



# TENANCY GUIDE



2018 | Version 15

## Tenancy

The rental agreement offered is for 6 or 12 months (subject to contract) and is known as an Assured Shorthold Tenancy if the rent is £100,000.00 per annum or less. For rents over £100,000.00 per annum a “High Rent” (non-AST) tenancy agreement will be used. For Company Tenants we will use a Company Tenancy Agreement (non-AST).

## Reservation Fee

If you are interested in renting one of our properties we will require a reservation fee of £500.00.

The reservation fee is to:

- Show you are willing to move into the property on an agreed date
- Enable us to prepare the property to be ready for your occupation
- Enable us to proceed with references
- Enable us to take the property off the market

Should the tenancy go ahead, that money will be put towards the initial payment. Should you subsequently pull-out, not move-in on the agreed date or should any references fail, you will forfeit your reservation fee to cover costs which include:

- Re-advertising the property to let
- Costs in lieu of the rent for keeping the property empty and not offering it to other applicants.
- Preparation of the Tenancy Agreement and other pre-tenancy documents
- Any references sought for which you have not separately pre-paid
- Any cancellation fees charged by inventory clerks
- Any repeat cleaning required prior to the start of a future new tenancy

If the Landlord withdraws the property from the market for any reason other than the reasons mentioned above, the reservation fee will be returned to you.

As of January 2015, all tenancies are processed through Goodlord, our in-house tenancy software system.

Tenants can change cards once they have paid their reservation fee if they wish to use a different card to pay their move-in monies. For move-in monies only UK debit cards and bank transfers will be acceptable. There is an additional £6 charge for the Goodlord platform processing fee.

## Reference

Prior to the tenancy being offered, credit, employer, previous landlord and bank references may be obtained in respect of all tenants by professional referencing agencies acting on our behalf. Any offer of a Tenancy is strictly subject to satisfactory references being passed. Please note that we will require copies of bank statements for the last 6 months from yourself / your guarantor (whichever is applicable). The guarantor must be a UK homeowner.

Tenant reference reports will be shared with the landlord upon request by the landlord.

## Proof of Identity

You MUST supply us with Proof of Identity, consisting of one form of Photo Identification (Passport or Driving License Only). If you are a foreign national, we require proof of residency, e.g. a residence permit or visa. As well as photo ID, we also require a proof of address, i.e. a utility bill or council tax bill in your name at the given address. A UK driving license does provide both photo ID and proof of address, provided the address shown and that given by you are the same. From Companies, we require a Proof of Identity of the Director or Authorised Signatory, as well as proof of directorship or proof of authority to sign. If you are a foreign national, we require proof of residency, e.g. a residence permit or visa. Copies of identification and proof of residency documents must be taken at one of LiFE Residential offices with you being present.

## Rent

Rent is payable in advance and MUST be paid by one Standing Order. You will need to complete one of our Standing Order Mandates before moving in and hand this to your bank to ensure the payments are set up prior to your next rent due date. The monthly rent is calculated as follows: Weekly rent x 52 / 12

## Administration Charges

This includes the cost of preparing the Tenancy Agreement, obtaining references and the check-in.

1st Tenant	£300 inc VAT
Additional Tenant	£120 inc VAT
Additional Guarantor	£72 inc VAT

Please note these charges will apply should there be a change of tenants mid tenancy or at renewal stage or if a tenant wishes to be added to the agreement.

One Tenant changing	£300 inc VAT
Additional Tenant	£120 inc VAT
Additional Guarantor	£72 inc VAT

**If adding another tenant to the agreement within the first 3 months the cost will be £120.00 inc VAT.**

If existing Tenant/s wish to take over the tenancy, £72 inc VAT per person charge will apply for re-referencing.

During your tenancy (if required):

Future Landlord Reference Fee: (only payable if you are renting through another agency/private landlord)	£50.00
---	--------

## Renewal of Tenancy

Provided both parties are willing, the tenancy may be renewed for a further fixed term. A charge of £159.60 inc VAT is payable for the renewal of the tenancy, drawing up the renewal documents and to de-register and re-register your security deposit.

It is hereby agreed and understood by both parties that the rent payable under this agreement will increase upon each anniversary of the commencement of the initial term, or in the event of both the Landlord and the Tenant wishing to renew the tenancy created by this agreement for a further term; at least in line with the RPI (Retail Prices Index) for which RPI figures have been published no later than 30 days before that anniversary or renewal, at a minimum of 3% but otherwise upon the same terms and conditions.

## Tenancy Deposit Protection Scheme

### *If the deposit is held by LiFE*

All deposits held on Assured Shorthold Tenancies will be registered with My Deposits ([www.mydeposits.co.uk](http://www.mydeposits.co.uk)). Deposits on Company Tenancies or Non Assured Shorthold Tenancies will be held by us as Stakeholder.

### *If the deposit is held by the landlord*

It is the Landlords responsibility to register your deposit with a Tenancy Deposit Protection Scheme and to provide you with a certificate within 14 days after you paid the deposit.

## Check in and Check Out Procedure

### *If the property is managed by LiFE*

Upon moving into the property, a representative of LiFE Residential may attend to hand over keys and necessary documentation to you. A detailed inventory will be prepared prior to the start of the tenancy and sent to you as soon as possible. It is your responsibility to inform us if you do not receive it within 7 days of moving in. You are expected to check and sign this and return it to us within 7 working days of receipt. If you do not return a signed copy of the Inventory, or you do not inform us in writing of any discrepancy noted for our approval, it will be deemed that you accept the Inventory as it stands. It is the Landlord's responsibility to pay for the inventory. When the tenancy ends, a check out report will be prepared and the cost shared between Landlord and Tenant. Please note, if you fail to attend the check out appointment without giving 24 hours' notice, a cancellation fee may be levied by the inventory clerk which will be payable by you.

The Check Out Charge to the tenant is £138 inc VAT. Subject to the condition of the property this may increase. Please note that should you arrange an appointment with the Check Out company for no later than 12:00pm on your move out day and should you not attend there will be a cancellation fee.

If an electronic entry card/fob is required for access to the property, then you may be charged for the cost of this. At the end of the tenancy, the amount will be refunded to you provided the fob is returned with original proof of payment.

Your tenancy agreement may be shared with building management for the purpose of setting up your occupancy and for security reasons.

Check-ins will be held Monday to Friday between 12:00 – 17:30pm.

### *If the property is managed by the landlord*

It is the Landlord's responsibility to provide you with an inventory schedule upon moving in to the property and with a check-out report when you move out.

### *Energy Performance Certificate*

#### **EPC: Valid for ten years**

A copy of the energy assessment will be given to you when you move in. If you require a further copy of the certificate, please notify us immediately, so we can arrange for a copy to be sent to you.

### *Gas Safety Certificate*

#### **GSC: Valid for one year**

A copy of the Gas Safety Check (where applicable), is left in the property for your reference. If you cannot locate the certificate, please notify us immediately, so we can arrange for a copy to be sent to you.

### *Utilities and Telephone*

All monthly rents are exclusive of utility charges and telephone bills. You are required to transfer the utility supplies for gas, electricity, water and the telephone in to your name as well as the council tax at the start of the tenancy. Not all properties have gas, and most include water rates. In order to make this process easier, all our managed properties are registered with Spark Energy, who take care of the administrative side of all your utility needs.

Please note that on certain developments heating and hot water bills cannot be transferred into the tenant name. However, you will still be responsible for payment of all usage inclusive of any standing charges for the term of your Tenancy, should the bills show in either in the landlord or tenants names.

### *Disclosure of Tenant's details to Spark Energy*

At the start of the lease gas and electricity will be provided, or will be in the process of being provided by OVO Gas Ltd (company number 06752915) and OVO Electricity Ltd (company number 06858121) which are the licenced supply entities appointed to take on the supply to Spark Energy customers. However this will not prevent the Tenant from changing to a different energy provider if desired.

The Tenant agrees that the letting agent may pass the Tenant's name and contact details to Spark Energy for the purposes of:

- a. registering the gas and electricity meters at the property in the Tenant's name with Spark Energy, providing gas and electricity to the Tenant and administering the Tenant's account with Spark Energy;
- b. registering the Tenant with the relevant local authority for the payment of council tax; and
- c. registering the Tenant with the incumbent water supplier to the property. The water supplier may contact the Tenant in order to provide further information about its services and products and conclude an agreement with the Tenant for those services and products.

Spark Energy will use the Tenant's name and contact details to fulfil the Tenant's contract with Spark Energy and only for the purposes set out above. Spark Energy will comply with its obligations as a data controller in the Data Protection Act 2018 and will handle Tenant's data in the manner set out in Spark Energy's standard terms and conditions and/or privacy policy. Spark Energy will not share the Tenant's details with any third party other than the relevant local authority and incumbent water supplier, and will hold the Tenant's details for the duration of the contract. The Tenant is reminded of their rights under the Data Protection Act 2018 to access, rectification, erasure, restriction of processing, and portability of their data. If the Tenant is dissatisfied with the manner in which Spark Energy handles their details they may lodge a complaint with the Information Commissioner's Office. If the Tenant has any questions regarding the details or use of the Tenant's data held by Spark Energy, the Tenant may contact Spark Energy at Ettrick Riverside, Dunsdale Road, Selkirk TD7 5EB or [customerservice@sparkenergy.co.uk](mailto:customerservice@sparkenergy.co.uk).

## Telephone Connection

To discuss connection with British Telecom Customer Services dial 150 from the UK. If you are calling from overseas, you need to dial your own International Operator who will connect you to our International Operator on 153. Ask for British Telecom Customer Services. If you are moving in to a property without a pre-existing BT line, the fee for connection should be paid by the Landlord.

## Council Tax

This is not included in the rent. It is the sole responsibility of the Tenant to pay this for the duration of the tenancy. A list of up to date charges for the various boroughs is available on request. If you are the sole occupier or a student, you may be entitled to a discount.

## TV Licence

You are responsible for the payment of the TV licence, regardless of whether the television was provided by the Landlord. (Currently £145.50 per annum).

For further information visit [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)

## Taken as Seen

It is important to know that unless specific requests are made and agreed between the Landlord and Tenant prior to the agreement of terms, a property is let "as seen". This applies to decoration and those items that are noted on the inventory, therefore if you have special requirements these must be agreed at the time an offer is put forward to the Landlord.

## Property Inventory

Items shown in the photographs of the property advert may not always belong to the property. These photographs are used for illustration purpose only. We advise that you ask for an inventory of the property in order to confirm what items will be included as part of your tenancy.

## Access

Photos of the property may be taken and published during the last 2 months of the Tenancy for marketing purposes, by no less than 24 hours prior written appointment.

## Inspection

We will need to visit the property to view the state of condition during the tenancy, photos may also need to be taken on these visits, they will be used purely for this purpose and will not be published for marketing purposes.

## Tenancy Agreement

An appropriate Tenancy Agreement will be prepared for your signature prior to the start of the tenancy. It is our policy to execute the Tenancy Agreements and any Renewal Memorandum Agreements by dating the document as soon as it is signed by the parties. This may be prior to the actual tenancy start date. Once executed by us, both parties are legally bound to the Tenancy. When you sign this Tenancy Guide you are confirming your authority for us to execute and bind the Tenancy Agreement and any Renewal Agreement in this manner without further reference to you.

In order to process the Tenancy the following documents are required:

2 forms of I.D. (1 Photo ID)

6 months bank statements

VISA (if applicable)

Upon signing the Tenancy Agreement and before moving in, please provide the following:

Rent for the initial period payable in advance

Six weeks deposit

Administration fees

Signed Standing Order Mandate

If you are a foreign national, we require proof of residency, e.g. a residence permit or visa. Copies of identification and proof of residency documents must be taken at one of LiFE Residential offices with you being present.

Subject to acceptable references, we require move in monies to be received 7 days prior to the tenancy start date. If we are not in receipt of your completed references within this time frame, your move in monies will need to be paid as soon as your references have passed. Keys can only be released once all move in monies are cleared funds in our account.

### Tenancy details:

Property address:

Rent offered:

Proposed start date:

Term:

Break clause:

Renewal option:

Parking:

Other:

**Lead Tenant:**

Date:

Signed:

**Second Tenant:**

Title:  First Name:  Surname:

Current address:

Alternative address:

Contact numbers:

Email:

Country of origin:  Nationality:

Profession

Guarantor (if applicable):

**Third Tenant:**

Title:  First Name:  Surname:

Current address:

Alternative address:

Contact numbers:

Email:

Country of origin:  Nationality:

Profession

Guarantor (if applicable):

**Fourth Tenant:**

Title:  First Name:  Surname:

Current address:

Alternative address:

Contact numbers:

Email:

Country of origin:  Nationality:

Profession

Guarantor (if applicable):

## Subject to Contract

Payment and acceptance of the holding fee does not legally bind either the Landlord or the Tenant to the Tenancy prior to the signing of the Tenancy Agreement by all parties.

WE CONFIRM THAT WE HAVE READ AND AGREE TO THE TERMS HEREIN:

### First Tenant

Signed: ..... Dated: .....

Print name: .....

### Second Tenant

Signed: ..... Dated: .....

Print name: .....

### Third Tenant

Signed: ..... Dated: .....

Print name: .....

### Fourth Tenant

Signed: ..... Dated: .....

Print name: .....

**Head Office**

FC200 Building  
2 Lakeside Drive  
Park Royal  
London  
NW10 7FQ

020 8896 9990

**North London**

Unit 4  
71b Drayton Park  
London  
N5 1BF

020 7359 4488

**Whitehouse**

Downstream Building  
9 Belvedere Road  
London  
SE1 8XZ

020 7928 7007

**County Hall**

252 Westminster  
Bridge Road  
London  
SE1 7PD

020 7620 1600

**Westminster**

23 Monck Street  
London  
SW1P 2AE

020 7222 2005

**Nine Elms Riverside**

Unit 11  
Flagstaff House  
St George Wharf  
London  
SW8 2LZ

020 7582 7989

**Tower Bridge - City**

Spice Quay  
34 Shad Thames  
London  
SE1 2YG

020 7234 0666



**Canary Wharf**

36 Millharbour  
London  
E14 9JS

020 3668 1030

**Crossharbour**

6 Baltimore Wharf  
London  
E14 9AQ

020 3846 3330

**Greenwich**

6 Victoria Parade  
Greenwich  
London  
SE10 9FR

020 8418 3609

**Deptford**

Block A  
Hudson Building  
Deals Gateway  
London  
SE10 8EA

020 8692 2244

**East London**

Unit B  
Westgate Apartments  
14 Western Gateway  
London  
E16 1FD

020 7476 0125

**Royal Wharf**

7 Rope Terrace  
Royal Wharf  
London  
E16 2PQ

020 3846 3311

**Hong Kong**

1508, 15/F  
100 QRC  
Queen's Road Central  
Hong Kong

+852 2644 0268

**Singapore**

127 Devonshire Road  
Singapore  
239885

+65 6808 5802

**South Africa**

Mandela Rhodes Place  
1 Wale Street  
Cape Town  
South Africa  
8000

+27 21 424 3969