



Tenants Guide

A helpful guide to the process of renting
and Vita Properties mandatory charges.

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CHOOSING YOUR PERFECT HOME

At Vita Properties we put as much effort into finding the perfect home for our tenants as we do for our buyers. After all, you have the same considerations area, budget, type and size of property, availability.

As we all have differing tastes and priorities our consultation process will help define your requirements, so that we can match you to the ideal properties in the areas you prefer and within your budget. This process is designed to maximise the potential homes we can show you, so before coming to see us for a consultation be sure to have given some serious thought to the following:

WHO WILL BE LIVING IN YOUR NEW HOME?

THE AREA/S YOU PREFER

HOW MUCH YOU CAN AFFORD TO PAY

DATE YOU NEED TO MOVE IN

If it's your first time renting you may wish to visit a citizens advice bureau or do some research into regulated lettings, but again we are here to help explain the legalities around renting in the UK, so do feel free to ask us too.



THINGS YOU NEED TO CONSIDER WHEN CHOOSING TO RENT A HOME

THE AREA/S YOU PREFER

Vita Properties knows that different areas provide different ways of life and this is a huge consideration to renters, particularly if you are new to an area or looking for something in particular, like good schools or cafe culture. As life style orientated property experts we have created a tube map search function that will help you decide where to live, whether you're priority is to have quicker access to work, the park, the gym or your social life.

HOW MUCH YOU CAN AFFORD TO PAY?

Budget is all important. You want to enjoy your life in your new home and all the area has to offer, so deciding and sticking to a practical, affordable budget is vital. It is our job to look after our tenants but also our landlords, and so you will be required to submit to independent referencing and provide proof of income to ensure the home you have selected is within your budget.

Along with the monthly rent and deposit there are charges payable to us for administration and reference checking. Other charges may apply in specific circumstances, but you will find a list of applicable fees on our website as well as precise amounts clearly detailed next to every single property we list.

DATE YOU NEED TO MOVE IN

Don't leave such an important decision as finding a home to the last minute as it will reduce the amount of time you have for the all important research and viewings.



YOUR VIEWINGS

Our properties are of the highest standard which means they never sit empty. It is likely therefore that someone with the same time commitments as you is already living in the property you wish to view, so access must be negotiated for all. Be flexible with your viewing times to see as many properties as possible.

When viewing a property feel free to ask as many questions of our team member showing you around as you want. We suggest you keep note of any questions or requirements you may have that cannot be answered immediately for resolution later.

**BE FLEXIBLE ON VIEWING TIMES –
THE BEST PROPERTIES NEVER STAND
EMPTY FOR LONG**

**THINK ABOUT ALL THE THINGS YOU NEED
TO ASK AND THEN WRITE A LIST**

**FEEL FREE TO ASK THE AGENT ANYTHING,
EVEN AFTER THE VIEWING**

**REMEMBER: SOME THINGS MAY HAVE
TO BE RESOLVED LATER AFTER FURTHER
RESEARCH**

MAKING AN OFFER ON A PROPERTY

We know it's a big decision but we would hate for you to miss out on your perfect home, so act fast when you feel that it's the right home for you. But remember, you are about to enter into a legally binding contract so it's important you're certain of your decision.

ON MAKING AN OFFER YOU WILL BE ASKED TO DO THE FOLLOWING:

FORMALISE YOUR OFFER IN WRITING

COMPLETE A TENANTS TERMS OF OFFER FORM

MAKE A DOWN PAYMENT OF 1 WEEKS RENT TO SECURE THE PROPERTY FOR YOU

MAKE FULL PAYMENT ONCE THE TENANCY AGREEMENT IS AGREED

The Tenants Terms of Offer Form details exactly terms agreed and what the down payment is retained for. Your fully trained and regulated negotiator will be present throughout this entire process and is there to answer any questions you may have.

AGREEING YOUR CONTRACT

Vita Properties remain fully on hand from the moment an offer is made until contracts have been exchanged and you've moved in. They will help with any queries you have and will produce all the paperwork required such as:

TENANCY AGREEMENT

RENTAL & PAYMENT BREAKDOWNS

NEGOTIATED CLAUSES

INVENTORIES

CONTRACTS

And all legal documentation requires your signature.

REQUIRED PAYMENTS

Once contracts have been agreed by all parties payments must be made. All payments, including fees, will be clearly explained and detailed in writing by us. Monies, including those from guarantors where necessary, must be paid prior to you being able to move in.

INVENTORIES

It's in everyone's best interest for detailed inventories to be taken as close to your moving date as possible. We will liaise with you and the landlord to ensure this is done at a time that is convenient for both parties to be present.

EXCHANGING CONTRACTS

Vita Properties will exchange contracts once all parties have signed. This usually takes place on the date the tenancy commences. Once the contracts have been exchanged that are legally binding and so all parties are bound by the terms stated.

ONGOING TENANCY

We don't necessarily manage all of the properties we let, as this is entirely the landlord's decision. We do however ensure that you are fully aware of who manages your property and provide their contact details. If it is a property managed by us you will be given a named contact within Vita Properties who will be your property manager.

YOUR TENANCY AGREEMENT

A tenancy agreement is a legally binding contract between you, the tenant, and the landlord. It secures the tenure of the property for the tenant and is usually an Assured Shorthold Tenancy (AST). The contract document will cover all the statutory obligations of both parties named on the agreement and are non-negotiable.

Should you have any questions about these statutory obligations you can ask us or seek independent advice from a citizens advice bureau, who have lots of useful information online at citizensadvice.org.uk. However, we have provided a brief breakdown of what these obligations may include below:

Anything that does not form part of a statutory tenancy agreement, but which has been negotiated and agreed by both parties prior to the tenancy commencing, can be specifically recorded and added to the document as additional clauses.

Once everything is completed all that remains is for you to move in and make yourself at home.

DUE DATES AND ACCEPTED METHODS FOR RENTAL PAYMENTS

DEPOSIT DETAILS SUCH AS AMOUNT, PAYMENT METHOD & WHERE AND WHY DEPOSIT/S ARE BEING HELD

NUISANCE CLAUSES SUCH AS NOISE, DISRUPTION, LITTERING ETC

UNAUTHORISED ALTERATIONS TO PROPERTY, FURNISHINGS AND FURNITURE

DAMAGE TO PROPERTY AND CONTENTS

PROHIBITED GUESTS AND PETS

SUBLETTING AND NON-TRANSFERENCE OF TENANCY

PROMPT REPORTING OF REQUIRED REPAIRS OR MAINTENANCE ISSUES

PROPERTY INSPECTION, NOTICE THEREOF AND EXPECTED FREQUENCY

NOT LEAVING PROPERTY EMPTY FOR 28 DAYS OR LONGER

NOTICE TO LEAVE PROPERTY

CONTACT DETAILS AND OBLIGATIONS OF LANDLORD

But additional clauses can be added as required, for example if you have pets.

YOUR DEPOSIT

It's usual that you will be required to pay 5 weeks rent as a deposit and this is pretty standard across the UK. Your deposit is paid to us, the agent. We hold the deposit until such time as the tenancy terminates as security against any damage, beyond reasonable wear and tear, and any rent arrears.

We register all tenant deposits with an independent and approved tenancy deposit scheme. You are welcome to contact them or we are happy to explain how the scheme works for you.

We do let properties to pet owners. You will be required to complete a pet policy form and adhere to its stipulations, along with your tenancy agreement and the landlord may ask you for an eight week deposit.

5 WEEKS RENT AS DEPOSIT

SOME OF YOUR RENT IN ADVANCE WILL ALSO BE PAYABLE

PAYMENT IS TO THE AGENT WHO HOLDS THE DEPOSIT UNTIL THE TENANCY TERMINATES

DEPOSITS ARE SECURITY AGAINST ANY DAMAGE AND ANY RENT ARREARS

ALL MONIES WILL BE REGISTERED WITH AN INDEPENDENT DEPOSIT SCHEME, AS REQUIRED BY LAW.

GUARANTOR

There are some instances where we ask you to provide a guarantor, although by no means in every tenancy. A guarantor will guarantee that every stipulation of the tenancy agreement (obligations and payments) is adhered to, in just the same manner as the tenant. They will read and sign the tenancy agreement and be liable in law for any breaches of that contract.

Only one UK based guarantor will be required per tenancy agreement, so this is a serious undertaking for the guarantor of multiple occupancy agreements. You must make sure that your guarantor is fully briefed and in agreement to the tenancy agreement clauses they are signing for. Failure to agree or delays in signing may affect you moving into a property.

EXAMPLES WHERE GUARANTORS MAY BE REQUIRED:

FAILED CREDIT CHECKS

OUTSTANDING CCJ

NON-PERMANENT WORK CONTRACT

STUDENTS

SALARY NOT REFLECTING ABILITY TO COVER RENT

REFERENCES

Just as we provide high quality properties to tenants, we supply equally high calibre tenants to our landlords. For this reason we will ask you to complete an online referencing form and expect that we will take up references about you and anyone who is planning to live in the property.

YOU WILL NEED TO PROVIDE THE FOLLOWING:

2 FORMS OF PHOTOGRAPHIC ID (drivers license, passport)

PROOF OF CURRENT ADDRESS (utility bill)

CURRENT/PREVIOUS LANDLORD CONTACT DETAILS

BANK STATEMENTS

EMPLOYMENT CONTACT DETAILS

We will then contact your previous landlord for a written reference as to your suitability as a tenant and your employer/s to verify your income/s, which should be (combined, if sharing) twice the annual rent.

RENEWALS AND VACATES

**MANY PEOPLE WISH TO RENEW THEIR
TENANCIES ONCE THEY'VE RUN OUT, EXPECT:**

**US TO CONTACT YOU THREE MONTHS PRIOR
TO YOUR TENANCY AGREEMENT TERMINATES**

Should you wish to vacate the property you will need to provide written notice within the terms of your agreement. We advise professional cleaning/gardening and general tidying of outside areas, removal of all personal belongings, disposal of all rubbish and returning the key to the agent/landlord to expediate the return of your deposit, which is subject to a property inspection as per the terms of the tenancy agreement and inventory, with consideration for allowance of 'fair wear and tear'.

And finally, if ever in doubt you can visit your local Citizens Advice Bureau for more information about renting properties in the UK.



**VITA PROPERTIES HOPES
YOU'LL BE VERY HAPPY IN
YOUR NEW HOME**