



Chartered Surveyors. Regulated by RICS.

Guide for Tenants

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Knight Property Management is the trading name of Knight PML Ltd.

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Before the Tenancy

Statutory Regulations / Peace of Mind

All our properties comply with current statutory regulations and have a current gas safety certificate (if there's a gas supply), a current energy performance certificate, and have been inspected for soft furnishings fire safety.

How do I Know if I can Afford the Rental Payments?

It's tempting to stretch yourself to get that fantastic property you've seen, but you could end up with problems if you over-extend yourself financially. A good idea is to follow the 'rule of thirds' – that is, your rental payments should be no more than one third of your net income. The rule of thirds is based on the budgeting principle that one third of your income should be used for rent, one third should be for paying bills, and the final third should be for other living expenses. This rule is not set in stone, so if you are a little short it's not necessarily a problem. Where there is a significant shortfall then a guarantor will be required in order for you to rent your chosen property.

To work out your income you should include your net income from your salary or wages, plus any other sources such as pensions and interest from savings. Don't include anything that you can't rely on, such as expenses payments or bonuses. When calculating your bills and living expenses try to be as realistic as possible, using previous bills as a guide. If you are renting with another person don't forget that your incomes can be added together, and the bills will be shared.

Example: Rent = £1,000pcm (per calendar month) = £12,000pa (per annum). Therefore your (combined) take home pay should be around $3 \times 12,000 = £36,000pa$, to be able to comfortably afford a rent of £1,000pcm.

What Set-up Fees and other Fees will You Charge Me?

We charge a small tenancy application fee (typically less than half that of other agents) to cover our administrative time and the costs of referencing and credit-checking. These charges can be found in our *Terms & Conditions for Tenants*. Many agents charge tenants hundreds of pounds in 'administration' fees, tenancy agreement fees and renewal fees, and hide other charges to tenants, which you'll only become aware of when it's too late to do anything about them. We don't believe this is ethical, so we don't do this.

If you proceed with the tenancy there's nothing else to pay us, so long as you abide by the terms of the tenancy agreement. We also won't charge you any renewal fees if you decide to stay in the property after the originally agreed tenancy period. If you break the terms of the tenancy agreement (for example by paying the rent late) then we may charge you for any additional work we have to undertake. In this event any charges we may make to you are clearly spelled out in our *Terms & Conditions for Tenants*.

Furnished or Unfurnished?

These days the majority of properties are let on an unfurnished basis. Unfurnished properties will normally come with a cooker, washing machine and fridge-freezer. They should also have decent quality floor finishes, curtains and light fittings. Properties let on a furnished basis can be either part-furnished or fully furnished; however there are no set definitions as to what these descriptions mean. Typically a part-furnished property will have a minimum of beds, wardrobes, tables and chairs. A fully furnished property could have everything down to the teaspoons. We will ensure that all soft furnishings meet the fire resistance standards required under current legislation.

What is Habitable Condition?

A property is considered habitable if it:

- Is in good physical repair.
- Is free from damp.
- Has natural light in each bedroom and living room.
- Has adequate ventilation.
- Has a clean water supply, proper drainage and sanitary conveniences.
- Has facilities for the storage, preparation and cooking of food.

Are Pets Allowed?

This is the landlord's decision and will be stated in the property advertisement. If pets are permitted by the landlord then a separate pet agreement may be required as an addendum to the tenancy agreement. A larger security deposit may also be required.

Things to Consider when Searching for a Property

Take a little time to determine your priorities and make a checklist before you start looking. Work out what are your 'must haves' and what are your 'nice to haves'. This will save you time in the long run by making sure you're not looking at unsuitable properties. Everybody's needs will be different, but some of the things you may wish to consider are:

- **Location** – Think about what area you need or would like to live in, and the property's location within your chosen area.
- **Property type** – What features do you need? Consider for example whether appliances are included. Do you need a garden or garage?
- **Transport** – How easy is it to get to work and/or take the children to school?
- **Security** – Does the property have adequate security? Does it have adequate locks, an entry phone or a burglar alarm? Is it in a safe area?
- **Leisure** – Consider how close you want to be to the nearest pub, restaurant, cinema or sports centre.
- **Noise and nuisance** – Are there any busy roads, takeaways, pubs, etc, nearby? That conveniently located town centre flat may not be so great when you're trying to get to sleep at chucking out time!
- **Shopping** – How far is it to the nearest supermarket or convenience store?
- **Services** – Are the gas and electric on card meters? Does the property have a phone line, broadband, or Sky?

I've Found a Property I Like – How do I View it?

If you've seen a property you like then please call us on 01992 308181 to arrange a viewing. Sometimes a tenant may still be living in the property you would like to view, so please do not call at the property without making an appointment with us. We can also help you find a property that meets your needs from our continually updated database. Once you've registered with us we'll contact you immediately a property becomes available which matches your needs. Properties can come on to the market up to two months prior to the occupancy date, so it's a good idea to start looking early if at all possible.

We'll confirm any viewing appointments by email or text. We'll also confirm the full address of the property and any other necessary information. We may telephone you nearer the appointment time just to confirm that everything's okay. If you are unable to make your viewing appointment then please let us know as soon as possible. We conduct viewings seven days a week, and all viewings are accompanied by a member of staff, so that we can answer any questions you may have about the property, or about the terms of letting. If necessary we can meet you at a convenient location and chauffeur you to your chosen property. After the viewing we'll also be happy to drop you off somewhere local, by prior arrangement.

If you are making your own way to the property, it's a good idea to arrive a few minutes before the appointment time to check out the immediate surroundings. A lot of useful information about your chosen area can also be found at www.upmystreet.com. Once inside the property, check what's included (appliances, furniture, etc) and consider whether the property meets your needs in terms of accommodation, layout and storage space.

Things to Consider when Looking Around a Property

Even though you are renting and not buying, your new property is still going to be your home for the foreseeable future, so there are a few things to consider when looking around. Some questions to ask yourself are:

- Does the property appear in good condition both externally and internally?
- Are all services safe and in working condition? (All our properties meet statutory safety requirements.)
- Is there double glazing, central heating and adequate insulation?
- Are there enough cupboards and storage areas for all your possessions?
- Are all kitchen appliances in good working order?
- Are the bath, basin, shower and wc in acceptable condition? Are there any dripping taps?
- Are there enough electrical sockets?
- Have all electrical appliances been properly tested?
- Is there a fire extinguisher and/or fire blanket in the kitchen?
- Do any furnishings comply with fire safety regulations?
- Are there any fall or trip hazards?
- Does the property have a current gas safety certificate?
- Are there sufficient smoke alarms and CO₂ detectors?
- Will there be an inventory and schedule of condition?

How do I Reserve a Property I Like?

If you decide that you would like to rent a property you have viewed, then you simply need to:

- Let us know as soon as possible, either at the viewing itself or by calling us on 01992 308181.
- Provide proof of your identity.
- Pay the holding deposit, for which we will give you a receipt.
- Pay the tenancy application fee and tenant checking fee, for which we will give you a receipt.
- Complete an online tenant application form.

We can then provisionally agree the occupancy date, the duration of the let, and other details with you. If your offer is accepted by landlord then we will write to you confirming all relevant information.

What Proof of Identity do I Need?

Each tenant will need to provide the following items:

- **Photo ID** – eg current driving licence, ADI licence, passport.
- **Proof of address** - eg utility bill, bank statement or council tax statement less than three months old.
- **Recent original photo** - If you do not provide one we can take a photograph of you at the viewing.
- **Work permit or visa** – We'll need to see these if you are from outside the EU.
- **Bank statements** – for the last three months for your main current account, ie the account into which your salary is paid.
- **Pay slips** – for the last three months.

It is best if you can bring these items along with you to the viewing. This will enable us to take the property off the market should you decide you would like to rent it. If you do not bring these items with you but would still like to rent the property, then the property will remain on the market for others to view until such time as you are able to provide these items. This is because the tenancy application process cannot be started without proof of identity.

Holding Deposit

When you apply to rent a property you'll need to pay a holding deposit. This deposit allows us to take the property off the market while your referencing takes place. It is a sign that you are serious about renting the property and it helps ensure that frivolous applications are not made. The deposit required will be equal to ½ of one month's rent. If you proceed to rent the property the holding deposit will be credited back to you against the first month's rent.

The holding deposit will reserve the property for you for a period of 14 days. By the end of this period you should have signed the tenancy agreement, and paid the security deposit and balance of the first month's rent. After this time the landlord reserves the right to re-offer the property. If the landlord, or us as their agent, should decline your application for any reason, then your holding deposit will be fully refunded. If you decide not to proceed for any reason, if you take longer than 14 days to sign the tenancy agreement, if your references or credit checks are unsatisfactory, or if you provide incomplete, inaccurate or misleading information, then the holding deposit will not be refunded. This is to cover the cost of our administrative time in dealing with your application.

Please note that a tenancy application cannot proceed without a holding deposit.

What Information do I Need to Provide on the Tenant Application Form?

You'll need to provide the following information when filling in the online application form:

- Your personal details and contact information.
- Details of your current landlord or agent (if applicable). If you are a home owner then you will need to provide a recent mortgage statement or other proof of ownership.
- Previous address(es) – up to six years.
- Employer's contact details.
- National Insurance number.
- Accountant's details (if self-employed).
- Guarantor details (if applicable).
- Bank or building society details.

It is essential that you fully complete your application, as an incomplete form will cause delay. Every tenant over the age of 18 will need to complete an application form. Should a guarantor be required then they will also need to complete a form, and will be subject to full referencing and credit checking. All information provided to us will be treated in the strictest confidence.

What does Referencing and Credit Checking Involve?

Referencing and credit checking consists of verifiable checks with one of the main credit reference agencies to give a profile of a prospective tenant's financial history, and to ensure that the applicant is free from insolvency, bankruptcy, debt proceedings or county court judgements. In addition we verify address, employments and earnings, and obtain references from your employer and any previous landlord or managing agent.

Bear in mind when applying for a property that if your references/credit check are returned as unsatisfactory then you could lose your holding deposit, so please don't omit any details of financial problems in the past, as they won't necessarily prevent your application from proceeding.

It will speed things up if you can let all referees know in advance that a reference request is coming their way. These checks can normally be undertaken within three working days, subject to referee co-operation and response. Once your references and credit checks have been approved you'll need to immediately pay the balance of the first month's rent and security deposit. All you need to do then is get ready to move in on your agreed date!

What is a Guarantor and Why do I Need One?

Not everybody needs a guarantor, but in some circumstances you may find that a guarantor is necessary in order for the tenancy to proceed. A guarantor agrees to pay the rent in the event that you default on your payments. They are also responsible for any damage caused to the property in excess of the security deposit. Some reasons why you may need a guarantor include (but are not limited to) the following:

- You do not currently own your own home.
- You have no previous rental history.
- You are less than 30 years old.
- You have less than 18 months' employment history.
- You have no business accounts.
- You have been working abroad in the previous 6 months.
- Your income is less than 3 times the annual rent.
- Your employment is considered as changeable.

A guarantor must be a home owner over the age of 25 and in full time employment. They must earn at least three times the annual rent, or be able to demonstrate that they have other funds available to cover their potential liabilities. A guarantor will be subject to the same referencing and credit checking as the tenant. They will act as a guarantor for you (and if applicable your partner) for the entire time that you occupy the property, not just the initial agreed term.

How Much Money do I Have to Pay Before I Can Move in?

In summary, you will need to pay the following amounts before moving into the property:

- **Holding deposit** - equal to ½ of one month's rent, payable when reserving the property.
- **Security deposit** - usually 1½ times the monthly rent. This is to cover the cost of making good any damage or breakages. Payable in advance.
- **Balance of first month's rental payment** - (first month's rent less holding deposit) payable in advance.

Example: If you want to rent a property at £1,000pcm, you would need to pay the following amounts prior to moving in:

Item	Description	Amount
Holding deposit:	½ x one month's rent	£500
Security deposit:	1½ x one month's rent	£1,500
First month's rental payment:	£1,000 less £500 holding deposit	£500
Total:		£2,500

If we are managing the property then you may also need make a contribution in advance towards the cost of the inventory and check-out. This is to protect both you and the landlord in the event of a dispute. The costs of these items depends on the individual property, and are available on request.

Payment Methods

Payment can be made by cash, bank transfer, debit card, credit card or cheque. Debit and credit card transactions are subject to a transaction charge. If paying by bank transfer, debit card or credit card then then you need to allow three working days for funds to clear into our account. If paying by cheque then you need to allow seven working days. We may still market the property while waiting for funds to clear.

How Quickly can I Move In?

Realistically you should allow a minimum of two weeks between placing a holding deposit and moving into the property, although this can be shorter. This will be subject to satisfactory references being obtained, how quickly your referees respond to the reference requests, and the date the property becomes available. If you need to move quickly then please let us know when you book the viewing and we will do all we can to help you. Before moving in you'll need to sign the tenancy agreement, and pay the security deposit and first month's rent in advance in cleared funds.

On your moving in day we will meet you at the property to hand over the keys, conduct the check in and take meter readings. All appliances and service installations will be explained to you, and copies of all manuals will be made available. If the landlord is managing the property then we will provide you with their contact details.

Tenancy Agreement

This is a legally binding agreement between you and the landlord concerning the property you are intending to rent. Every person over the age of 18 must be named in the agreement, and it must be signed by all tenants prior to keys being released to you. Once satisfactory references have been received for all tenants we will prepare the tenancy agreement. If a guarantor is required then they must also have received satisfactory references and signed the guarantee agreement before you can move in to the property. No exceptions can be made to these requirements. You can sign the agreement as soon as your credit checks have been returned, so there's one less thing to do on moving in day.

The tenancy will usually be an Assured Shorthold Tenancy Agreement for a minimum period of six months. We would advise that you read it thoroughly. It is a lengthy document and should you wish we can provide a draft copy for you to read at your leisure prior to proceeding with your application. We are always happy to help if you should have any questions, but we recommend that you obtain your own independent legal advice prior to signing. Once you have signed the tenancy agreement then you are committed to paying the rent until the end of the agreed term. If you fail to pay the rent or break any term of the agreement then you may have legal proceedings taken against you. For this reason you should let us know as soon as possible if your circumstances change.

Security Deposit

The security deposit is held to cover the costs of any damage, breakages or other liabilities. It is paid prior to occupation, along with first month's rent, and is usually equal to one and a half month's rent. The deposit will be transferred to and held by the Deposit Protection Service for the duration of the tenancy. This ensures that your deposit is protected, and that any disputes are resolved quickly and impartially by an independent Alternative Dispute Resolution (ADR) service.

At the end of the tenancy a check out inspection may be carried out to assess the condition of the property. If applicable, deductions will be made for any damage and cleaning (including any garden areas) if the property has not been left in a satisfactory condition. The property should be returned in the same condition as when you took possession at the start of the tenancy, less an allowance for reasonable wear and tear. Your deposit will be returned to you by cheque, sent to your forwarding address, less any deductions for damage if applicable. Please note that the deposit cannot be used by you to cover rent.

Where we are not managing the property we will collect the deposit and pass it to the landlord, who will then transfer it to a tenancy deposit protection scheme and let you know which scheme it has been transferred to.

If you keep a pet in the property then a larger security deposit may be required, at the discretion of the landlord.

Paying the Rent

Rent is payable by standing order and is paid monthly in advance. Before you move in you'll need to pay the first month's rent in cleared funds, and you'll also complete a standing order mandate for subsequent rental payments. You may incur additional charges if you fail to pay the rent on time, or if you make a rental payment by any other means.

Inventory

An inventory is a record of the condition of the property, and any fixtures and fittings. Its aim is to minimise disagreements about condition and help prevent disputes. If we are managing the property then at the start and end of the tenancy we will take an inventory to accurately record the property's condition. This protects you against any false claims for damage to the property, whilst also protecting the landlord when genuine damage has occurred.

Check In

If we are managing the property then we will check you in against the inventory on your moving in day. We will inspect the property with you room by room to ensure that the inventory accurately describes the condition of fixtures, fittings and decorations. We'll also inspect the cleanliness of the property, take and agree meter readings with you, and show you how everything works. Depending on the size of the property, and whether it is furnished or unfurnished, this will take between one and two hours. Please bear in mind that your personal belongings cannot be moved into the property before the inventory has been agreed and all necessary paperwork has been signed.

Keys

One set of keys will be provided for each tenant. Keys can only be released to you once you have:

- Signed the tenancy agreement.
- Paid the security deposit and first month's rent in cleared funds.
- Completed the standing order for subsequent rental payments.
- Countersigned and agreed the inventory and schedule of condition.

Landlord Rights & Responsibilities

What are the Landlord's Responsibilities?

The landlord is responsible for:

- Abiding by all the terms of the tenancy agreement.
- Repairs to the structure and exterior of the property.
- Safety and serviceability of heating and hot water installations.
- Safety and serviceability of sanitary installations.
- Safety and serviceability of gas and electrical appliances.
- Fire safety of furniture and furnishings provided by the landlord.
- Maintaining the house in a habitable condition.

- Arranging adequate buildings insurance.
- If a leasehold property, any maintenance charges and ground rent.
- Not harassing you, cutting off services or making unreasonable demands.

Please note it is not the landlord's responsibility (or ours) to supply or change light bulbs for you. This should be done by the tenant at their own cost.

What are the Landlord's Rights?

The landlord (or their agent) is entitled to:

- Enter the property for the purposes of inspection or repair at a time agreed with you, or upon having given you reasonable notice (at least 24 hours).
- Serve notice requiring possession only in accordance with the tenancy agreement.
- Make reasonable deductions from the security deposit for any damage, breakages or cleaning, but not for fair wear and tear.

Tenant Rights & Responsibilities

What are My Responsibilities?

You are responsible for:

- The accuracy of all statements made during the tenancy application process.
- Making rental payments on the due date.
- Abiding by all the terms of the tenancy agreement.
- Contacting the relevant utility providers prior to moving in, and payment of all utility bills.
- Contacting the local authority prior to moving in, and payment of council tax.
- Treating the property, furniture and fittings with care and respect.
- Reporting of any defects, breakages or damage as soon as they occur.
- Providing access to the property (having first been given at least 24 hours notice, unless it is an emergency) for the purposes of inspection and repair.
- Respecting your neighbours' rights to the quiet enjoyment of their properties.
- Not acting in a manner which could cause nuisance to neighbours.
- Not allowing other persons aged 18 or over not named on the tenancy agreement to reside at the property.
- Insuring your own possessions in the property.
- Using the property for the purpose of residential accommodation only.
- Not leaving the property unoccupied for more than 14 days without first informing us or the landlord.
- Not parking, repairing or cleaning vehicles on any grass areas around the property.
- Not carrying out major vehicle repair on the drive or in the street outside the property.
- Paying for any damage or breakages over and above normal wear and tear.
- Paying for any cleaning required at the end of your tenancy.
- Giving proper written notice of your intention to vacate the property (minimum one month's notice).
- Not losing any keys, entry cards or parking permits to the property.

What are My Rights?

You are entitled to:

- Accommodation which is in safe and habitable condition.
- The quiet enjoyment of your property, free from demands for access without notice.

- Refuse permission for us or the landlord to enter the property (however you may not unreasonably withhold such consent).
- Know the terms of your tenancy agreement.
- Repairs to the property (as long as you report them).
- A copy of the gas safety certificate annually, and upon moving in.
- A minimum notice period of two months if the landlord wants you to leave.
- The return of your security deposit within a reasonable period of time (if the property is returned in a clean condition with no damage).

During the Tenancy

Who do I Deal with During the Tenancy?

You will deal with us during the tenancy, unless the landlord is managing the property, in which case we will let you know and provide you with the landlord's contact details. We have excellent links with local tradesmen to deal with any repair and maintenance issues, and we also have a 24 hour emergency number if you should need to call us outside office hours.

Insurance

The landlord is responsible for the buildings insurance, but not for contents. We therefore recommend that you obtain adequate insurance cover for all your possessions. We would also advise that you obtain cover against any accidental damage caused to the property.

What do I do with Post for other People?

Unless we ask you to retain it, please mark any post received for others, 'Return to Sender', and repost it at your earliest convenience.

What if I Lose My Keys?

If you lose your keys then please tell us immediately and we will arrange a replacement key for you. You may be charged for this service - please see our Terms and Conditions for Tenants.

What if I Lock Myself Out?

If you lock yourself out then let us know as soon as possible and we will arrange to let you back in to the property. You may be charged for this service - please see our Terms and Conditions for Tenants.

My Guest/Friend has Caused some Damage. Who's Responsible?

You are responsible for the actions of any visitors to the property and for the cost of repairing any damage they cause.

Defects and Repairs

Let us know if anything needs repairing as soon as possible, especially if the defect makes the property unsafe. If you don't report a defect promptly then it's likely to get worse and cost more to repair, as well as being inconvenient, and possibly hazardous, for you. Please do not instruct a workman to carry out a repair directly, as we cannot reimburse you. If a problem or defect has arisen due to your negligence, you will be billed for the repair. When you move in to your property we will give you an emergency number on which you can reach us outside of normal business hours.

Property Inspections

When we need to inspect the property we will arrange to do so at a time that is convenient to you. If we have not been able to agree a time then we will give you reasonable notice of our intention to inspect the property (a minimum of 24 hours). Where at all possible we will not enter the property without you being present. We normally carry out inspections at the end of the first month, to check that you've settled in and everything is okay, and quarterly thereafter.

Can I Sub-Let My Property?

No. This is specifically prohibited in the tenancy agreement.

Can I Change the Day the Rent is Due?

Yes, as long as you obtain permission in writing from us or the landlord. You'll need to complete a new standing order, and you may need to pay a top-up amount to adjust the pay date. You may be charged for this service - please see our Terms and Conditions for Tenants.

Can I Decorate the Property?

Yes, as long as you obtain permission in writing from us or the landlord. Any decoration must be in neutral colours and be carried out to a professional standard. Any costs for remedial work required at the end of the tenancy as a result of poor workmanship or colour choice will be deducted from the security deposit.

Can I Make Changes to the Property?

Yes, as long as you obtain permission in writing from us or the landlord. You will need consent if you wish to change or alter the property in any way, eg replace light fittings, put up shelving, hang pictures, etc. Anything that you remove or replace must be retained intact until the end of the tenancy, when we or the landlord will advise you if the items need to be reinstated. If you make changes without consent, which are detrimental to the property, or which cause damage, then any costs for remedial work will be deducted from the security deposit.

Can I Fit Locks to Internal Doors or Change the External Locks?

You cannot fit locks to internal doors as they can create problems when carrying out inspections, repairs and safety checks. They can also create problems with the local authority and the landlord's lender, because the property may be regarded as a HMO (House in Multiple Occupation) to which additional legislation applies. You may change the external locks at your own cost if you wish, on the condition that you notify us in advance and provide us with a spare key for the purposes of inspection and maintenance. If any damage is caused by changing the locks then the repair costs will be charged to you.

Who Maintains the Garden?

You are responsible for maintaining the garden. If you don't have the time we can arrange this for you, and so fulfil your obligations under the tenancy agreement.

Can I Leave Before the End of the Lease?

The tenancy agreement is a legally binding document and you are responsible for paying the rent and utility bills until the end of the lease. You can leave before the end of the lease so long as you find suitable replacement tenants who meet our criteria and pass all credit checks. You will then need to arrange and pay for the signing of the new tenancy agreement. Please note that you will remain responsible for paying the rent and utility bills until the start date of the new tenancy. You may also be required to pay additional charges for your check out, inventory and the new tenant check in.

Who Pays for Light Bulbs?

You are responsible for supplying and fitting any light bulbs which may need replacing.

Smoke / CO₂ Alarms

You should check any smoke detectors and CO₂ alarms on a weekly basis by pressing the 'Test' button. The alarm should then give a beep. You must tell us immediately (or the landlord if he is managing the property) if any alarm does not work. If the alarm beeps intermittently then it requires a new battery. You are responsible for supplying and fitting any batteries which may need replacing.

Additional Services

We offer a range of additional services to make living in your new home easier and save you time. Please see our separate additional services menu for details.

Utilities & Council Tax

Who Pays the Utility Bills?

All utilities are your responsibility. This includes gas, electric, water, telephone, cable, satellite, tv licence, etc. It is your responsibility to:

- Inform all relevant utility providers of your occupancy of the property.
- Provide the start date of the tenancy and opening meter readings.
- At the end of the tenancy, provide the end date of the tenancy and closing meter readings.
- Pay all utility providers' bills promptly, including final bills.

Who Pays the Council Tax?

Payment of council tax is your responsibility, unless agreed otherwise in writing. Don't forget that you get a 25% discount if living on your own. It is your responsibility to:

- Inform the local authority of your occupancy of the property.
- Provide the start date of the tenancy.
- When known, provide the end date of the tenancy.
- Pay all council tax bills promptly, including the final bill.

Can I Change Utility Suppliers?

Yes, as long as you obtain permission in writing from us or the landlord.

Can I Install a Phone Line / Broadband / Satellite / Cable?

Yes, as long as you obtain permission in writing from us or the landlord. The cost of the installation and ongoing charges are your responsibility, and you should ensure that you cancel your service at the end of the tenancy. Any damage caused to the property as a result of the installation will be charged to you.

Gas Leaks

If you smell gas or are worried about gas safety, or if your CO₂ alarm is sounding, call 0800 111 999 at any time, day or night every day of the year. Your call will not cost you anything.

- Don't operate electrical switches.
- Don't smoke, light a match or any other naked flame.

- Open doors and windows.
- Keep people away from the area and turn the gas off at the control valve.

At the End of the Tenancy

What Happens at the End of the Tenancy Period?

You can either leave, or the contract can be renewed for a further fixed period, or the tenancy can become a statutory periodic tenancy. This means it will continue indefinitely on a rolling basis.

How Should I Tell You I'm Leaving the Property?

You need to tell us in writing, giving at least one month's notice. If you are still within your fixed period then please see '*Can I Leave Before the End of the Lease?*' above. If you are thinking about leaving please telephone us beforehand. We can then advise you on the correct way to serve notice.

What Happens on My Last Day?

As soon as we know you're leaving we'll give you a leaving pack, which will tell you what will happen on your last day in the property and what you need to do beforehand. In brief we will come to the property, check you out against the inventory and collect the keys. You'll need to remove all your personal possessions, food and any rubbish from the property and gardens no later than midday. Please do not leave anybody or anything behind! If you do you may still be considered to be in occupation and you could be charged additional rent, and for any removal costs – please see the Terms and Conditions for Tenants.

How Clean does the Property Need to be when I Hand it Back?

Full details will be in your leaving pack, but basically it should be 'hotel clean', that is, cleaned to the same standard you would expect to find at a (good!) hotel. Or put another way, you should leave it as you would like to find it, if you were the new tenants moving in. This should be the same as the condition you actually did find it in, on the day you moved in (less an allowance for fair wear and tear).

Do I Have to Allow Access to Prospective Tenants?

We will try to keep any visits to a minimum, but we may need to show prospective tenants around your property (with your prior consent) at a convenient time.

What do I do with my Keys when I Move Out?

We will collect all keys, remote controls, parking permits, etc, at the end of the tenancy.

How do I get my Deposit Back?

We will send a cheque to your forwarding address. As long as the property has been left in a clean and tidy condition with no damage, (allowing for fair wear and tear), you have returned all keys, and paid all rent and utility bills, you will get back your deposit in full shortly after you have vacated the property.

Can I Use my Deposit as the Last Month's Rent?

No. Your deposit is held in a government-backed tenancy deposit protection scheme and cannot be used to pay your rent. If you do not pay your final month's rent then your reference from us will be affected, and legal action may be taken against you which could adversely affect your credit rating.

What Happens in the Event of a Deposit Dispute?

If there is a dispute we will attempt to resolve the situation through discussion with yourself and the landlord. If the matter has not been resolved after 10 working days then we will refer it to an independent Alternative Dispute Resolution (ADR) service.

What is Fair Wear and Tear?

This is the deterioration of an item through normal everyday use. You cannot be charged for fair wear and tear, but you may be charged for any damage or deterioration over and above this. For example, you could not be charged for a carpet becoming worn in high traffic areas, but you could be charged if there is a permanent stain on the carpet. If the stain is small you won't have to pay for a complete replacement carpet as this would be unreasonable, but you may have to pay a nominal charge towards the carpet's future replacement. However larger marks, eg an iron burn or mattress stains, will require complete replacement of the item, which would be chargeable to you.

Why do you Need Evidence of Bill Payment?

When you move out we need evidence that all utility bills have been settled, so that the incoming tenants are not wrongly pursued for bills that are your responsibility. You should contact all utility providers with the meter readings taken on the last day of your tenancy, and inform them that the final bill must be dated with the final date of the tenancy.

You should submit to us the original final bills, dated the last day of the tenancy, showing one of the following:

- A zero balance, indicating that there are no outstanding amounts.
- A credit balance, indicating that you have overpaid and are due a refund.
- A Post Office stamp, indicating that you have paid the final bill in full.

I've got a Question you Haven't Answered.

If you have a question about anything at all then please do not hesitate to contact us.

There's a lot of information to take in when first considering renting a property, and we realise that the renting process may at first glance appear confusing and overwhelming. However things are a lot more straightforward in reality than when you're reading about them, so don't worry too much if there's something you're not sure about – just give us a call.

We look forward to welcoming you into your new home very soon!

Register with Knight

At Knight we carefully inspect every one of our properties before marketing them - we offer only quality properties to tenants. Attractive homes in key locations do not stay on the market very long, so be the first to find out about properties coming on to the market by registering your details with Knight.

Why Choose Knight?

There are many reasons why discerning tenants choose to rent through Knight, including:

- **We're open longer** - We're open 24 hours a day, seven days a week, bank holidays, so we're here when you need us.

- **Professionalism** - We are a fully accredited member firm of the Royal Institution of Chartered Surveyors (RICS) and are regulated by RICS. RICS is the world's leading qualification when it comes to professional standards in property, which means you can expect the highest standards of professionalism and conduct from us at all times.
 - **We care about our tenants** - Your satisfaction is our highest priority because we want you to stay with us for the long term. We pride ourselves on being able to offer an outstanding personal service to both landlords and tenants.
 - **Transparent fee structure** - We have an open and transparent fee structure, and we don't bury our fees in the small print, which means you won't have to pay any unexpected charges.
 - **We're letting specialists** - We know how to manage property, whilst ensuring smooth running tenancies and complying with all relevant legislation. For your protection we will not handle properties where landlords don't comply with safety procedures.
 - **Fully focused on your priorities and needs** - Unlike estate agents, our loyalties are not divided by dealing with property sales and mortgages. We can therefore offer a personal and friendly service, whilst at the same time maintaining a high standard of competence and professionalism.
 - **Proactive approach** - We'll do all we can to help you find the property that's right for you.
 - **Quick response** - We'll respond to your queries promptly and courteously, whether by text, email or phone.
 - **Familiarisation tours** - If you're new to the area we can give you a guided tour to show you where everything is, eg shops, schools, stations, leisure facilities, etc.
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