

A guide for tenants

Our tenant guide provides important information for your tenancy.



1. Setting your criteria

Before you start looking for the right property, first consider what your priorities are – location, number of bedrooms, size of lounge, garden, parking etc, and match them against your budget requirements.

Once you have decided what your criteria is you can then start your property search. You can register online with us for property updates or contact us on 01702 443 546.

2. Booking an appointment to view

Once you have found a property that you are interested in, get in touch with the office to arrange a convenient time for you to view the property.

3. Register your interest

If you would like to rent a property that you have seen, you should then notify us that you would like to rent it out and request an application form.

4. Referencing & holding deposit

At this stage you will be asked to pay a holding deposit. The referencing process then begins and as a minimum will include:

- References from your landlord/agent
- References from your employer
- Credit checks
- Right to rent checks

In some circumstances you may be asked to provide a guarantor. The same reference checks are then carried out for your guarantor as were done for you.

We will then notify you if your application has been successful.

5. Signing the tenancy agreement

A tenancy agreement is then drawn up which details all of the legal and contractual obligations that both you and your landlord must adhere to. It is important that you are familiar with the agreement before you sign it.

The security deposit and the first rental payment is then taken. It is a legal requirement that the tenancy deposit is registered with a Government approved deposit protection scheme after it has been paid.

Before you can move in you must pay the balance of any monies owed.

6. Moving In

Before you move in, Gateway Residential (or the Landlord) will in most cases prepare an inventory. This document describes the condition of the property and anything left behind by the landlord. The inventory is used when you leave the property to ensure that the condition that you leave it in can be fairly assessed against any deposit deductions that may come up.

Insurance – your landlord is responsible for insuring the building and their possessions, but you may want to take out your own content's insurance separately.

7. During your tenancy

Both you and your landlord have responsibilities while you are living in the property.

As the tenant you are expected to:

- Pay the rent in a timely manner
- Pay the relevant council tax and utility bills unless otherwise agreed
- Carry out general household and garden maintenance
- Dispose of all rubbish responsibly
- Clean the windows
- Advise of any repairs or maintenance needed as soon as it arises
- Ventilate the property
- Not create a noise nuisance for neighbours

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Permitted payments and tenant protection information



Permitted payments

For properties in England, the Tenant Fees Act 2019 means that in addition to rent, lettings agents can only charge tenants (or anyone acting on the tenant's behalf) the following permitted payments:

- Deposits (a maximum deposit of 5 weeks' rent for annual rent below £50,000, or 6 weeks' rent for annual rental of £50,000 and above);
- Payments to change a tenancy agreement eg. change of sharer (capped at £50 or, if higher, any reasonable costs);
- Payments associated with early termination of a tenancy (capped at the landlord's loss or the agent's reasonably incurred costs);
- Utilities, communication services (eg. telephone, broadband), TV licence and council tax;
- Deposits (a maximum deposit of 5 weeks' rent for annual rent below £50,000, or 6 weeks' rent for annual rental of £50,000 and above);
- Payments to change a tenancy agreement eg. change of sharer (capped at £50 or, if higher, any reasonable costs);
- Payments associated with early termination of a tenancy (capped at the landlord's loss or the agent's reasonably incurred costs);
- Utilities, communication services (eg. telephone, broadband), TV licence and council tax;

For properties in Wales, the Renting Homes (Fees etc.) (Wales) Bill, once enacted, means that in addition to rent, lettings agents can only charge tenants (or anyone acting on the tenant's behalf) the following permitted payments:

- Holding deposits (a maximum of 1 week's rent);
- Deposits;
- Utilities, communication services (e.g. telephone, broadband), TV licence and council tax;
- Payments for the late payment of rent;
- A breach of a term of the contract;
- Any other permitted payments under the Renting Homes (Fees etc.) (Wales) Bill and regulations once enacted.