

What Happens Next

Having viewed and selected a property you may have some questions...

Q	What will you need from me?
A	<p>Once you have selected a property, a £200 non-refundable fee is required which enables us to hold the property for you subject to contract and satisfactory references. At this stage, subject to the Landlord's agreement, we will advise other applicants that the property is under offer, but this does not, in any way, form a contract or any obligation upon ourselves, or the Landlord</p> <p>We will require all applicants to fully complete our Tenant referencing application forms which are charged at £30+VAT each applicant. Please note all applicants must have a UK home owner guarantor.</p>
Q	What happens to my application?
A	<p>From the information provided on your tenant referencing application forms, we will apply for references. When filling out the form, please ensure that you have provided addresses, telephone numbers, email addresses and fax numbers (if applicable) as this will speed up the process. The referencing procedure normally takes 3 to 5 working days but may take longer if we have difficulty in contacting your referees. Therefore it would be advisable to let people know that they may be contacted for a reference</p> <p>As soon as we receive replies to the references, we will let you know the result and if successful, we will then arrange for a date to sign the Tenancy Agreement.</p> <p>Any detrimental or false credit information may adversely affect your application and you will forfeit your holding fee. Information gained from credit checking cannot be revealed to you but you may contact the credit referencing agency direct for further information</p>
Q	How much are your administration charges?
A	<p>Please see attached menu of administration charges.</p>
Q	Does my tenancy need to be renewed after the sixth month period?
A	<p>No, after your sixth month contract has expired the tenancy continues on a month-to-month basis. If you do not wish to stay in the property then we require notice in writing one month before you plan to vacate.</p>
Q	What do I need to pay on check-in?
A	<p>You will need to pay your first months rent in advance plus six weeks rent as a deposit (less the £200 holding deposit). You will also need to pay the relevant administration charges.</p>
Q	How do I pay on check in?
A	<p>Debit Card Credit Card Banker's Draft Cash</p> <p>Please note there is a charge of £10 for payment with a Credit card and for payment by Mastercard, Maestro and Solo debit cards. We do not accept American Express. A personal cheque is not acceptable on check in day.</p>
Q	When can I collect the keys?
A	<p>You will receive the keys the same day as signing the Agreement and paying all monies.</p>

What Happens Next

Q	What about insurance?
A	Tenants are responsible for insuring their own belongings and you are advised to take out appropriate contents insurance, which includes third party cover for the Landlord, as specified in the terms and conditions of your tenancy agreement. Insurance must be in place as soon as the tenancy commences and we will need to be given a copy of this on signing and also each renewal.
Q	What about utilities?
A	When we carry out the inventory check in, we will endeavour to notify you of the relevant gas, electricity and water companies. You will be responsible for paying these accounts for the duration of the tenancy, unless otherwise stated in your Tenancy Agreement. You may wish to pre-arrange your telephone account, especially if you need the telephone from the day you move in. Telecommunications companies will not accept instructions from third parties.
Q	How do I pay future rent?
A	<p>All rent is to be paid strictly by a Bank Standing Order Mandate or Debit Card. Your rent in cleared funds should reach our account on the same date each month which will be the date of the commencement of the Tenancy Agreement. <i>(e.g. If your tenancy begins on the 14th of each month, then your rent will be due on the 14th of every month.</i></p> <p>Your rent will have to leave your account 3 days before it is due to enable it to reach our account on the due date. Standing orders are your instructions to your bank to pay Ellman Henderson. They cannot be cancelled or changed by Ellman Henderson once they are set up</p> <p>Only one Standing Order is acceptable for payment of rent, we cannot accept split payments. To accommodate a single payment Standing Order, you may wish to start a house account with your fellow occupants.</p> <p>Please note: Notification of late payments of rent is charged at £25 + VAT. Legal notices are charged at £50 + VAT.</p>
Q	What happens to my tenancy deposit?
A	<p>Your tenancy deposit will be held as stakeholder in accordance with the tenancy deposit protection scheme, which means that it can be released as soon as both parties agree. <i>(please refer to your agreement).</i></p> <p><i>Contact details of the scheme: The Deposit Protection Service, The Pavilions, Bridgewater Road, Bristol, BS99 6AA</i></p> <p><i>Tel: 0844 4727 000 Website: www.depositprotection.com</i></p>
Q	Who do I call for a progress report on my application?
A	For a progress report on your application or for any queries once you have moved in, please contact: 01273 737241.
Q	What about Data Protection?
A	Information supplied will be held on our computer system in accordance with the Company's notification under the Data Protection Act 1998.



Menu of Administration charges

A. Ellman Henderson	
1 adult application:	£175 + VAT
Each additional adult application:	£ 75 + VAT

B. Homelets	
Reference fee:	£ 30 + VAT

C. Peach Inventory (Optional) Preparation of Inventory & check out price list:			
	Property	Inventory	Check –out
	Studio	£55 + VAT	£50 + VAT
	1 Bedroom	£65 + VAT	£55 + VAT
	2 Bedrooms	£75 + VAT	£65 + VAT
	3 Bedrooms	£85 + VAT	£75 + VAT

D. Holding Fee	
	<p>Non refundable if either references unsuccessful or applicant withdraws for any reason but is later deducted off of the deposit if successful: £200.00</p> <p>Ellman Henderson reserve the right to retain the holding fee should you fail to provide the completed reference forms within 7 working days from the date of receipt of the holding deposit.</p> <p>Please note all applicants must have a UK home owner guarantor.</p>