



IMPORTANT INFORMATION PROFESSIONAL LETTINGS

In order to reserve your chosen property you are required to pay our fee of **60% Inc VAT of one months rent.** (This is the equivalent of half of one months rent + VAT) which is non-refundable.

ALL TENANTS MUST COMPLETE AN APPLICATION FORM – Please ensure you read, understand and complete the application form fully. You must have permission from all parties for any personal information given. (Additional information and documents are required with the application form) Please note the landlord may also request a credit check prior to the commencement of your tenancy.

YOU ARE ALSO REQUIRED TO PAY (At least 48 hours prior to the start date of your tenancy agreement):

- **A Damage Deposit (Equivalent to one month's rent)**
- **The First Month's Rent**

ALL PAYMENTS MUST BE MADE IN CLEARED FUNDS. UNFORTUNATELY WE ARE NO LONGER ABLE TO ACCEPT PAYMENTS MADE BY CREDIT CARD. WE APOLOGISE FOR ANY INCONVENIENCE CAUSED.

Because of legal changes we are no longer able to accept the damage deposit payment in separate transactions from each tenant. **The deposit payment must be made on one transaction only.** It is up to you to choose who makes the payment. However, we suggest that all tenants give their share to the lead tenant for them to make the payment when they return the paperwork at the end of the two week deadline.

PLEASE NOTE: If the property is managed by Groves Residential at the end of the tenancy any damage deposit payment will be made in one transaction to the lead tenant only. We are not able to make separate payments to individual

tenants. It is the lead tenant's responsibility to return the correct payment to each party involved.

If you are taking a property not managed by Groves Residential you might be asked to make the damage deposit payment directly to the landlord of the property. The staff member dealing with you tenancy will give you further information on this payment if required.

YOU ARE REQUIRED TO COMPLETE A MONTHLY STANDING ORDER MANDATE. The standing order mandates are always dated two days prior to the rental due date, this is to allow time for the bank to process the payment. Please do not give the standing order mandate to your bank; we will forward the original copy(s) to the relevant bank once we have taken a copy for the tenancy records.

IT IS THE RESPONSIBILITY OF THE LEAD TENANT TO:

- Ensure all application forms, right to rent identity paperwork, ID and supporting documents and any guarantor forms, if applicable, are completed and returned to Groves along with any accompanying documents and paperwork. You may also be required to assist in the return of completed reference forms (Landlord, Employer, Guarantor and Personal), if they are not returned to Groves in good time.
- Ensure that all payments are received in full at least 48 hours before the tenancy start date in cleared funds.
- Ensure all paperwork including but not limited to; tenancy agreement signed by all tenants, completed standing order mandate(s), completed prescribed information, if applicable, from all tenants and any relevant person(s).
- To be the main point of contact throughout the tenancy for Groves, The Landlord, any parties involved in the tenancy, the damage deposit scheme provider and any contractors.
- Release the correct amount of any damage deposit payment due to each tenant at the end of the tenancy.

THE TENANCY WILL NOT COMMENCE IF ALL OF THE ABOVE IS NOT RECEIVED AND COMPLETED.

All fees and damage deposit apply if a tenant(s) is replaced by another. Please Note: It is the tenant's responsibility to find a replacement tenant. The outgoing tenant's damage deposit will be

refunded following a satisfactory check out, if applicable, and the receipt of the in going tenants damage deposit and fee(s). Tenants in a non-managed property should speak to their landlord about any changes.

If you require a tenant reference following the end of your tenancy there is a **£30.00 charge applicable**. Please note we are only able to give tenant references for named tenants of a property fully managed by Groves Residential.

The lead tenant will be give copies of all of the relevant paperwork including the tenancy agreement as soon as Groves have finalized the administration process. (For properties managed by Groves, copies will also be in the Check-In Welcome Pack, this is given at the check in appointment. If the Welcome Pack is not returned to Groves at the end of the tenancy a **charge of £5.00** will be deducted from your damage deposit)

You will need a copy of the tenancy agreement to apply for your parking permit(s). For further information on parking permits please contact Newcastle City Council by calling 0191 2772718 or visiting www.newcastle.gov.uk Please make sure you request the agreement from the lead tenant before requesting a copy from Groves, additional copies of the tenancy agreement are **charged at £5.00 per copy**.

Managed property out of hour's services.** Where actions of the tenant results in the agent attending the property, time to remedy the situation is **charged as £40.00 initial call out fee and then at a rate of £40.00 per hour thereafter**.

** If a contractor is called out. The contractors own fees will apply.

If you have any questions please contact a member of staff:

Jesmond Office: Call 0191 2120400 or
E-mail:jesmond@groves.co.uk

Gosforth Office: Call 0191 2466666 or
E-mail:gosforth@groves.co.uk

Morpeth Office: Call 01670 504400 or
E-mail:morpeth@groves.co.uk

