



Setting up your tenancy

Before you decide to apply for a tenancy, we need to make sure that you have seen the property's EPC and the DCLG's "How to rent" booklet. You download them from <https://www.epcregister.com/> and www.gov.uk/government/publications/how-to-rent respectively, or ask us for a copy.

The next step is to either download and print the application documents from our website (see below), or ask us to send you a link to enable you to complete the application online. Forms must be completed in full and signed. With the online application there is also the option to upload your scanned ID documents, which will allow us to process your application more quickly, although we will still need to see the originals before signing a tenancy agreement. If your credentials are less than ideal then we will also require a guarantor – who is based in the UK and owns their own home – to complete the guarantor application form. The forms then need to be submitted with the £50 application fee.

When you are ready to submit your application please contact us and we will arrange, where practicable, to visit you at home. (The home visit gives us an indication of how you will treat our property!) When we come round we'll collect your application forms and fee, take copies of your identification documents (photo ID plus proof of NI number, income, current address and right to rent in the UK) and discuss things like the tenancy start date and any particular needs you may have. It will help us if, as well as showing us the originals, you can have copies of your ID documents available to give us (if you haven't already uploaded scans with your application). Assuming that both parties are happy with everything up to that point, we'll then provide a copy of the tenancy agreement to peruse at leisure.

We'll then arrange for various checks to be carried out, including a credit check and references from your employer and current & previous landlords. Credit and employer checks will be carried out for your guarantor as well. **You need a provable household income of at least three times the annual rent, and an acceptable credit score and references.** If you fall short of this level then all is not lost, but your guarantor *must* meet the criteria. Your guarantor needs to be aware that he/she will be liable for any shortfall in your rent payments and the cost of any damage caused that is not covered by your deposit, for the entire duration of your tenancy.

The application fee may be paid by cash or bank transfer. It is non-refundable if we carry out tenant referencing on you, regardless of whether you pass or fail; however, if someone else is offered, and accepts, the tenancy before we get to the stage of pursuing your references then we will refund your application fee.

We will continue to market the property until a complete application has been received; we will then stop actively marketing it while we follow up references. Any applications received subsequently will be followed up only if the first one is unsuccessful.

If the results of all our checks are satisfactory then we and your guarantor will sign the deed of guarantee. After that the tenancy agreement can be signed. We will take the deposit at this stage – a cheque is acceptable, provided that there are at least 5 working days from the date of receipt to allow for it to be paid in and clear before the tenancy start date – and will protect it in one of the Government-approved schemes and provide you with the required "prescribed information". If the deposit has been provided by someone else then please make sure we are aware of this, as we are also required to provide them with the same information. We'll also ask you to fill in a standing order form for your monthly rental payment, though we will require the first month's rent in cash or by bank transfer, on or before the tenancy start date.

On the tenancy start date we'll check you in and ask you to agree the inventory, and will leave a copy with you. We also provide a Tenant Information Pack with information on the area and the house, plus advice on maintenance and emergency procedures. We'll take the first month's rent (if not pre-paid) then give you the keys and leave you to enjoy your new home!



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