

TENANT GUIDE



CENTRO

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This tenant guide has been created to help simplify the letting process and to help assist you as you prepare for your exciting move ahead.

For us to identify suitable properties for you, we will ask you detailed questions upon registration, the more information you can provide us, the easier it is for us to find you a property.

Our latest properties are listed on our own website www.centro.plc.uk as well as a variety of property search portals.

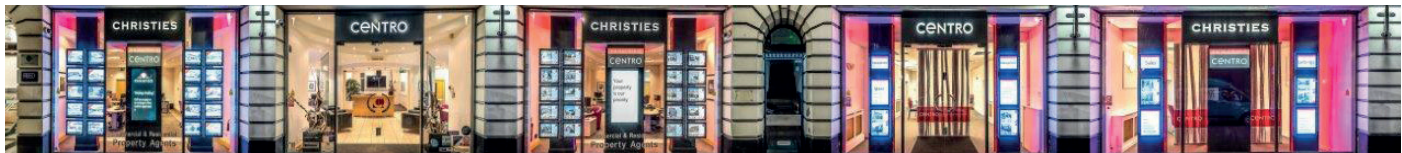
Once you have found a property, we will ask you to complete a Tenancy Application Form to formalise your offer, this will include the rental price, a breakdown of costs, your move date, tenancy term and any requests you may wish for us to ask the Landlord. You will need to complete the tenant's information and provide us with the details of all tenants moving in.


Once your offer has been accepted you will be required to pay a 1 week holding deposit which forms part of your moving in balance. This will secure the property subject to satisfactory references and contracts.

To pass referencing you will need to meet at least one of the below requirements:

- Have a household income of 30x the monthly rent
- Have a guarantor with income of 30x the monthly rent
- Be able to pay a minimum of 6 months' rent up front

(e.g. A rental property at £1400pcm will require a tenant/guarantor to have an income of at least £42,000 per annum)



Following you meeting the criteria you will be sent an online application form our referencing company  where they shall carry out further checks including:

- Credit Checks
- ID Verification and Right to Rent
- Residency Check
- Current Landlord/Agent reference
- Employment and Income Check
- Additional Information (where applicable)
- International References (where applicable)
- Guarantors (where applicable)

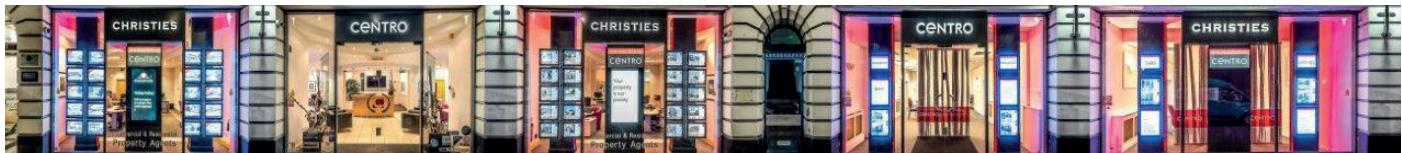
To help speed the process, you will require the following to hand and you should inform your referees to respond swiftly.

- Your UK bank account details
- Your Landlord details
- 3 years address history
- Employment details
- If self-employed your accounts/accountant details
- If a company, your company registration number or Company Director(s) details

Alongside this you will need to provide us with

- Photographic Identification for each applicant/guarantor (e.g. Driving Licence, Passport)
- Proof of address for each applicant/guarantor dated within the last 3 months (e.g. Bank Statement/Utility Bill)

Upon satisfactory references, Centro will be in contact to arrange the final payment and the signing of the Tenancy Agreement.

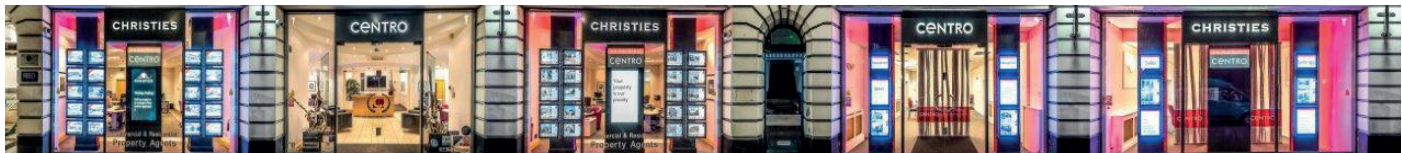


Reposit is a tenancy deposit alternative.

Tenants can pay a 1 week non-refundable service charge to **Reposit** instead of paying a 5 week security deposit. This will provide Landlords with the equivalent of 8 weeks' rent of end of tenancy protection. Just like a traditional deposit, you will remain liable for any unreasonable damage or rent arrears at the end of the tenancy and if required can go through to ADR (Alternative Dispute Resolution).

The goal is to help tenants Save time and Save money. **Reposit** operates through a user-friendly web platform, meaning that your agent can get you moved in quicker and can save you paying a 5 week security deposit up front. So treat yourself to a holiday or even save towards buying your own home. **Reposit** can give you back financial freedom.

Reposit	WHAT IS THIS FOR?	COST (inclusive of VAT)
INITIAL CHARGES	A one –off, non-refundable service charge paid by the tenants which will add a Landlord to the insurance policy and provide 8 weeks protection at the end of the tenancy if needed.	1 WEEK OF RENT
ANNUAL EXTENSION CHARGE	Payable on the anniversary of your move in date if you stay longer than a 12 month period.	£30
REPLACEMENT OF TENANT CHARGE	Admin charge to update tenant's details related to the insurance policy.	£50
ADR CHARGE (if applicable)	Only charged if a claim goes to ADR and the adjudicator finds the claim to be wholly in the favour of the Landlord.	£120





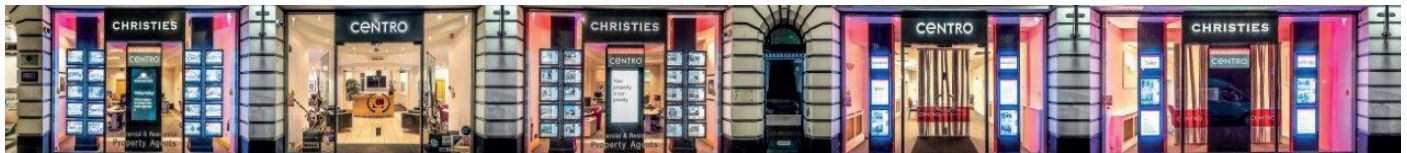
We have partnered up alongside **TenantShop** who offer a free comparison service to help find you the best deals on energy and media.

- **Set up your broadband, TV and phone with offers** from a range of leading suppliers to ensure you have arranged the best package for you ahead of moving in. **TenantShop** can potentially offer up to 50% off the standard pricing*
- **Set up your gas and electricity account** to help you choose the best available tariff and payment option

Some of the key providers the TenantShop work with are below.



*If you would like us to refer your details to **TenantShop**, please tick the box on our application form.



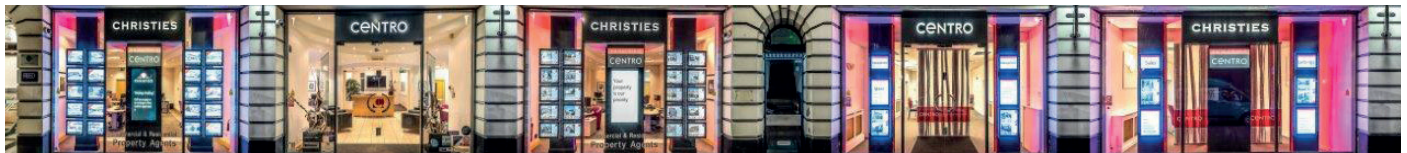
blinc_{UK} do not just carry out your reference checks, they can also provide Insurance cover for residential tenants living in houses, flats, bedsits and shared accommodation.

Tenants Liability Insurance provides peace of mind that you are covered towards the cost of repair or replacement. It helps protect against deposit disputes and covers you for accidental damage.

- The cover includes up to £2,500 of accidental damage to the Landlords fixtures
- Loss or damage to fixed water pipes and tanks
- Damage to wallpaper and carpets
- Alternative accommodation where necessary
- Loss or theft of keys
- Garden ornaments and furniture

Contents Insurance is also available in the event that you may have suffered damage or loss to any of your own belongings through no fault of your own.

If you would like us to refer your details to **blinc_{UK} please tick the box on our application form.*



TENANT GUIDE - FAQ FREQUENTLY ASKED QUESTIONS



How long will the process take?

Referencing typically takes 2 to 5 days however to help speed the process we encourage you to have your referees prepped and ready. Once references are completed, the tenancy agreement will be drafted and signed by all relevant parties and all monies paid. Where applicable your deposit will be registered and you will be supplied with a deposit certificate.

Who will set up my rent and utilities?

The tenant is responsible for the rent, council tax and all utility bills. You will need to set these up directly with your bank and providers. Where a check in has been provided it should contain the necessary meter readings which you can provide when setting up an account.

What if I have a problem at my property?

Where the property is managed by the agent then you will need to speak with the property management team who will look to assist you. Where a property is managed by the Landlord you will need to speak with them directly.

How much notice do I need to give to vacate?

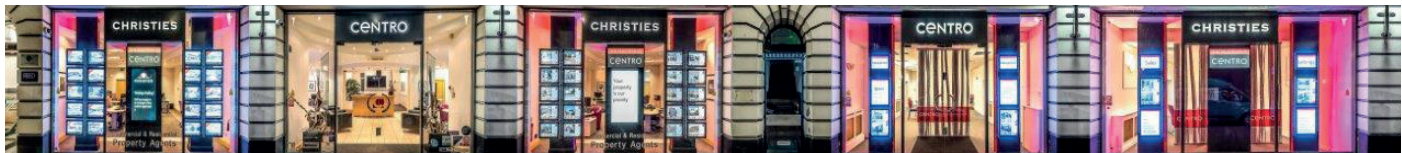
This will be dependent on what you have agreed in the tenancy agreement. If you have a break clause then you can provide two months written notice to the Landlord or Centro in line with the relevant clause stated in the tenancy agreement.

What happens towards the end of my tenancy?

Around two months prior to the tenancy ending, Centro will contact the Landlord and the tenant to see if they are looking to renew the tenancy. Where agreed a new tenancy agreement can be drafted confirming the tenancy length and rental price.

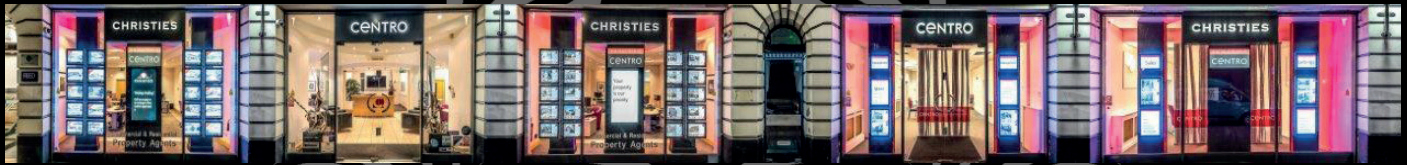
When will I get my deposit back?

At the end of the tenancy you will need to discuss the security deposit return with your Landlord or Centro. When you have agreed an outcome, where Centro holds the security deposit we will require written confirmation from each tenant and Landlord of the amount and account details to transfer the funds to. Centro aim to release the deposit within 3 weeks of your tenancy ending, subject to the condition of the property and agreement from both parties.





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