



# Tenants Guide to Letting



THE QUICK AND EASY WAY TO BUY AND SELL PROPERTY

SALES • LETTINGS • AUCTIONS • MORTGAGE ADVICE • OVERSEAS • COMMERCIAL



[www.ddmresidential.co.uk](http://www.ddmresidential.co.uk)

# Who are we?

Managing over 1400 rental properties, we are the largest independent estate agent in the region. DDM Lettings act as agents on behalf of the landlord who owns the property you are renting. We have an obligation to the landlord to ensure the tenancy runs as smoothly as possible, the rent is paid promptly and the property is maintained to the standard at which it was received.

## APPLYING FOR A PROPERTY

When you have found a suitable property to rent we will begin the administrative process of referencing with a view to taking a deposit and one months rent in advance.

We need to make sure that you are a suitable tenant, that you have the ability to pay your rent, and that you have rented a property without any major problems in the past (if this is applicable). We will organise this and ask for the administration fee, along with your permission to conduct the relevant searches. These fees are non-refundable.

If you agree, some or all of the following documents may be requested by us and the agency we use for carrying our checks:

- A copy of your ID (passport, driving licence...)
- A recent utility bill at your current address (gas, electricity, council tax, etc.)
- A reference from your employer confirming your status
- A reference from your current landlord
- For those self employed a copy of your last 2 years trading accounts will be needed

In the event that the information highlights any potential risk to the landlord you may be asked to provide a guarantor. A guarantor will also be referenced and be contractually liable, both financially and legally, should you fail to pay the rent during your tenancy or in the event of damage to the property.

## TENANCY AGREEMENT

The agreement you sign is a legal document. It is between the owner of the property (The Landlord) and yourself (The Tenant). You should read the agreement carefully and ensure you understand it fully. If in doubt consult a solicitor. The agreement places legal obligations on you, some of which are explained below.

The agreement you sign will be an Assured Shorthold that is for a fixed legal minimum period of six months. You can only leave the property at the end of the period stated in the agreement or by giving one months notice after the fixed period has ended. If the Landlord wishes to end the tenancy you will be given two months notice to leave.

Everybody living at the property over the age of eighteen must be named on the agreement. You cannot move anyone into the property unless you have informed us (in writing) and we have permission for you to do so from the landlord.

## DEPOSIT

At the commencement of the tenancy you will be required to pay to DDM Lettings a deposit which is usually the equivalent to one and a half times the months rent. This deposit is security against you not fulfilling the terms of the tenancy agreement.

The deposit will be held by DDM Lettings in a separate client account. We are members of the Governments Tenancy Deposit Scheme. Within 14 days of the tenancy we will issue a certificate to confirm your deposit is protected and held securely. The tenancy agreement details the process for disputes in the event issues arise at the end of the tenancy.

At the end of the tenancy, if an agreement has been reached by both parties, we will return some or all of the deposit to you. If a dispute arises, we must hand over the deposit to the scheme until a resolution is reached. The responsibilities of both parties will be detailed within the tenancy agreement.



### RENT

Your tenancy agreement is a legally binding document which requires you to pay the rent in full in cleared funds on the rent due dates. Failure to do this means that you will be in breach of your tenancy agreement.

If you share the property with other tenants you are jointly and severally liable for payment of the full rent on the rent due date. If any rent is outstanding on the rent due date then we may pursue one, some or all tenants for the costs incurred and the balance of rent due, regardless of whether you as an individual have made a payment to us.

You may not use the deposit held by us as payment for your final rental payment. No deposit return will even be considered at the end of your tenancy unless your rent has been paid in full.

### THE INVENTORY & SCHEDULE OF CONDITION

This is one of the most important documents that DDM Lettings produces. This records the condition and contents of the property at the start of the tenancy. We ask you to check this carefully as it is this document that will be used at the end of the tenancy to ensure that there are no discrepancies from the commencement of the tenancy other than fair wear and tear. We will accept the inventory is fully agreed unless you report any changes to the inventory within the first seven days.

### INSPECTIONS

We have an obligation to conduct regular visits of all tenanted accommodation. Visits will be carried out periodically to ensure the property is not in need of repair and to ensure you are looking after the property. You will be given written notification when an inspection is due to be conducted and you will need to be in attendance.

### MAINTAINING THE PROPERTY

You are responsible for normal household maintenance at the property i.e. replacing light bulbs, cleaning windows, cutting lawns, maintaining hedges, borders, keeping all guttering and drains clear from leaves and blockages, the removal of such pests as fleas, ants, wasps, etc.

If there is a garden with your property you must keep it in good seasonal order. You must not uproot established trees and shrubs and you must not remove lawns already laid at the commencement of your tenancy.

### FAULTS & REPAIRS

Should you experience any problem with either the structure or contents (provided by the landlord) of the property, please contact DDM Lettings immediately during office hours and we will normally arrange for one of our approved contractors to investigate the problem.

In certain circumstances, usually where any work required is substantial, either in terms of cost or magnitude, it may be necessary to obtain more than one quotation from contractors, or to instruct a surveyor to assess the nature of the problem so that it can be resolved effectively.

**Do not** instruct a contractor yourself and send us the invoice, as this will not be paid by us or your landlord unless we have previously agreed to do this.

If a contractor attends to a problem that you have reported and the fault is due to lack of care or misuse by you or guests occupying the property, you will be charged for the cost of putting it right.

It is very much in your interests to be available for appointments made with contractors in order that repairs can be carried out as quickly as possible. If you fail to keep an appointment made with a contractor then we may charge you the costs of the contractors abortive visit. No repairs can be carried out unless you are present at the property.



## TENANT DECORATION/ALTERATIONS

Your landlord wants the property to be treated as your own home. However, the landlord's consent must be obtained **prior** to any redecoration or alterations being carried out. Failure to comply with this may result in you being charged the cost of returning the property to its original condition at the end of your tenancy. You are not permitted to alter, add, pull down or remove any part of the fabric of the building.

## LOST KEYS

If during your tenancy you lose your house keys, whatever the circumstances, you are responsible for the cost of replacement. In the first instance, please contact DDM Lettings as they may have a spare set of keys (provided that you haven't changed the locks during your tenancy). The cost of having additional sets cut is to be borne by you, the tenant.

If a lock change is required as a result of you losing a key you will also be charged the cost of the lock change. If you occupy a flat in a block which has a common entrance door key you may also be charged the cost of providing all tenants in the block with new keys.

You must return the full compliment of keys to the property at the end of the tenancy and you will be charged for the cost of any duplicate keys or lock changes required if you do not do this.



## BREAK-INS/VANDALISM

If you have suffered a break-in that has resulted in damage to the external doors, windows or landlord's property, please report the incident to the Police, and then contact DDM Lettings who will arrange for a contractor to secure the property.

It is important that the Police are advised and a Crime Reference number obtained as failure to do so may prevent you or your Landlord from making an insurance claim.

## SMOKE/FIRE & CARBON MONOXIDE DETECTORS

When any such devices are fitted in the property you rent you have an obligation, under section 2.7 of the tenancy agreement, to ensure they are checked regularly and are kept in good working order. If you become aware of a fault you must notify DDM - The Letting Centre immediately.

## GAS APPLIANCES

By law your landlord must comply with the Gas Safety (Installation and Use) Regulations 1994 and subsequent associated legislation. Your landlord must have all gas systems, appliances and flues checked at least every 12 months by a gas safety registered engineer. These regulations do not apply to gas appliances owned by tenants for example a gas cooker. For your own safety we recommend that you too have your personal gas appliances checked at least every 12 months. You will be provided with a copy of the gas safety certificate provided by the inspecting engineer.

It is in the interests of your own safety and welfare that you cooperate fully with contractors making appointments with you to carry out a gas safety inspection.

## NOT AT HOME?

If you are going to be away from the property for more than 14 days at any one time you must inform us in writing. The property being unoccupied may affect the house insurance and we may have to take steps to protect the property.

## PETS

You cannot have any pets unless we have permission from the landlord in writing. You must consult us prior to obtaining a pet and submit a written request to have a pet stating the age, type and breed.

### TENANT INSURANCE

The Landlord is only responsible for insuring the building. Tenants Insurance must be in place at the commencement of the tenancy for accidental damage to the landlords contents, fixtures and fittings. We will need to see a copy of the policy. If you do not have this in place we will arrange for a policy to be set up.

Full details of this cover will be provided prior to the check in. Please arrange through the office. Bank account details (sort code & account number will be required). Contents Insurance is recommended for your personal possessions. These items will not be covered by **your** Landlord's insurance if the property is broken into or subjected to flooding, fire, etc.

**Call 01724 870 870 to set up your insurance policy or visit our website at [www.ddmresidential.co.uk](http://www.ddmresidential.co.uk)**

### DEPOSIT RETURN

DDM Lettings will advise you whether or not the property is in good order and, subject to your landlords instructions, we will then arrange for the return of the deposit.

The deposit will be returned to you in accordance with the terms of TDS. It is important that you provide a forwarding address and contact details so that the deposit can be returned to you.

If you claim housing benefit, you must advise them of the date that you will be vacating the property. We cannot release your deposit until we have received final payment.

If, at the end of the tenancy, the amount due for dilapidations and any arrears of rent is greater then the amount of the deposit held you will be pursued for the outstanding balance and the costs incurred in collecting it.

### CHECK-OUT APPOINTMENT

Upon receipt of your notice letter, we will write to you to acknowledge your intended vacation. We will arrange to visit the property to carry out the check-out, verify the condition of the property and read the meters. You will be required to return all sets of keys at this meeting; you will be charged on a daily basis until all keys and possession are surrendered. You must be ready to leave the property with the agent and all of your personal effects and your furniture must be removed. If you are not able to hand the keys back to a vacant property at the agreed time on the agreed date this will result in a fee of £25.00 and you may also incur extra rent.

### GIVING NOTICE

After the fixed term has expired you are required to give one full months notice in writing of your intention to vacate the property. During this time, we will require access to accompany prospective tenants to view the property and will give you at least 24 hours notice. Your co-operation in allowing access is greatly appreciated.



## FEES AND CHARGES

We reserve the right to charge the following minimum charges. Please note that a fee will be charged for any appointment(s) not kept by the Tenant. The fee will be dependant on the costs incurred as a result of any appointment not being kept.

Renewal Tenancy Agreement	<b>£50.00</b>
Bounced Cheque/Recalled Standing Order	<b>£15.00</b>
Providing Landlord References	<b>£10.00</b>
Late Payment Charge (every 7 days)	<b>£15.00</b>
Providing Mortgage References	<b>£25.00</b>
Failure to cancel Standing Order	<b>£15.00</b>
Change of Rent Payment Date	<b>£20.00</b>
Duplicate copy of Tenancy Agreement	<b>£25.00</b>

We may also make charges that are not covered by this information sheet. VAT will be added to fees charged.

## USEFUL NUMBERS

**TRANSCO (GAS LEAKS) 0800 111 999**  
**POWERGEN 0800 195 0101**

## WEEKEND EMERGENCY MAINTENANCE ANSWERPHONE 01724 870 870

The Emergency Helpline is only available out of office hours and is to assist you in the event of a real emergency. When telephoning the Emergency Maintenance Helpline please give as much information as to the type of emergency. You will need to give your name, full address and contact telephone numbers.

Please note that informing the Emergency Helpline of a problem does not mean that the problem will be dealt with outside normal working hours. The helpline is provided primarily to deal with real emergencies. For example gas leaks or major water leaks. All standard maintenance requirements should be reported to your managing agent during normal office hours.

## YOUR MANAGING AGENT

**Agent:** DDM - The Lettings Centre  
46 Oswald Road  
Scunthorpe  
North Lincolnshire  
DN15 7PQ  
01724 870 870  
Answer Machine out of hours  
01724 870 871

**Tel No:**

**Fax No:**

**E-mail:** [lettings@ddmresidential.co.uk](mailto:lettings@ddmresidential.co.uk)

**Office Hours:** 9am - 5.30pm - Monday to Friday

# Questions and Answers

This section is intended to answer some of the questions you may have prior to renting a property.

## Who is responsible for payment of the Utilities?

The tenant takes over the utilities on moving into the property; this includes water, gas, electricity, council tax, telephone and TV licence.

## What other costs can I expect to incur whilst renting?

You will need a deposit of approximately equal to one month's rent or more in some cases. You will also be asked to pay the credit searches and agreement fee once you confirm your wish to rent a certain property.

## Who is responsible for repair/maintenance problems?

The landlord should fix any appliances that need repairing and fulfil their maintenance obligations. However; tenants are responsible for breakages. A tenant should report repairs as soon as they become aware.

## Does the Letting Agent I choose matter?

Yes. To ensure you receive a professional service it's best to choose an agent who is a member of the National Approved Lettings Scheme and holds client money protection insurance. We at DDM Lettings, work to professional standards that work well for both landlord and tenant. For example, the tenant renting through DDM Lettings can expect that the landlord will carry out safety checks e.g. gas, electrics, furniture etc. The correct tenancy agreement will be used, ensuring that responsibilities are clearly set down and privacy of the tenant is adequate. DDM Lettings will also have proper procedures for reporting and dealing with repairs and furthermore provide a bonding scheme, which will protect your deposit (details available). You may be advised to check if the agent is part of The Ombudsman scheme for Estate Agents (part of the OFT). Anyone can set up a lettings agency and your rent and deposit may not be safe!

## Will my privacy be respected?

Yes. Your privacy is respected. If you rent through DDM Lettings we and the landlord will only ask to gain access at pre agreed times. This area is covered in the tenancy agreement signed by you and the Landlord.

## How long do I have to rent for?

All tenancy agreements are for a minimum six months.

## What happens if I want to leave early?

If you wish to leave the property before the end of the fixed term or before the notice expires you will be liable to pay the rent until the end of the tenancy unless the property is re-let.

## When there is a delay with landlords carrying out repair works, can I stop paying the rent?

You can not withhold the rent as this would be a breach of the tenancy agreement and the landlord could take you to court.

## Will I have any contact with the Landlord or will the Agent handle all matters?

The letting agent will deal with the property viewings, references, agreements and assisting you through the moving process. The contact then depends on which service the agent is acting on behalf of the landlord for: DDM Lettings offers two services, Let Only and Fully Managed. If the landlord takes the Let Only option all correspondence with the agent after "move in" is ended apart from any advice needed. With the Management Service the tenant will deal direct with the DDM Lettings dedicated management department.





## THE LARGEST INDEPENDENT ESTATE AGENT IN THE REGION

DDM Residential established in 1889, is the Largest Independent Auction, Estate & Letting Agency in the Region with 6 offices and managing over 1400 rental properties. With our regional branch network we offer experienced local teams, extensive marketing and regular feedback. There is a reason why we are the largest.



### BARTON

12a George Street, Barton DN18 5ES  
TEL: 01652 661166  
barton@ddmresidential.co.uk

### BRIGG

72 Wrawby Street, Brigg DN20 8JE  
TEL: 01652 653666  
brigg@ddmresidential.co.uk

### GAINSBOROUGH

9 Church Street, Gainsborough DN21 2JJ  
TEL: 01427 616161  
gainsborough@ddmresidential.co.uk

### GRIMSBY

23 Osborne Street, Grimsby DN31 1EY  
TEL: 01472 358671  
grimsby@ddmresidential.co.uk

### SCUNTHORPE

46 Oswald Road, Scunthorpe DN15 7PQ  
TEL: 01724 868168  
scunthorpe@ddmresidential.co.uk

### LETTING CENTRE

46 Oswald Road, Scunthorpe DN15 7PQ  
TEL: 01724 870 870  
letting@ddmlettings.co.uk

### MORTGAGE CENTRE

2 Wardall Street, Cleethorpes DN35 8HA  
TEL: 01472 360094  
enquiry@ddmfinancial.co.uk



[www.ddmresidential.co.uk](http://www.ddmresidential.co.uk) e-mail: [homes@ddmresidential.co.uk](mailto:homes@ddmresidential.co.uk)



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