





This Guide - Hopefully your rental experiences have been and will be straightforward, but if you need a little guidance, this document should be a good point of reference for what to expect when renting an agent managed property. Some details differ slightly when considering maintenance and fees for landlord managed properties.

Starting your search There are lots of places to start your search for a property. You can use an online portal such as [Zoopla](#) and [Rightmove](#) or use our website to check availability. Rental properties are usually advertised two months in advance of the availability date, however new listings will usually show as being 'available now'. For instance, if it's now May and you are moving to the area in September to start a new job, applicable properties will probably be listed from the late June/early July.

Viewings Prospective tenants are required to view properties in order to apply for a tenancy. If you would like to book a viewing we will usually require 48 hours, so that we can inform tenants or owners. We provide accompanied viewings so that we're on offer to answer any questions about a property.

Applying if you would like to apply for a property you can discuss your rental offer with one of our agents. It is at the time that you will make an application by starting the referencing process.

Lease Period The minimum term we can offer a contract for is 6 months, as per the regulations of an Assured Shorthold Tenancy. You can negotiate the terms of your tenancy at this time, such as when your lease will start and how long it will run for.



There are a number of considerations to make when renting a property, it's essential to know with whom you are making an agreement and what type of agreement you are entering. What happens with maintenance issues? Is the agent or landlord up to date on legislation and have they conducted safety checks? Issa estates are registered with a number of regulated services and our agents are highly trained and accredited. We don't just meet a minimum level of service, we consistently exceed it.

We're open 6 days a week from 9.30 – late on weekdays but we're also contactable 24/7 on an emergency line given to you at the start of your tenancy.

Referencing - For referencing you must enter a few details into a short paper form, which will then be inputted to Maras. Each individual tenant must be referenced. You will be sent a confirmation email to proceed with your application, where you will enter a secure area. You will be required to enter your employment details and previous address history. This is so that we can ensure your income and you are a suitable tenant. We don't reference lots of applications at the same time, at this time you will be the only applicant and the property is removed from the market. You will only require a guarantor if you are a student or not in full time work. We must also fully reference guarantors as they make the same agreement to uphold the terms of the tenancy. If you're not sure whether you'll need a guarantor, just ask!

Deposit - A deposit is an amount of money (usually equivalent to six weeks rent), taken to hold in case of any dilapidations attributed to a tenant, at the end of the tenancy. This is taken at the time of your lease sign and registered with My Deposits .

Tenancy Agreement - When your references are complete (providing a positive result) we will contact you to arrange a time and date for you to sign your lease. All tenants named on the lease must be present, initial and sign this agreement, prior to entering the property.

Move In - You must pay your first month's rent before you can enter a property, this might be 6 days at the end of a month, taking you to the 1st. This amount is calculated on a pro rata basis. We will attend the property and take meter readings, contact the relevant utility companies and inform them of your tenancy commencement. You should then contact the supplier and set up a payment account for any bills.

Rent Payments - Your first rent can be paid in office, by bank transfer or over the phone by card. However all further payments must be made by standing order. This form should be handed in at your bank, usually it takes two weeks to process this form. Please check with your bank that the standing order has been set-up correctly before your rent is due. Only you can cancel this order, it is not a direct debit.

Maintenance - Should you have any maintenance queries you can contact us for advice or to log a repair order at any time, 7 days a week. We also have a 24 hour emergency number in the case of urgent instances.

Inspections - We conduct regular inspections, which will be arranged at your convenience with at least 48 hours notice.

Notice - You will be required to serve a minimum of 1 month's notice should you wish to vacate the property at the end of the fixed term. Likewise if you wish to renew your tenancy, this is something we will discuss in good time prior to the end of your fixed term.

Moving Out - You should follow our check-out list and make every effort to remove all personal belongings and leave the property in clean condition.

*For more details regarding **documents pertaining to a property, Houses in Multiple Occupation, Student Lettings, Responsibilities and Maintenance** please see our Guides section or contact our office.*

The Nitty Gritty - Most agents will charge administration fees. Our primary client is the landlord, who meets most of the costs of our service. However some charges do ⁴ apply to tenants. We offer competitive pricing, which is outlined below. We're very fair with charges, but the following fees are what do enforce.

Service	Cost
Tenant Reference, Agency Fee, Reservation of the property and Guarantor reference – One or two bedroom house/flat (one person)	£210
Tenant Reference, Agency Fee, Reservation of the property and Guarantor reference – One or two bedroom house/flat (two people)	£260 (£130 each)
Tenant Reference, Agency Fee, Reservation of the property and Guarantor reference – Three Bedrooms +	£90 per person
Deposits Registration	£10
Card Payments	50p Debit Cards - £5 Credit Cards
Late Rent Payments	£25 immediate charge
Bounced Payments	£20 is a payment is presented but returned, refused or re-presented
Reminders via Letter	£25 admin fee.
Overpayments refunded	£25 admin fee.
Adendum to Lease (Tenant Change)	£150 payable to the outgoing tenant.
Early Termination of Tenancy	50% of one months rent (subject to a minimum fee of £150)
Key Replacement	£20 for lost/replacement keys, except where the key cost is higher.
Out of Hours Service	£30 call out charge if you are locked out and require a master key.
Repairs	Where repairs are necessary usually the landlord meets costs, however if they are required due to neglect or damage by the tenant, the tenant(s) will be invoiced for costs.
Unnecessary Call Outs	£30. E.g. an engineer is called out for a reported broken fridge when it's turned off.

