up with your bank in the first instance, so to avoid any late rent charges.

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### ✓ Security Deposits

At the commencement of the tenancy a TDS deposit certificate and prescribed information sheet will be supplied detailing the exact details of your tenancy held by the authorized scheme holder. Please refer to [www.tds.co.uk](http://www.tds.co.uk) for further details. We request payment of the equivalent of 5 weeks rent as a holding security deposit

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### ✓ Inventories & check In - Check out

We will provide a comprehensive inventory and schedule of condition report, which will allow you factual details to present if you or the landlord cannot agree regarding maintenance issues at the end of the tenancy. Both parties have the right to arbitration under the TDS scheme, please refer to the prescribed information for more details.

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## **FURTHER INFORMATION**

If you require any further information about our services, please do not hesitate in contacting us: -

- Address : 2 Queen Caroline Street, Hammersmith, London, W6 9DX
  - telephone : 0203 178 8746
  - email : Shane.Garvey@lessel.co.uk Zhou.wang@lessel.co.uk
  - Contacts : Shane Garvey & Zhou Wang
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