

Henry & James

Est. 1950

GUIDANCE NOTES & INFORMATION FOR TENANTS

Tenant Fees (fixed)

- Referencing: £60.00 (inc VAT) per person.
- Deposit Registration: £24.00 (inc VAT) per tenancy.
- Tenancy Agreement: £240.00 (inc VAT) per tenancy.
- Check-In Appointment: Variable – see below

Tenancy Check-In

A professional inventory clerk will be appointed by your new landlord or Henry & James to create an inventory report prior to the commencement of the tenancy. Your landlord will cover the cost of the inventory and the cost of the check-out appointment at the end of the tenancy.

All tenants are required to pay for the check-in appointment, which is carried out at the commencement of the tenancy to verify the inventory report. The cost is variable depending upon the size of the property and level of furnishings, please see our guide below:

- Studio/One Bedroom properties - £132.00 (inc VAT)
- Two Bedroom properties - £144.00 (inc VAT)
- Three Bedroom properties - £156.00 (inc VAT)
- Four Bedroom properties - £168.00 (inc VAT)
- Five Bedroom properties - £180.00 (inc VAT)

Deposit

Where an Assured Short-hold Tenancy (AST) is created, the deposit will be registered with the Tenancy Deposit Scheme (TDS) - www.tds.gb.com free of charge. For all other tenancies, the deposit will be held by Henry & James as a stakeholder free of charge.

Services

All tenants are responsible for the gas, electricity, water rates, telephone, TV licence and council tax for the duration of the tenancy unless otherwise stated.

Insurance

The landlord is responsible for insuring the building the contents provided. All tenants are responsible for insuring their possessions during the tenancy.

Pets

All pets require landlord's consent in advance of the commencement of tenancy. The landlord may request an additional deposit to insure against potential damage. The deposit will be protected in the same manner as the standard deposit. Any pet requests received during the tenancy will be subject to an extra deposit and an addendum to your agreement.

Properties secured by Henry & James in conjunction with another agent

If we find you a suitable rental property via another agent, the other agent is likely to handle the paperwork and referencing. Please be aware that their costs and terms may vary from those quoted.

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Making an offer

Please be advised that all accepted offers are subject to contract and satisfactory references. Any conditions and requests must be stated clearly and in writing at the time of the offer.

If more than one offer is received for the same property during negotiations, we will request a 'best and final' offer from all parties within a reasonable timeframe. Once the landlord is presented with each offer, no further negotiations are permitted.

Next Steps

If your offer is accepted, we will process your application for a tenancy in the following way:

1. RESERVE - Transfer the first two weeks' rent to reserve the property.

The Reservation Payment allows for two weeks exclusivity to process your application and the funds paid will be offset against your balance due on moving in.

If the landlord withdraws from the agreement, your payment will be refunded. If you fail to provide suitable references or withdraw your offer, this payment will be non-refundable.

2. REFERENCES - Complete the online referencing form.

We recruit an external referencing company to carry out all checks on behalf of the landlord. In situations where references are insufficient, further information requests will be made and/or an advance rent payment/guarantor may be required.

3. PROOF – Send us a utility bill and show us your passport in person.

To verify your current address we require written proof in the form of a utility bill or bank statement received in the last three months.

To comply with government legislation all tenants and occupiers over 18 must show their passport/visa to confirm their Right to Rent in the UK before keys are released.

4. SIGN – Sign the tenancy agreement, online or in person.

Please sign and date the Prescribed Information page(s), sign the Signature Page and ask for a witness. Do not execute the tenancy at this time.

Agreements may be sent for online signature via DocuSign, no account required.

5. BALANCE – Pay the remaining balance less the RESERVE payment.

You will receive a Balance Invoice for the remaining funds due, prior to moving in. This will include the initial rent paid to reserve the property, the deposit and applicable fees.

6. KEYS – Arrange a suitable time to collect the keys.

Providing the above steps have been completed and the **funds have cleared** in our account, we will release the keys. And provide a copy of the executed agreement, certification, deposit information, a lettings guide and all relevant information for your landlord or property manager.

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PRIVACY STATEMENT

Privacy

To best assist you, when you register with Henry & James we will collect personal data including your contact details, proof of address, photographic identification and bank details.

We will hold your personal data confidentially and securely and we will process it in accordance with applicable data protection laws.

Please note that we may provide your personal data to an independent referencing agent Paragon Scheme Management Services Limited (trading as FCC Paragon) or any other nominated credit reference agency and they may keep a record of any search they carry out.

Further information is set out in our privacy policy www.henryandjames.co.uk/privacy.

If you have any questions about the privacy of your personal data, please contact us by email at belgraviaoffice@henryandjames.co.uk or by telephone (0)20 7235 8861.