

Before the tenancy

How do I make an offer on a property I have viewed?

Before we ask you to pay a holding deposit we will need to understand your requirements and further information about yourself such as your employment status and current living arrangements. The letting agent that showed you round will ask you to fill out an application form, which we will then submit to the landlord. Once the landlord has accepted your offer, we will then request a payment of 1 week's rent and start the referencing.

What referencing will you require?

We will need to show the landlord that you will be a suitable tenant by carrying out reference checks. This will be based on your residential history, right to rent, affordability and credit history. You will be requested to provide documents such as proof of address, passport, bank statements, pay slips or tax returns if self-employed.

What if I fail the referencing?

It is important you fill out the initial application form truthfully, as we use this information to understand the likelihood of you successfully passing the referencing and flag any potential issues that may arise before you pay a holding deposit. Should you provide misleading information you may risk losing your deposit.

We are often able to come up with solutions for you to successfully pass, such as paying advance rent up front or providing a suitable guarantor.

What is a guarantor?

A guarantor is someone that will take on your financial duties set out in the tenancy agreement should you fail to do so, normally a family member or close friend. If you are a student, you will more than likely need a guarantor as your earnings will not be sufficient. Your guarantor will also need to go through the referencing process.

How long does the referencing take?

Referencing takes 3 to 5 days on average, this is of course dependent on how quickly your current landlord and employer/account gets back to us. To speed up the process it is worth informing them they will be contacted by us. It will also help to supply supporting documents in good time.

What if the landlord changes their mind?

If the landlord changes their mind for any reason once you have paid a holding deposit, we will refund this in full and try to assist in finding you alternative accommodation.

How do I work out the monthly rent?

You will notice for all our properties we advertise the weekly rent. To calculate the monthly rent simply multiply the weekly rent by 52 weeks in the year, then divide this figure by 12 months.

How much will I have to pay before I move in?

The total move in costs will be 1 month's rent in advance and 5 week's security deposit. Where the rent is more than £50,000 per annum you may be required to pay 6 week's rent as a security deposit. The initial 1 week's rent paid to reserve a property will be deducted from the total move in costs.

How do I make the holding and move in money payment?

We only accept the initial holding payment and move in monies via our referencing company Goodlord. They have a secure payment system allowing for instant payments, they will also provide you with a confirmation receipt. Once you have moved in you will receive a welcome pack with information on how to make future rent payments by creating a standing order.

What is the Tenant Deposit Scheme (TDS) and how does it protect me?

Under the Housing Act 2004 all deposits taken to secure a property must be registered with a government backed scheme. The Tenancy Deposit Scheme exists to ensure that your deposit is protected and administered fairly. At the end of your tenancy, if we make any deductions from your deposit that you feel are unfair, you can request that the TDS arbitrate the decision.

What is a deposit replacement scheme?

This is an alternative in paying the traditional 5 week's security deposit. On selected properties you will have the option to pay a one-off membership fee of 1 week's rent excluding VAT (split between the household if a joint tenancy). You will still be liable to pay for damages, if any, at the end of the tenancy. For more information please speak to one of lettings agents.

Will I receive an inventory report?

Landlords are advised to carry out an inventory. If one has been carried out you will receive a copy, where you must inform us within 7 days of receipt of any amendments you wish to make.

Will I be liable for any other charges?

There is no other move in charges.

During the tenancy

How should I pay the rent?

Depending on the level of service your landlord has chosen, you will either need to set up a standing order with Homefinders' or the landlord's bank details. We will supply you with the relevant details prior to you moving in. Please set up the standing order 3 days before the rent due date to ensure the monies clear in good time.

Can each tenant make separate payments if on a joint tenancy?

The rent will need to be paid from one bank account. You will need to nominate a head tenant for you to transfer your portion of the rent to them so they can make a single payment to us.

Who should we contact if there is an issue during the tenancy?

Where the property is managed by Homefinders, you will be introduced to a dedicated Property Manager. They will be your main contact and will liaise with your landlord on your behalf.

If you have a maintenance issue, we must keep a recorded log. In order for this to happen please report the issue, no matter the time of day to homefinders.fixflo.com. It will also help to upload pictures when reporting the issue so we can deal with it quickly.

Can someone replace me if I am part of a joint tenancy?

It is best to speak to your Property Manager or landlord first to see if this will be possible. Depending on the circumstances you may be responsible for finding a suitable replacement tenant and still be liable for the rent until someone new has moved in. A payment of £50 will also be charged if you want to change the tenancy agreement and other reasonable costs associated with your early termination of the tenancy.

End of Tenancy

How do I renew my contract after the first year?

We will contact you within the last 4 months of your tenancy to find out if you wish to stay on. This will give us enough time to come to an agreement with your landlord.

How do I serve notice to terminate my contract?

Please refer to your tenancy agreement to find out the notice period to be served at the end of the fixed term. Notices must be in writing and can be sent to management@homefinders.net.

If you wish to terminate your agreement during the fixed term you will need to seek advice from your Property Manager or landlord.

How will my rent payments cease at the end of my tenancy?

You will need to contact your bank to cancel the standing order after the last month's rent payment.

What should I do with the keys at the end of the tenancy?

Keys will need to be handed back by 11am of your vacating date to your nearest Homefinders branch, unless otherwise stated by your Property Manager or landlord.

When can I expect my deposit back?

If no deductions are to be made, we aim to return your deposit with 14 days from your vacating date. There may be a delay in payment if there are proposed deductions. Where a resolution cannot be reached, the dispute will transfer to the relevant deposit protection scheme for them to arbitrate, which will take longer.