



# Tenant Guide

# Introduction

Welcome to our Tenant Guide, designed to assist you throughout your tenancy journey. We are committed to providing a professional service, ensuring a seamless and secure experience for all our tenants.

## Finding Your New Home

Our team of lettings experts is here to understand your needs, whether you're relocating, moving in with a partner, or looking to upsize. We offer a range of properties and services in a variety of locations, and we can usually source something to suit your preferences.

Contact us on the details provided at the end of this guide to see what we have available and arrange a viewing.

## Application Process



**Holding Deposit:** To reserve a property, a refundable holding deposit equivalent to one week's rent is required. It is required to demonstrate commitment while reference and right-to-rent checks are conducted. On successful completion of referencing, this holding deposit will be deducted from the total Security Deposit payable for the property, as advertised. A full explanation of terms will be provided to you via email.



**Tenant Application Form:** We need to collect some information from you so that we can complete the referencing process. This is done on an electronic form and once submitted, this goes directly to one of our referencing agents to begin processing.



**References:** Before offering a tenancy, we obtain credit, employer and previous landlord references through professional referencing agencies. An offer is subject to satisfactory references. Please only apply with us if you meet the following criteria:

- Gross income of at least 33 times the advertised monthly rent
- No CCJs or IVAs
- Right to Rent in the UK (EU & Non-EU citizens must provide a Share Code. British & Irish citizens must provide a valid UK passport)
- Verified 12 months of accounts (if self-employed)



**Proof of Identity:** You must provide one form of photo identification (Passport or Driving License) and proof of address (e.g., utility bill or council tax bill). Foreign nationals need to provide proof of residency, such as a residence permit or visa.



**Security Deposit:** We require a Security Deposit to be paid on completion of the referencing process. This will be no more than the equivalent of 5 weeks' rent and is protected in a government authorised protection scheme for the duration of your tenancy. The Holding Deposit you've already paid in step 1 will be deducted from the total Security Deposit.



**Rent Payment:** For the first month's rent, we calculate the pro-rata amount for the number of days to the end of month in which you're moving into the property. We then collect rent in full on the 1st of each month in advance.

# Tenancy Agreement

The tenancy agreement outlines the terms and conditions of your tenancy. It's essential to read and understand this document thoroughly before signing. Our team is available to clarify any queries you may have.

We will also send you the relevant certificates and information for the property, a welcome pack, and a How to Rent guide at this stage.

Once you've reviewed all of these documents, you will be asked to sign a document pack which includes:

- ✓ Tenancy Agreement
- ✓ Prescribed Terms & Conditions for the deposit protection scheme
- ✓ Confirmation of Receipt of Information



## During Your Tenancy



**Rent Payments:** Rent is due as specified in your tenancy agreement. Timely payments are crucial to maintain a good tenancy record. Late payments will incur interest at allowable rates.



**Maintenance:** We are committed to maintaining the property to a high standard. For any maintenance issues, please contact us promptly.



**Communication:** Open communication is vital. Feel free to reach out with any concerns or questions during your tenancy using the channels provided.

## Changes to Your Tenancy

As per Schedule 1 of the Tenant Fees Act 2019, a permitted payment will be made to the Letting Agent by the Tenant for any Variation, Assignment or Novation to the Tenancy made at the Tenant's request. This includes any amendment which alters the obligations of the agreement. Permission must be granted by the Landlord prior to commencement.

We charge a fee of £50 including VAT to make requested changes.



## Ending Your Tenancy

When you decide to end your tenancy, please provide the required notice as stipulated in your agreement. We will guide you through how to prepare for this and the check-out process to ensure a smooth transition.

Before committing to move elsewhere, if you've enjoyed living in one of our properties, why not look at what else we have available to see if we have anything to meet your needs?

## Early Termination

In the case of a fixed term tenancy, this means before the end of the term. In the case of a periodic tenancy, this means not providing us with the required notice as stipulated in the tenancy agreement.

In the event that you vacate the property in breach of the tenancy agreement or without the landlord's consent in writing, you will remain responsible for all tenancy obligations and full reasonable costs of re-letting.

## Tenant Reviews

I had a great experience renting a flat managed by CS Lets for 1 year and 3 months. They are quite approachable and flexible, communication is good, and the maintenance of the flat and the building is high standard. I would rent again from them and definitely recommend their services.

★★★★★

- Fabio

Tenant, London

I've rented a room from CS Lets for 1 year in North East London. Reliable and professional service provided, they were also quick and easy to report problems to and rectified them within reasonable time limits. If you're looking for a HMO, give CS Lets a try

★★★★★

- Gábor

Tenant, London



PROPERTY GROUP

## Contact Us

For any enquiries or assistance, please contact us at:



CS Property Group, Kings Court,  
London Road, Stevenage, SG1 2NG



0333 577 8123



info@cslets.co.uk

We look forward to assisting you in finding and enjoying your new home.