

# DURRANTS

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RESIDENTIAL

AGRICULTURAL

COMMERCIAL

ON SITE AUCTIONS

PROPERTY MANAGEMENT

BUILDING CONSULTANCY

AUCTION ROOMS

HOLIDAY COTTAGES



## A GUIDE FOR TENANTS RENTING PROPERTY

[WWW.DURRANTS.COM](http://WWW.DURRANTS.COM)



# DURRANTS

Home letting and property management you can trust.

## LICENSED LETTING AGENTS & LICENSED ESTATE AGENTS

NAEA / ARLA, Arbon House, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG.

[www.arla.co.uk](http://www.arla.co.uk)



[www.naea.co.uk](http://www.naea.co.uk)



**Royal Institution of Chartered Surveyors (RICS)**, RICS HQ, Parliament Square, London, SW1P 3AD

Tel: 0870 33 1600

[www.rics.org](http://www.rics.org)



## LIST OF OFFICE ADDRESS

### BECCLES OFFICE

10 New Market  
Beccles  
Suffolk  
NR34 9HA  
Tel: 01502 712122  
Email: [beccles@durrants.com](mailto:beccles@durrants.com)

### DISS OFFICE

Pump Hill House  
2b Market Hill, Diss  
Norfolk  
IP22 4WH  
Tel: 01379 642233  
Email: [diss@durrants.com](mailto:diss@durrants.com)

### HARLESTON OFFICE

32 – 34 Thoroughfare  
Harleston  
Norfolk  
IP20 9AU  
Tel: 01379 852217  
Email: [harleston@durrants.com](mailto:harleston@durrants.com)

### SOUTHWOLD OFFICE

98 High Street  
Southwold  
Suffolk  
IP18 6DP  
Tel: 01502 723292  
Email: [southwold@durrants.com](mailto:southwold@durrants.com)

### HALESWORTH OFFICE

12 Thoroughfare  
Halesworth  
Suffolk  
IP19 8AH  
Tel: 01986 872553  
Email: [halesworth@durrants.com](mailto:halesworth@durrants.com)

### AUCTION ROOMS

The Old School House  
Peddars Lane, Beccles  
Suffolk  
NR34 9UE  
Tel: 01502713490  
Email: [auctions@durrants.com](mailto:auctions@durrants.com)

## PROPERTY OMBUDSMAN SCHEME

The Property Ombudsman Ltd, Milford House, 43-55 Milford Street, Salisbury,  
Wiltshire, SP1 2BP. Tel: 01722 333306 [www.tpos.co.uk](http://www.tpos.co.uk)



## RENT 4 SURE

Rent 4 Sure Ltd, Knight House, The Glenmore Centre, Honeywood Parkway,  
Whitfield, Kent, CT16 3FH. Tel: 0845 544 0498 [www.rent4sure.co.uk](http://www.rent4sure.co.uk)



## TENANCY DEPOSIT SCHEME

The Dispute Service Ltd, PO Box 1255, Hemel Hempstead, Hertfordshire, HP1 9GN.  
Tel: 0845 2267837 [www.thedisputeservice.co.uk](http://www.thedisputeservice.co.uk)

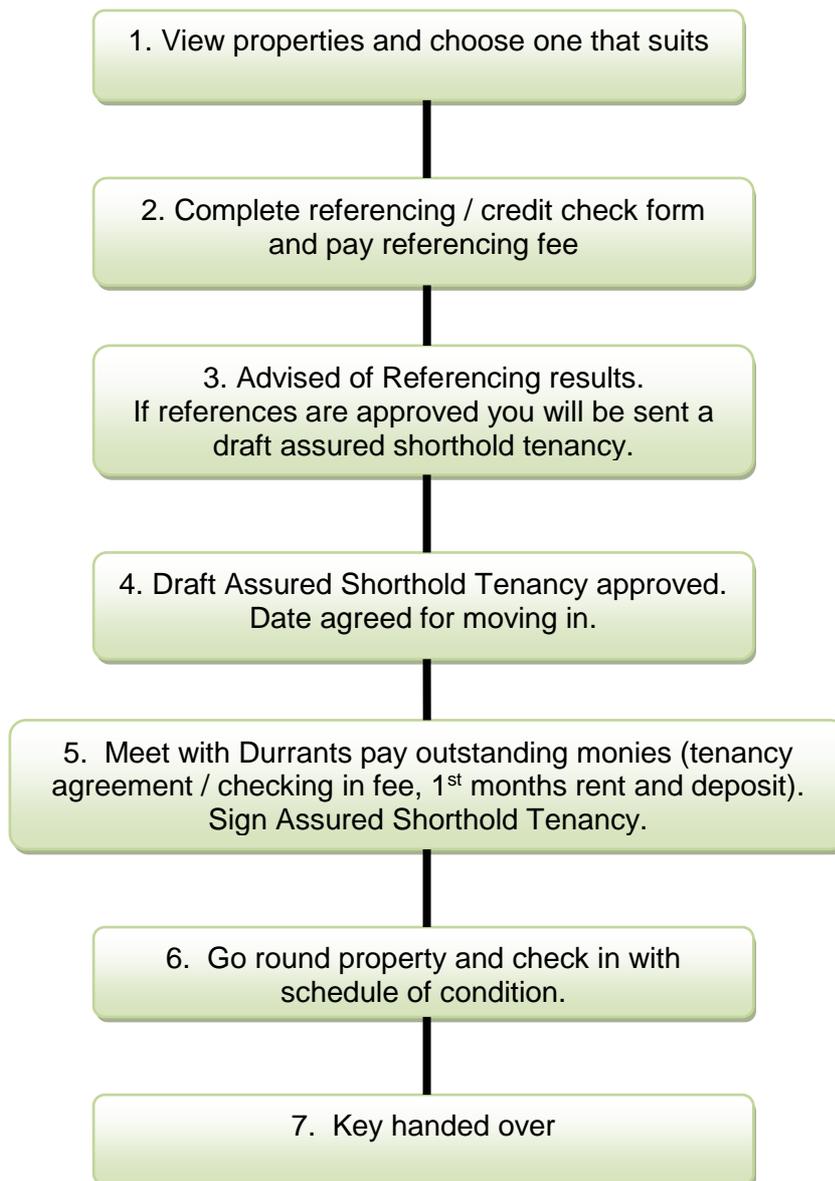


## OUR BANKER

Barclays Bank Corporate Team East Anglia, 3 St James Court, Whitefriars, Norwich, Norfolk, NR3 1RJ

# THE LETTING PROCESS

Below is a brief flow chart showing the main steps in the process:



# FINDING A PROPERTY

All Durrants properties can be found on our website [www.durrants.com](http://www.durrants.com) as well as Rightmove, Primelocation, Zoopla etc. You can also check out our local adverts, telephone one of our branches or call in and collect a list of properties available from all Durrants Offices.



## VIEWING ARRANGEMENTS

Viewings can be made Monday to Saturday during normal office hours. The more notice we are given the greater chance there is of accommodating the time you want.

## AGREEING TO RENT

On average, it takes three weeks to process your application which comprises;

### I. Referencing

Having decided on the property you wish to rent you will be required to complete a reference / credit check form. A form is required for all occupants 18 years old and over plus any guarantors. The cost is £120 inclusive of VAT per person (except guarantors who are not charged).

**Please Note:** If you would like a guide of the income level needed for the amount of rent required, contact us prior to referencing.

### II. Guarantor (if required)

You may be asked to supply a guarantor. The guarantor will be referenced, and will only be accepted if deemed suitable. The guarantor will be a party to the Tenancy Agreement and will guarantee and meet the obligations of the Tenant, during the whole period of the Tenancy if the Tenant does not do so. The guarantor will be jointly and severally liable with the Tenant which means that the guarantor may have to pay the full costs of any breach of the Tenancy Agreement including all rent arrears. A draft copy of the standard tenancy agreement will be provided to the guarantor.

### III. Preparation of Agreement

Once all references are approved we will prepare the Assured Shorthold Tenancy and send you a draft copy for your perusal. Please advise us if there are any errors or omissions. We regret we are unable to give any advice relating to this document. If you require help we recommend you speak to Citizens Advice or a solicitor.

### IV. Inventory and Schedule of Condition

With the draft agreement prepared we will undertake an inspection of the property and prepare a schedule of condition including photographs. If furnished or part furnished an inventory will also be prepared. You will be asked to go through this at the beginning of the tenancy and sign to confirm your acceptance of it.

### V. Ready to Sign

Having agreed a date to start the tenancy Durrants will arrange a time to meet you, at this point you will be expected to do the following: -

- a. Pay the outstanding administrative charges of £180 inclusive of VAT (up to and including the value of £750 pcm) or £240 inclusive of VAT (for properties over the value of £750 pcm) for the preparation of the tenancy agreement and checking in/checking out fee.
- b. Pay the first month's rent in advance.
- c. Provide proof of your standing order mandate.
- d. Pay the deposit (normally one and half times the monthly rent)
- e. Sign the Assured Shorthold Tenancy

Please note unless the monies have been paid in advance or transferred into our account electronically and cleared through the system they need to be paid in cash or by Bankers Draft. With advance notice we can accept payment by credit or debit card.

Once the above has been completed, a set of Keys will be given at the check in.

**PLEASE NOTE IF YOU AGREE TO RENT AND SIGN THE TENANCY AGREEMENT YOU ARE MAKING A LEGALLY BINDING COMMITMENT TO HONOUR THE TERMS OF THE CONTRACT FOR THE ENTIRE PERIOD OF THAT CONTRACT.**

## JOINT TENANCIES: SHARING THE RESPONSIBILITIES

If you enter into a Tenancy Agreement jointly with another person you will both be bound by the promises that you have made. However, that does not mean that you will only be responsible for your share of the rent, or your share of the other promises made. Joint and several liability means that the Landlord could hold either of you to account for any failure by you or your co-tenant to comply with the obligations of the Tenancy Agreement whether or not you have kept your part of the bargain, which means that each person could be asked to pay the full rent arrears or other costs and losses that are outstanding.

Your responsibility for meeting all the expectations of the Tenancy Agreement will continue until the Agreement is brought to an end at the termination of the Tenancy by the Landlord giving notice or the Tenant leaving on the last day of the fixed term or any extension of the Tenancy. Leaving during the fixed term, or any extension of it will not bring your responsibility (and legal liability) to an end (see below).

## THE DEPOSIT

Since April 2007 all deposits have to be held in accordance with one of the three schemes authorised by HM Government.

Durrants are members of The Dispute Service. All deposits held by Durrants are held in accordance with the rules of the scheme. If the Landlord holds the deposit under one of the schemes we will provide you with details of the appropriate scheme.

Should there be any dispute at the end of your tenancy that cannot be resolved between you and the Landlord it will go to an independent assessor from the Scheme.

**Please Note:** No interest is paid on Deposits.



# LIVING IN YOUR NEW HOME

We hope you will be comfortable and happy in your new home and enjoy living there.

Below are a few things to bear in mind which should help to give you a trouble free tenancy: -

## PAYING RENT

You will have already set up a standing order mandate to pay the rent. This should not be stopped or altered until the tenancy has ended. In the case of joint tenancies the whole rent must be paid as a single payment.

## OVERSEAS LANDLORD - TAX

If the Landlord's normal place of abode is not the UK for a period of more than six months in any tax year and you are paying rent direct to the Landlord you may have a liability for deducting basic rate tax from the rent and forwarding the money to Her Majesty's Revenue and Customs ("HMRC") on a quarterly basis. Further information can be obtained from the website at [www.hmrc.gov.uk](http://www.hmrc.gov.uk) or your local HMRC Enquiry Office.

## MAINTENANCE AND REPAIRS

Durrants Landlords are required to ensure their property meets all statutory requirements before a tenancy commences. If any problems occur please contact Durrants if we manage the property or the landlord if we don't.

## KEEPING HEALTHY

Obviously you will want to live in a safe and healthy environment and your landlord will make sure the property has been inspected and have any relevant safety certificates. It is your responsibility to keep the property clean and hazard free and report any problems or faults as they occur.

**Condensation** - Please remember it is your responsibility to keep the property heated and ventilated; this will help reduce condensation and mould. It is also advisable not to dry clothes over radiators.

**Legionella bacteria** – although highly unlikely to occur there are basic measures that will help manage the risk. Therefore tenants should:

- i) Not interfere with settings on the boiler or hot water system (hot water should be set to a minimum of 60°C). Beware temperatures over 60°C can cause scalding.
- ii) Advise the landlord (or managing agent) of any problems, debris or discolouration in the water.
- iii) Notify the landlord (or managing agent) if the hot water or boiler is not working properly (the water should be at 50°C after being run for at least a minute).
- iv) Showers should be run for at least 2 minutes every week.
- v) At least every 6 months shower heads should be cleaned, de-scaled and disinfected.
- vi) If a property has been left empty for 7 days or more the hot and cold water systems should be run for at least 2 minutes to flush them through.

## **SMOKE ALARMS/CARBON MONOXIDE DETECTORS**

Where alarms with batteries are in place they will be tested when you take over the property to make sure they are working. You should check them on a regular basis and replace batteries when necessary.

## **LIGHT BULBS**

It is your responsibility to replace bulbs when they blow.

## **GAS**

All properties with gas heating or gas appliances must have a gas safety record/certificate issued by a gas safe engineer. This has to be undertaken annually. Therefore it is important you allow access for the necessary annual inspection.

## **GARDENS**

Unless Landlords have made separate arrangements you are expected to keep gardens tidy and cut grass regularly.

## **EMERGENCIES**

Where Durrants manage a property we will give you a contact telephone number to call in an emergency outside office hours. For unmanaged properties you should contact the landlord. Should your contact not respond you should contact a suitably qualified tradesperson. In all cases you should inform Durrants at the earliest opportunity.

## **INTERIM INSPECTIONS**

As part of our management service Durrants undertake interim inspections. We will contact you to make a mutually convenient appointment. If not managed by us the landlord will probably contact you direct to arrange an inspection.

## **SERVICES**

It is your responsibility to arrange for the relevant services prior to your occupation. Durrants will advise you of the existing suppliers and if checking you in, take relevant meter readings.

## **FIXED TERM**

Once your Assured Shorthold Tenancy comes to the end of its fixed term it will automatically continue on a month to month basis as a statutory periodic tenancy unless or until either party serves a valid notice to quit.

During the statutory periodic tenancy the terms remain the same and should the landlord wish to end the tenancy they will give you at least two months notice expiring on the same day of the month as the last day of your fixed tenancy. Therefore, if the last day of your tenancy is the 5<sup>th</sup> then your notice should mean you move out on the 5<sup>th</sup>. You are required to give one months notice also expiring on the same day of the month as the last day of your fixed tenancy.



## CHANGE OF CIRCUMSTANCES

If your circumstances change during the Tenancy and/or if you start to receive housing benefit or Local Housing Allowance, you should inform your Landlord and/or agent immediately.

You cannot end the Tenancy early unless the Landlord agrees. If the Landlord does agree you must accept any reasonable conditions that the Landlord might apply. If in breach of the tenancy agreement you leave the property before the end of the fixed term you remain liable for the rent, all the other obligations of the tenancy and the security of the property until the end of the fixed term or another person enters into a new tenancy (with the Landlord's consent) whichever is the earlier.

## MOVING ON

### GIVING NOTICE TO LEAVE

Remember you are legally committed to the term of the Assured Shorthold Tenancy. Please give at least one month's notice which must expire on the same day of the month as the last day of the fixed term. Therefore, if the last day of your fixed term is the 1<sup>st</sup> of the month then your notice to quit will also have to be the 1<sup>st</sup> of the month (the day you move out).

### CLEANING

It is your responsibility to leave the property in the same condition as you received it at the start of the tenancy. You should clean thoroughly throughout including carpets, windows and appliances e.g. ovens, grills, dishwashers etc.

### GARDENS AND OUTBUILDINGS

Gardens should be left neat and tidy with outbuildings clean and clear of any items.

### PERSONAL POSSESSIONS

Make sure all personal possessions are removed by the end of the tenancy. Once the tenancy has ended and you have vacated the property you will not be allowed back into the property. Any items left behind will be disposed of and the cost incurred deducted from your deposit.

### POST REDIRECTION

You are recommended to contact the Royal Mail and have your post redirected. Durrants are not able to



forward post on.

## UTILITIES / COUNCIL TAX

It is important you advise the Local Authority and service providers that you are moving, giving them your leaving date and a forwarding address. Final meter readings will be taken at check out by Durrants if we are holding your deposit.

**Please note:** Your deposit will be retained until you provide proof of payment for final utility bills.

## FINAL PAYMENTS

Once the final rent has been paid don't forget to cancel your standing order. This also applies to utilities etc.

**Please Note:** If you fail to cancel the standing order for your rent and Durrants have to return monies, £30 inc vat will be deducted as an administration charge.

## CHECKOUT

*(At the checkout you are required to handover all keys to the property)*

On tenancies where Durrants hold the deposit a member of our staff will meet you at the property during office hours to check you out and go through the schedule of condition with you. Following this the landlord and tenant will agree if any of the deposit is to be retained.

## RETURN OF DEPOSIT

Providing an agreement is reached then the deposit (all or part) should be returned within ten working days. Should there be a dispute regarding the deposit which cannot be resolved between the landlord and the tenant then the matter will be sent to The Dispute Service (if the deposit is held by Durrants) or the appropriate scheme if you deposit is with the landlord. **We require your forwarding address for the return of your deposit.**

## DECLARATION

I confirm that I have received a copy of these guidelines.

Signed: \_\_\_\_\_ Print Name: \_\_\_\_\_

Signed: \_\_\_\_\_ Print Name: \_\_\_\_\_

Signed: \_\_\_\_\_ Print Name: \_\_\_\_\_

Dated: \_\_\_\_\_

# USEFUL NUMBERS

## LOCAL AUTHORITIES

South Norfolk District Council	01508 533 633
Mid Suffolk District Council	01449 724 500
Waveney District Council	01502 562 111
Breckland District Council	01362 656 870
Suffolk Coastal District Council	01394 383 789

## ENERGY COMPANIES

Eon	0800 051 0760
EDF Energy	0800 056 5927
British Gas	0800 048 0202
N Power	0845 166 3166
Scottish Power	0800 027 0404
Southern Energy	0845 026 0654

## WATER AND DRAINAGE

Anglian Water	08457 91 91 55
Essex and Suffolk Water	0845 782 0999

## OIL FUEL DISTRIBUTORS & SUPPLIERS

CPS	01953 660631
Emo Oils	0800 685685

## OTHER USEFUL NUMBERS

Royal Mail	08457 740 740
BT	0800 800150

The above companies and numbers are for assistance only, they are not recommended by Durrants and other companies are available.

# THE LETTINGS TEAM



**ANDREW LEFEVRE**  
Residential Lettings Area Manager

**HARLESTON OFFICE**



**WENDY SMITH**  
Residential Lettings Manager

**HARLESTON OFFICE**



**TERESA WALSH**  
Halesworth Lettings Manager

**HALESWORTH OFFICE**



**LISA BROWN**  
Residential Sales & Lettings Manager

**SOUTHWOLD OFFICE**

**BECCLES**  
01502 712122  
10 New Market  
Beccles  
Suffolk  
NR34 9HA

**DISS**  
01379 642233  
Pump Hill House  
2b Market Hill  
Diss, Norfolk  
IP22 4WH

**HARLESTON**  
01379 852217  
32-34 Thoroughfare  
Harleston  
Norfolk  
IP20 9AU

**SOUTHWOLD**  
01502 723292  
98 High Street  
Southwold  
Suffolk  
IP18 6DP

**HALESWORTH**  
01986 872553  
12 Thoroughfare  
Halesworth  
Suffolk  
IP19 8AH

**AUCTION ROOMS**  
01502 713490  
The Old School House  
Peddars Lane  
Beccles, Suffolk  
NR34 9UE

**MAYFAIR**  
0870 112 7099  
Cashel House  
15 Thayer Street  
London  
W1U 3JT