

# tenants guide

Our tenants guide is designed to help clarify the whole moving process with us however the following should only act as a general guide and if you require any more specific information, do not hesitate to contact a member of our staff who will be happy to assist you.

## administration fees and holding deposits

Homefront charge an administration fee of £75 + vat for each person applying to rent a property through us however in order we can reserve a property for you a holding deposit is taken of £100 that will ensure the property is taken off the market while we begin the referencing process. This £100 is not a charge and will be refunded to you upon moving into the property but should you withdraw from the process or your references prove unsatisfactory we will keep the £100 to cover our costs.

## first months rent and deposit

The first months rent is payable in advance and must be in cleared funds on or before the proposed move in date. At Homefront we take a deposit equal to one months rent + £100. Your deposit will be held under one of the tenants deposit protection schemes in our client accounts and interest is not payable on the deposit.

## moving in

On or before the proposed date for the tenancy to commence all tenants must have read and signed all the legal paperwork relating to the tenancy. We usually arrange for this to be done, along with the payment of rent and deposit, in either of our offices on the commencement date of the tenancy. Upon signing and paying the monies in cleared funds keys will be released to you.

## inventories

In almost every case a landlord will have either instructed an inventory clerk or at the very least provided an inventory which you will need to check through and sign upon entering the property. This will cover all parties against any problems that may arise upon your leaving the property and in the case of dispute the relevant tenant deposit protection scheme will be asked to arbitrate. Most of our landlords use Homefront's in house inventory service and you will be checked in and out by the same member of Homefront staff in these cases.

## rental payments

Homefront receives all rent payments via either standing order or bank transfer however the initial rent and deposit payment can be made by debit or credit card. Please note that a 1.6% charge is levied for the use of credit cards to cover our costs. Standing order mandates will be issued to you when you sign your agreement and please ensure that these are set up to withdraw money from your account at least three days before the rent due date in order that they can be paid to the landlord on the rent due date.

## insurance, cable, satellite and television license

When you rent a property the landlord will have been advised to inform his insurance company that the property is tenanted and the buildings and contents cover will reflect this. However tenants should have their own contents insurance as the landlord's insurers will not cover your personal items in the event of damage by fire, flood etc. If you require broadband, satellite or cable supplies check first that the property you rent will allow it. Many blocks of flats do not permit satellite dishes and some have strict rules on the broadband supplier so make your enquiries before you begin the referencing process to be sure.

## winter heating precautions

It sound like common sense but please in the cold winter months or in brief freezing spells ensure you keep the property adequately heated even for a couple of hours just to avoid freezing pipes and flooding.

## end of tenancy

Upon vacating it is best to check over the inventory supplied to you and ensure that the property is left in the same good, clean and tidy order as when you moved in. Please do not ignore gardens and make good any holes from hanging pictures, mirrors etc. Your deposit will be returned if there is no dispute within a week of your vacating as long as a forwarding address is supplied and we can confirm all utility bills are paid and transferred into the landlord's name.

## useful numbers

EDF – 0800 0969000

British Gas – 08456 091122

Bromley Council tax – 020 8242 9312

Service provider information – 08456015467

BT – 150

Thames Water – 08459 200888

Homefront Management Line – 020 8313 0123

Lettings Line – 020 8466 1333

