

Prospective tenant information guide

Enquiries and virtual tours

Where possible we will prepare a virtual tour of all properties that are available to let and we will post these online. When an individual expresses interest in a property available to let, we will send a copy of the virtual tour to them.

Before we look to organise a viewing of the property, we ask that individuals watch the virtual tour and provide us with further details about their circumstance before we approach the landlord.

Once the landlord of the property confirms that they are happy for us to organise a viewing, we will contact the interested individual to schedule this at the earliest opportunity.

Please be advised that some individuals are happy to proceed with renting a property (subject to contract) based entirely on the virtual tour.

Tenants Criteria

Any person(s) who wishes to rent a property through Michael Jones Residential Lettings must have the **Right to Rent** within the UK. The criteria set by the referencing agency we use means that individuals should also:

- Have a household income of 2.5 times the annual rent (before tax)
- Have clear credit history
- Have a satisfactory landlord reference (where applicable)

Will I need a Guarantor?

If your circumstances match any of those listed below then you may require a guarantor who is earning three times the annual rent (before Tax):

- If your household is earning less than the 2.5 times the annual rent (before Tax)
- If you are in temporary employment / temporary contract
- If you are currently in a probationary period at your work
- If you are claiming any form of benefits
- If your credit score is low

Guarantors are required to sign a deed that makes them responsible for any rent, damage or legal fees that are not paid for by the tenants.

How do I secure a property?

A holding fee totalling one week's rent must be paid to secure a property (this amount will come off the final balance); this can be paid by debit card.

We will require proof of ID (passport or national identity card) and proof of address (utility bill / credit card statement dated within the last 3 months)

It is possible that the holding fee will not be returned under certain circumstances. They are:

- When you have not passed your Right to Rent check
- When you have provided incorrect or misleading information
- When you withdraw (decide not to proceed for whatever reason) from an agreed let

If the holding fee is forfeited because of one or both of the above reasons, we will confirm in writing why the holding fee will not be returned.

What is the referencing process?

You will be sent an online application form (one for each applicant / guarantor) to complete and we ask that you do this within 48 hours of receiving the application. We will complete the following:

- Right to Rent checks
- Full credit search
- Employment/Accountant/Pension verification (where applicable)
- Current / previous landlord reference (where applicable)

What money will be due to move in?

Once you have passed referencing and the agreed check in date is upon us, the usual costs due upon check in are:

- First month's rent
- Deposit equivalent to 5 weeks' worth of rent

We do not accept card, cash or personal cheque for the final balance upon check in due to insurance/money laundering reasons.