



## TENANTS GUIDE



ROSEWOOD  
PROPERTY

Rosewood House, 6 Northernhay Place, Exeter, Devon, EX4 3QJ

"Rosewood Property is a trading name of Star Lettings & Property Management Ltd registration no. 05209236"

# TENANTS GUIDE

## Why Rent from Rosewood?

We care passionately about getting it right. We work hard to maintain and develop our relationships with our landlords. Managing their properties consistently to our high standards so it goes without saying we want to continue that by finding the right tenants and do the same for our tenants. Happy Tenants, generally speaking make Happy Landlords!

You will receive a personable service from the first call, be prepared for questions, we want to know all about you, the more we know the better we can help you. By asking questions we can help you in your search for your perfect home, which may or may not be the property you have enquired about. We register everyone who wants to be and try to do our best for you, keeping you in mind when new properties come to the market or notice is given on anything within our stock.

Make that call, then you will know why you want to rent from Rosewood!

## Arranging a Viewing

Viewings will be arranged (adhering to any specific Government Guidelines at the time) at a mutually convenient time – our policy is not to let to anyone who has not viewed a property themselves.

Please turn up promptly and if for any reason you cannot attend, are late or lost please do call the office to let us know.

If you like the property we will probably ask you some more questions, because we like to know that we can give our landlord good feedback to give you the best chance of getting the property.

If you are accepted for the property we will guide you through the process step by step.

## Fees and Payments

The only fee that you will be required to pay is a holding fee once the landlord has accepted you and we are ready to proceed to referencing. The holding fee will be no more than the equivalent of 1 week's rent. This is actually deducted at the start of the tenancy from your first month's rent which will be due by day one, so not really a fee at all just an advance part of rent!

At the start of the tenancy you will also be required to pay a Damage Deposit to either the Agent or the Landlord (this will be confirmed by us). This deposit cannot be more than the equivalent of 5 weeks rent.

Other than your rent and deposit the only other fees that you may need to pay would be late rent (14 days or more), for lost keys or fobs and for changes to a tenancy, i.e. allowing pets, change of sharer, permission to sublet or run a business from the property or any other amendment which alters obligations. You cannot be charged more than £50 (inc VAT) for any of these.

Early termination fees may apply if you request to leave early and you will usually have responsibilities to pay services and utilities. This will be clear at the start of the tenancy and within the agreement.

## Some of the things we do to ensure our properties are safe for you?

- Smoke Alarms and Carbon Monoxide Alarms in place and working
- Fire Safety equipment in place if appropriate
- Check for any obvious Health and Safety issues
- Gas Safety Checks and Certificate
- Electrical Installation Condition Report (EICR)

## Checking smoke and carbon monoxide detectors

Please for your own safety check these regularly and if they need new batteries (beeping intermittently can indicate this) please replace them, it is your responsibility. DO NOT take batteries out because the detectors keeps going off when you cook toast! They are all there to keep you and your family safe – please remember this.

## Meter Readings

We usually take meter readings when preparing the Inventory (unless the landlord prepares this), however it is advisable for you to take them all as well (ideally dated photographs) in order to be able to appoint whatever supplier you may choose and have accurate readings at the start and avoids any dispute later on.

## Contents Insurance

You must consider contents insurance, your landlord is responsible for the property only, not your personal property. It is highly advisable to look into this.

## Keeping us informed – maintaining your home

From day 1, if your property is managed by us you will have 24/7 access to our maintenance reporting system. We want to keep you safe, have an obligation to your landlord and to you to maintain the property. Please do report any issues as they arise, no one wants any surprises at the end on conducting check outs.

We have a very experienced, personable Property Management team, a friendly and professional hub of tradesmen who will do their utmost to treat calls in a timely manner.

If your landlord manages the property themselves you will have been supplied with their numbers, email address at the start of the tenancy and you should call them promptly with any issues.

## Changes to your home or circumstances

Always let us know if anything has changed in your circumstances, especially let us know if you would like a pet or if anyone else is coming to live with you. We must know about this and seek your landlord's authority. Equally if your employment changes in a way that it might affect paying your rent, let us know, we can discuss how this can be managed, again we need to let the landlord know. Communication is key!

## When you want to leave

Your Assured Shorthold Tenancy Agreement will indicate that you need to give 1 months' notice in writing. You can give your notice at any time but the end of the period should fall in line with your rental period and it must allow 1 full month's rent before you leave. If you are unsure of this please ask us sooner than later so we can advise you in good time to do this correctly.

If you would like to stay with Rosewood but want to move call us for a chat, we would be delighted to actively look out for you, keep you with us and it might be that something is coming that isn't yet on the market so just like at the start of this –give us a call you will be glad you did!

