

Information for Tenants





Welcome to Killens

Since our establishment in 2008, we have held an absolute commitment to getting it right and we have one sole focus - to help our clients fulfil their objectives.

If you are looking for a property whether it be in one of the local market towns, a character village or a remote rural location, it is likely you will be able to find just what you want from us.

Our dedicated and helpful staff, who deal with residential lettings across Somerset will be happy to assist with every aspect of finding the ideal home to rent, from advising you on the local area to arranging viewings of suitable properties. They will then guide you through the paperwork prior to you settling into your new home - all in a thoroughly professional manner.

Our expertise and friendly approach gives you a service that is unrivalled for its effectiveness and efficiency and

we recognise that renting a home can be daunting especially for first time tenants. Rest assured, we are on hand to give you the reassurance and support that you may require to make your move.

We hope this guide goes some way to explaining the process in renting a home and what you may be required to do. If you would require more help or you would like to view one of our properties then just get in touch with one of our letting team.

Tom Killen
Partner



Renting a home can be daunting but we are here to help



Finding A Tenancy

There are many benefits to renting a property. It offers flexibility and allows people to change their living arrangements quickly compared to the slower process of buying a property.

Renting can be daunting however especially if it's your first time moving out of home or if you are relocating for work. Below, we provide some guidance on what you need to take into account prior to applying for a tenancy.

Consider your needs

As well as location and rent, think about your requirements and work out what they actually are.

- What can you afford?
- Are you looking for a furnished or unfurnished property?
- How many bedrooms do you need?
- Do you need parking?
- Is a garden required and, if so, how large do you actually require?
- Is public transport and access to facilities important?
- Are you looking for a long term

or short term let?

- Do you have pets?

Be prepared to move quickly

When a property becomes available, there is often very strong demand and a letting is quickly agreed. When are you looking to move? Have a clear idea of your intentions.

Renting through an Agent

Many tenants prefer the reassurance of renting a property through a reputable and regulated lettings agent like Killens.

Killens are regulated by the RICS operating to the highest standards. We offer prospective tenants peace of mind that we are committed to supporting them.

How to Find What is Available?

The best way of finding a property is to register for alerts with the main property portals - rightmove, zoopla and on the market - as well as our own website. Register with letting agents such as Killens for alerts as well. All our properties available to rent are listed on the main portals.

Viewings

A viewing can be booked by calling us during office hours and members of our friendly team can talk through a property and answer any questions you may have. We can talk through your requirements and understand whether a particular property is right for you. If a viewing is booked, do please let us know if you are unable to make it.

When you are at the viewing make sure you take the time to have a good look around and to make sure that it suits your requirements. We would love to let every property to every applicant but the rental market is competitive and in the current market we are finding that many properties are reserved at the first viewing so make sure that you have your finances in place so you can secure the property quickly.



We are happy to discuss any individual requirements that you may have



Applying for and the Start of A Tenancy

Once you have decided on a property, make sure you're ready to make decisions and proceed quickly with your application.

We recognise that applying for a tenancy is stressful and we always ensure that everyone is treated fairly. We will put your offer to the Landlord with the rental amount, the move in date, length of tenancy and your details. Once the Landlord has agreed, we will ask you to pay the holding deposit to reserve the property. The payment of the deposit will take the property off the market allowing time for the application to be progressed and references taken providing you with the peace of mind that, assuming referencing is passed, the property will be yours.

If you change your mind then you may be liable to lose some of the deposit to compensate the Landlord for any losses incurred.

Application Form

Once your offer has been accepted, you will be required to complete and return an application form.

Reference Checks

Your details will be passed to an independent specialist who will undertake referencing checks on our behalf. As part of the checks, the agency will verify your identity, your right to rent and undertake a credit check.

There are times when a guarantor may be required if credit checks are



poor or income is insufficient. A guarantor must be at least 24 years old and be a UK resident. The guarantor will also need a good credit history and will need to be referenced too.

If you are unable to supply a suitable guarantor then you may be asked to pay the rent for the full fixed term in advance.

Tenancy Agreement

Before any tenancy begins you will be required to sign a Tenancy Agreement setting out the landlord's and tenant's obligations. Once the Agreement has been signed by you and the Landlord, it is binding.

Security Deposit

Before your tenancy begins you will be required to pay a security deposit which will be a month's rent. This deposit is held against any damages or expenses arising during your tenancy and will not be released until after you vacate the property, all rent has been paid and we have written confirmation of any costs or damages from both parties.

When you pay a security deposit your landlord or agent must protect it using a Government authorised Tenancy Deposit Scheme. This is to ensure you get all or part of your deposit back when you are entitled to it and any disputes will be easier to resolve. We lodge all deposits with the Deposit Protection Scheme (DPS) and further details of the scheme will be provided at the commencement of the tenancy.

When do you sign and what do you pay?

Once acceptable references have been received and approved, a date will be agreed for the commencement of the tenancy. The Tenancy Agreement must be signed before that date and the following payments made:

- First month's rent in advance
- Security Deposit

We ask that these payments are made by bank transfer and we use an online platform for digitally signing documents.

Inventory and Schedule of Condition

In most cases, your landlord will arrange to have an independent inventory made prior to you moving in. A copy will be provided to you. This important document will be used for any deposit negotiation at the end of the tenancy so make sure that you notify us of any amendments or adjustments.

Contents Insurance

As you are renting, you will not be required to have buildings insurance. You will need contents insurance however to cover your personal belongings.

Utility Providers and Council Tax

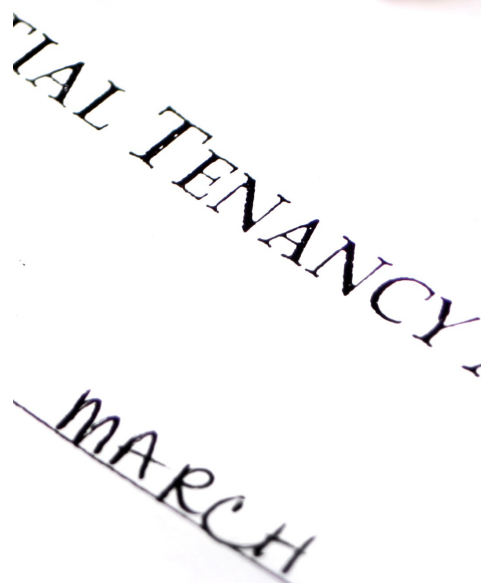
You need to call the utility companies and local council as soon as possible following your move in date to set up your accounts and provide any meter readings they need. It is more straight-forward for tenants to do this rather than the letting agent.

Payment of rent

You are required to pay your rent by standing order each month so be sure to set this up with your bank at the commencement of the tenancy. We will provide either our bank details or those of the landlord.

Pets

Some landlords will accept a well-behaved pet or pets in their property. We will require details of the pets so that this information can be added to the tenancy agreement.





During The Tenancy



Below we give an overview of your responsibilities and what to do in situations that may arise.

Who can occupy the property?

Landlords have a legal obligation to ensure that every adult occupant over the age of 18 has a right to rent a property. We conduct Right to Rent checks before the tenancy starts.

You may not transfer your tenancy to another person and all occupiers of the property must be named on the tenancy agreement. If one of the named tenants wishes to leave then there is a need to contact us to make the arrangements.

Repairs & Maintenance

The tenant's obligations are set out in the tenancy agreement but it is normal for tenants to be responsible for normal household maintenance including:

- Replacing light bulbs and fuses
- Cleaning windows
- Mowing lawns and maintaining hedges/borders
- Keeping all guttering and drains clear from leaves and blockages
- Removal of pests
- Any other normal household management tasks

If you experience any problems with either the Landlord's contents or the structure of the building then this should be brought to the

attention of the Landlord or us (if we are managing the property) immediately so the problem can be investigated.

Your assistance may be required so that access can be gained for obtaining quotes and undertaking repairs.

Smoke and Carbon Monoxide Alarms

All rented properties must have smoke alarms fitted on each floor of the living accommodation and CO alarms in any room where there is a solid fuel burning appliance. During your tenancy, it is your responsibility to periodically test and replace any batteries within the alarms. We recommend you test them monthly as a minimum to ensure that they are in working order.

Gas Appliances

From 31st October 1994 it became law for gas equipment in rented properties to be serviced and safety checked before a tenancy and then annually by a registered installer. You will receive a copy of the Gas Safety Certificate at the commencement of your tenancy and you will be contacted for an appointment to be arranged for its renewal.



We want you to feel at home in your new property

holds, so that they can access the property. Landlords will not accept liability for the loss of keys by a tenant.

Broken glass and windows

It is the responsibility of a tenant to repair any windows or glazing broken at the property during the tenancy both internally and externally with like-for-like glass.

Renewal and rent reviews

Unless terminated by either party at the end of the term, the tenancy will continue as a periodic tenancy which means you are not committed to any further fixed term but you will be required to give one month's notice should you want to end the tenancy.

the pets so that this information can be added to the tenancy agreement.

Break-ins/vandalism

We hope that you will never experience a break-in but should this happen during your tenancy please take the following steps:

1. Report the incident to the police and be sure to obtain a crime reference number. It is important that the police are informed and a crime reference number obtained otherwise this may prevent you or the landlord from making an insurance claim.
2. Contact your landlord or us if there is any damage to the windows or doors so the property can be secured.

Changes to the property

We want you to feel at home in your new property but remember that the landlord must give their consent to any redecoration or alterations. Not complying with this could lead to a claim at the end of the tenancy.

Alternatively, prior to the end of your tenancy, the Landlord or us will be in touch to establish your future plans. This may allow you to enter into a tenancy for a further fixed term. The Landlord reserves the right to review the rent at this time.

Lost keys and fobs

If you lose your keys, please either contact us or the Landlord. If possible, we will provide a set of keys so that you can have a set cut at your expense.

If a lock change is required as a result of lost keys a locksmith may need to be called at your cost. Unfortunately, you will also need to replace any keys that your landlord

Utilities Charges

Remember that during the tenancy, you will be directly responsible for any Gas, Electric, Water or Broadband bills as well as Council Tax.

Pets

Some landlords will accept a well-behaved pet or pets in their property. We will require details of



At the End of the Tenancy

Moving out of your home needs careful planning and there is plenty to deal with. It can be stressful but we are here to assist and to help make the process as smooth as possible.

Giving notice

Appropriate notice of your intention to end your tenancy must be given to the landlord in accordance with the terms of your tenancy agreement. Normally, at least one month's notice needs to be given but do check your agreement.

During the notice period, the landlord may be able to erect a board indicating the property is available to rent and for viewings to be conducted.

Once we have received notice, we will ask for your forwarding address and bank details along with information on the utility suppliers in the property. It is important to provide this information as a failure to do so may delay the return of your deposit.

Property condition and cleaning

Issues with leaving a property in a clean condition at the end of the tenancy is the most common reason why there are disputes and a delay in the repayment of a deposit.

You will be obliged to leave the property in the same state and condition as it was in at the start.

Check your inventory to assess what is expected of you and also check your tenancy agreement to see if any further obligations such as fumigation, carpet cleaning or chimney sweeping are required.

If you wish to use a professional cleaning company and would like help finding a reputable contractor then we may be able to assist.

If you decide to carry out cleaning yourself and the property had previously been professionally cleaned the landlord may request that the property is professionally cleaned at your expense from the deposit. This includes instances where tenants hire cleaning equipment to carry out the cleaning or carpets or upholstery themselves as this may not clean to the same standard as at the commencement of the tenancy.

You may also need to:

- Clean out the gutters
- Sweep the chimney
- Clean the windows
- Dry cleaning the upholstery, curtains and linen
- Ensuring the garden and outdoor space is in a seasonal condition
- Defrosting the freezer

If you use third party contractors, make sure that you keep receipts for any expenditure you incur.

Make sure each item identified in the inventory is in place, especially if your property was originally



We are happy to discuss any individual requirements that you may have

furnished. For any missing or damaged items, contact the landlord to establish how best to replace or repair them.

Changes to the property

During your tenancy, if your landlord has given permission for you to make any temporary alterations to the property you may need to ensure that they are returned to how they were at the start of the tenancy.

Council Tax/Utilities

You will need to contact your utility suppliers (water, sewage, electricity, gas, telephone, broadband and tv licence) and advise them of your move out date. You may need to give your final meter readings and a forwarding address so that they can send a final bill. If you have an oil tank or gas cylinder then this should be topped up to the same level as it was when you moved in.

Domestic and recycling waste

Please ensure that any bins are left empty or placed in the correct position for collection.

Standing order cancellation

When you have made the final rental payment, cancel your standing order mandate. The bank will only act on your instruction.

Key Return

On the day of the end of your tenancy, you should return all keys, alarm fobs and gate remotes. Once the keys have been returned, you will have no legal right to return to the property.

Checkout

Checkout usually takes place the working day after the last day of the tenancy. The independent inventory company will check the condition of the property and its contents against the inventory taken at the start of the tenancy. The return of the deposit will be dependent upon the content of the report.

Deposit return

Once both you and the landlord are in agreement, your deposit will be returned to you (minus any agreed costs for repairs or cleaning if applicable). If a disagreement occurs, any undisputed amount can be released to you by the Deposit Protection Service and the remainder will be retained by the DPS until an appropriate outcome has been agreed. If you and the landlord are unable to resolve any disagreement, the matter can be referred to the DPS who offer a free dispute resolution service.



Our Services



Country House Agency



Fine Art Auctions



Residential Agency



Residential Lettings



Property Auctions



Estate Management



Commercial Agency



Commercial Lettings



Valuations



Farms & Land Agency



New Homes



Equestrian Agency



Tenancy Advice















Compulsory Purchase





















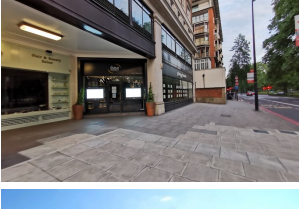











Planning & Development

Your Main Contacts

 Abi Brewer	 Tayo Harrington	 Lisa Rogers
 Manager, Chew Magna Office	 Manager, Somerton Office	 Negotiator, Wells Office
 01275 333993	 01458 397000	 01749 671172
 abi@killens.org.uk	 tayo@killens.org.uk	 lisa@killens.org.uk

Our Offices

	 Chew Magna 5 South Parade Chew Magna Bristol BS40 8SH
	 Residential Sales & Lettings
	 01275 333993
	 office@killens.org.uk
	 Somerton The Old Co-op, West Street, Somerton, Somerset TA11 6NB
	 Residential Sales & Lettings
	 01458 397000
	 somerton@killens.org.uk
	 Wells 10 Sadler Street Wells Somerset BA5 2SE
	 Residential Sales & Lettings, Online Auctions
	 01749 671172
	 wells@killens.org.uk
	 Ston Easton The Cake House Upper Lodge Farm Ston Easton Somerset BA3 4DH
	 Professional Services
	 01761 241127
	 office@killens.org.uk
	 Park Lane 121 Park Lane London W1K 7AG
	 Agency
	 020 7629 4141
	 parklane@guildproperty.co.uk
	 Mendip Auction Rooms Rookery Farm Binegar Somerset BA3 4UL
	 Fine Art, Professional Services, Equestrian, Farms & Land Agency
	 01749 840770
	 enquiries@mendipauctionrooms.co.uk



The Local Property Professionals

