

LetAgreed

liverpool letting agent

LetAgreed - it's who we are and what we do.

Information for Tenants October 2017



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Our Fees

All fees quoted are the price you pay with no VAT to be added.

Referencing Fee - £39 each reference:

£39 each (per tenant, guarantor etc). A typical applicant reference check includes; electoral roll verification, full credit check, bankruptcy orders and IVA's on declared and undeclared addresses, income verification, stability of earnings, rent affordability, references from employers and any previous landlords and right to rent checks.

Set-up Fee - £79 per tenancy:

This fee covers; preparation of your Assured Shorthold Tenancy Agreement, registration of your deposit with a recognised deposit protection scheme, end of tenancy inspection and return/allocation of deposit.

Referencing Fee Refunds

All refunds will be handled at the discretion of Let Agreed Limited.

- Refund will be due from the Landlord:
 - where, at no fault of the tenant, the landlord withdraws from the letting of a property. Let Agreed Limited will not be held liable for the refund of these monies.
- No refund will be due:
 - where the tenant should fail referencing due to reasons not disclosed prior to their application.
 - where the outcome of referencing should determine that a personal guarantor or advanced rent payment is deemed necessary to proceed, and the tenant cannot meet either requirement.
 - where the tenant has paid their referencing fee and subsequently withdraw from letting a property for reasons not relating to the letting of the property.

Tenancy Start Date

You can specify your preferred start date at the time of making an offer. Please note that - Let Agreed Limited require at least 7 days to complete a new tenancy. In addition, all referencing has to be

concluded before a move in date can be confirmed. We would advise that removal services etc are not booked until the key collection time/date is also confirmed.

Tenancy Agreement

Once an application is accepted we will provide a Tenancy Agreement, this must be read carefully, signed and returned to us within 5 days of receiving it. Be sure to contact us if you have any questions.

First Payment

We will require the following at least 5 days prior to the commencement of your tenancy:

i) Deposit

Usually equivalent to one-two months rent, the deposit will be registered with a recognised deposit protection scheme. This payment is refundable providing there are no claims and/or charges against it.

See how you can protect your deposit on Page 6.

ii) First rent payment

First rent payment is required in advance.

iii) Other fees incurred

If any other fees have been incurred then we would request payment at this time to bring your account into balance prior to the start of the tenancy.

Inventory

The purpose of an inventory is to document fixtures, fittings and condition of the property. This document will be agreed / signed by both the Landlord and Tenant and used to settle any deposit dispute arising from suspected damage, unauthorised changes and/or loss of any fixtures and fittings to the property etc by the Tenant. It is therefore important that you read through the inventory very carefully and raise any queries/questions prior to signing. A signed inventory must be returned to Let Agreed Limited at least 5 days prior to the start of a tenancy.

See how you can cover yourself against accidental damage to the property etc on Page 6.

Moving In!

On the move in date, you will be met by a member of Let Agreed Limited, here you will be provided with all relevant contact information and keys to the property.

Protect Your Deposit

In partnership with Let Alliance Limited, we can offer comprehensive tenants' contents insurance policy specifically for tenants to cover rental property insurance requirements.

Let Agreed Limited recommend this insurance as it includes cover for accidental damage to a Landlords property, in turn offering protection against such claims on your deposit.

There are many other benefits and options, including the following:

- Monthly Policies
- Nil excess with variable excess options also available
- Cover available up to £50,000 Sum Insured
- Tenants Liability to Landlords cover up to £2,500
- Alternative Accommodation
- Replacement of keys and locks
- Money and credit card cover
- Public Liability up to £2 million
- Accidental Damage option
- High Risk Items cover option, up to £7,500 per item
- Pedal Cycle extension option

More Details

For more information, please contact Let Alliance Limited on this number - 01244 421 261, or click on this link to get an instant online quote now - [insurance quote](#).

Process For Making a Complaint

Should you, for any reason, feel dissatisfied with the service you have received from Let Agreed Limited and wish to make a formal complaint, please contact us with your complaint in writing to the following address:

Let Agreed Limited,
Rodney Chambers,
40 Rodney Street,
Liverpool, L1 9AA.

Let Agreed Limited will acknowledge receipt of your complaint within 3 working days and a subsequent internal investigation will be undertaken.

Following an investigation, a written outcome will be returned to you within 15 working days.

Please note that we will endeavour to resolve your issue and will do our utmost in trying to achieve a satisfactory outcome.

The Property Ombudsman Approved Redress Scheme

Let Agreed Limited are proud members of The Property Ombudsman redress scheme. Should you feel the outcome of our investigation does not resolve your complaint, then it can be pursued further via The Property Ombudsman (TPO). You have 12 months (from receiving our written outcome) to refer your complaint to The Property Ombudsman - contact details provided below.

The Property Ombudsman

Telephone: 0172 233 3306

Milford House, 43 - 55 Milford Street, Salisbury, Wiltshire, SP1 2BP

<https://www.tpos.co.uk/consumers/how-to-make-a-complaint>