

Your step by step guide to renting and fees

At Newbrix we make it our job to help take the stress out of moving home. Below is a brief outline of the process and what you can expect to happen each step of the way along with a guide to any financial provisions you will need to be aware of.

Newbrix are members of The Property Ombudsman & registered with The Deposit Protection Service. All monies are held in industry approved designated client accounts.

Below is a link to the government website, on The How To rent Guide:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/496709/How_to_Rent_Jan_16.pdf

Looking for your ideal home

Registration is the first step and tells us who you are, what you're looking for and how to reach you. The more we understand about what you are looking for the simpler it will be for us to find you that perfect property. Make sure we have all your contact telephone numbers so that we can advise you as soon as a new property becomes available.

Viewing properties with us

All viewings will be arranged and accompanied by the client relations manager for the property you are viewing. We are available from 8:30am to 8:00pm Monday to Friday, 8.30am to 6.00pm Saturday & Sunday. The vast majority of properties let very quickly – usually within a week of becoming available, therefore we would recommend that you respond and view properties as swiftly as possible.

Securing your property

Once you have found a property and your offer has been accepted by the landlord, we will require a Preliminary Payment (holding deposit) of £500. Upon receipt of this payment, we will withdraw the property from the market and start your referencing process. The Preliminary Payment is non-refundable should you decide to withdraw for any reason and is payable by bank transfer. Should the landlord withdraw for any reason we will of course refund your preliminary payment less any referencing costs incurred.

References & Identification

We use a professional company to carry out a full credit reference on each applicant and guarantor, the cost of which is £50+vat per person. The process will include a credit status, income affordability, Right to Rent, previous landlords and employment check. Please inform us as early as possible if you think there may be any reason why your credit score or references may not pass through this process. The Preliminary Payment is non-refundable should you not pass references. Before the tenancy can proceed you need to provide us with photo ID in the form of a valid Passport or Driving Licence.

Signing the paperwork including your tenancy agreement

We will handle all the paperwork and provide a tenancy agreement for you and your landlord to sign. The tenancy agreement you will sign is a legally binding document of an agreed fixed period. Please ensure that you understand your responsibilities and if you are unsure for any reason, seek legal advice before signing the agreement. Renting via Newbrix ensures you receive Help and advice through the referencing process, Simplicity and ease of signing documents online, your check-in, check-out and inventory organised and Safeguarding of your deposit.

The cost of drawing up the tenancy agreement and the administrative process is £150+vat for the lead applicant. For each additional applicant there will be a fee of £100+vat. Depending on the outcome from your application from the referencing company, your earnings or overall financial position may require you to provide a Guarantor. The fee for providing a Guarantor agreement as part of the tenancy agreement is £150+vat

The security deposit

A tenancy deposit is held either by Newbrix (if the property is to be managed by ourselves) or the Landlord against dilapidations to the property or its contents, loss of rent or other unexpected costs. This deposit is protected by the Deposit Protection Service if it is held by Newbrix. Details of the scheme and the dispute resolution provisions will be issued within 30 days of receipt of the deposit. The tenancy deposit is usually **equivalent to 6 weeks rent** and is returnable at the expiration of the tenancy, subject to a final inspection and full inventory check. If any necessary cleaning, repairs or replacements are required following the tenancy, then the deposit would be refunded, less any remedial costs, within 10 days of vacating the premises.

Monthly rental payments

Rent is payable monthly in advance by standing order. This means that the standing order must be set up for funds to leave your account three days before the rent is due. The rent due date is usually the day of the month that you initially moved in.

Detailing the condition of the property

A professional inventory and check-in process is prepared prior to the tenancy commencing. Unless agreed otherwise, the Tenant will be responsible for the cost of the inventory & check-in (and any missed appointments) and the Landlord will be liable for the cost of the check-out. A convenient time will be arranged for you to meet with the inventory clerk to formally check you into the property. It is vital that you attend this meeting to ensure that the inventory which outlines the condition of the property is correct. The inventory & check-in fee varies according to the size of the property as detailed below:

Studio	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed
£120+vat	£130+vat	£160+vat	£190+vat	£220+vat	£250+vat

Preparation of tenancy agreement & Moving in

All tenants must pay the completion monies in full, three working days prior to signing the tenancy agreement. We will only accept cleared funds in the form of a bank transfer. We cannot accept cash or personal cheques under any circumstances. The tenancy agreement is sent electronically via Docusign, for the tenant & landlord to sign. All tenants must sign the tenancy agreement before moving in.

It is the tenant's responsibility to arrange services (normally telephone, gas, electricity and water). You are advised to apply for connection to the respective suppliers at least THREE working days before moving in. Applications for electricity and gas supply need to be made directly to the preferred supplier. You are required to inform the landlord or agent of the respective suppliers as soon as possible.

We have also partnered with tenantshop.co.uk to offer tenants a free comparison service on your energy, content & gadget insurance, tv and broadband.

After you have moved

Once you've moved in we will advise you of who to contact if you have any queries during the course of your tenancy and what to do in case of an emergency maintenance situation. Our team are always on hand to assist and our property support specialists can be contacted on 020 8396 7171

Depending on the type of service the landlord has requested us to provide, the following charges may apply in certain circumstances during the course of your tenancy:

Late or unpaid rent – for each time your rent is either late, unpaid or not paid by standing order you will incur an administration fee of £30+vat.

Abortive appointment – we may be instructed to arrange appointments for routine inspections or maintenance related issues. In the event that an appointment has been booked with you and you fail to be present at the agreed times without prior notification to us, we reserve the right to charge an abortive call out fee of £85+vat.

Amendments - May be applicable if a change to the tenancy is required mid-term. This may be due to a change in personal circumstances and / or a request to leave the tenancy early is agreed prior to the end of the tenancy agreement (this is subject to landlord consent). The associated cost for this will be £200+vat.

Renewing a tenancy – Should you wish to renew the tenancy agreement, we will seek to agree, on the landlords behalf, terms for the new agreement and prepare the new paperwork required accordingly. For this service an administration fee of £175+vat will apply.

Credit check at renewal – If the landlord requires a new credit check to be obtained at the point of renewal, the associated cost for this will be £50+vat per person.

Landlord references – If you decide to move on and require for us to provide you with a reference for your new agent or landlord, an administration fee of £30+vat will apply.

DATA PROTECTION

In processing your tenancy application, we shall be required to process and store personal information on your behalf, and share with credit referencing agencies and your landlord. We shall make every effort to keep such information safe and secure. Once you have moved into the property, it may occasionally be necessary to share contact information with trusted contractors (for example to arrange access for maintenance work), utility companies and other related parties.

Where there are rent arrears or other charges remaining at the end of the tenancy, we reserve the right to pass on your details to a tracing agent or debt collection company to help recover the money owed. Leaving unpaid rent and other bills at the end of your tenancy may affect your credit rating, and your ability to obtain a new tenancy, or other credit facilities.

Tenant Shop Limited may act on our behalf to notify the local council, water supplier(s) and energy provider(s) in line with your tenancy start date and secondly to supply notifications to the local council, water supplier(s) and energy providers(s) from the date that you vacate the property. Tenant Shop Limited will only use your information for the purpose of council and utility registration, closing of council and utility accounts and Energy/Media comparisons upon your arrival. Call Centre comparisons are completely optional for you (the tenant) and you can opt out at any time. Tenant Shop Limited is fully compliant with the data protection act 1998

 **newbrix.co.uk**

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