



TENANTS GUIDE TO LETTING

DDM Residential established in 1889, is the Largest Independent Auction, Estate & Letting Agency in the Region with 5 branches, a separate lettings department with a team of 5 purely dedicated to taking care of over 1400 rental properties.

DDM Lettings act as agents on behalf of the landlord who owns the property you are renting.

APPLYING FOR A PROPERTY

When you have found your ideal home to rent we will begin the administrative process of credit referencing and Right to Rent checks

The following documents will be requested by us and the 3rd party credit referencing agency:

- Photo ID (passport/driving licence)
- Proof of address (bank statement/utility bill dated within the last 3 months)

PERMITTED PAYMENTS

Before the tenancy starts (payable to DDM Residential 'The Agent')

Holding Deposit: equivalent 1 weeks' rent

Deposit: equivalent 5 weeks' rent

First months rent

During the tenancy (payable to the Agent)

Changes to the tenancy agreement: £50.00 inc vat

Payment of interest for the late payment of rent at a rate of 3%

Charge for the reasonably incurred costs for the loss of keys/security devices: from 1st June ""reasonable costs"" can be charged for the replacement of lost keys or other security devices for properties in England.

Payment of any unpaid rent or other reasonable costs associated with your early termination of the tenancy.



During the tenancy (payable to the provider) if permitted and applicable

- Utilities - gas, electricity, water
- Communications - telephone and broadband
- Installation of cable/satellite
- Subscription to cable/satellite supplier
- Television licence
- Council Tax

Other permitted payments

Any other permitted payments, not included above, under the relevant legislation including contractual damages.

TENANCY AGREEMENT

The agreement you sign is a legal document. It is between the owner of the property (The Landlord) and yourself (The Tenant). Please ask for a copy prior to signing. You should read the agreement carefully and ensure you understand it fully. If in doubt please seek independent advice. The agreement places legal obligations on you, some of which are explained below.

The agreement you sign will be an Assured Shorthold Tenancy that is for a fixed 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.

Everyone that will be residing at the property over the age of eighteen must be named on the agreement. You cannot move anyone else 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 Residential a deposit, which is capped at the equivalent of 5 weeks rent. The deposit will be held by DDM Residential in a separate client account. DDM Residential is a member of TDS. The deposit will be registered with TDS within 30 days of receiving the deposit, you will then be issued with certificate to confirm your deposit is protected and held correctly. 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 all parties, we will return some or all of the deposit to you. If a dispute arises, we must send the disputed amount to the TDS until a resolution is reached. The responsibilities of both the tenant and landlord are detailed within the tenancy agreement.

RENT

Your tenancy agreement is a legally binding document which requires you to pay the rent in full by cleared funds on the rent due date. 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/guarantor for the costs incurred and the balance of rent due.

INVENTORY & SCHEDULE OF CONDITION

This is one of the most important documents that DDM Residential produces. In addition to the photos taken at the check in appointment, this records the condition and contents of the property at the start of the tenancy. A copy of this will be left with you at the check in appointment and 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

As part of our service to your landlord we undertake regular visits to the property. 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 to allow access.

MAINTAINING THE PROPERTY

You are responsible for normal household maintenance at the property i.e. replacing light bulbs/batteries, cleaning windows, cutting lawns, maintaining hedges, borders, keeping all guttering and drains clear from leaves and blockages. 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 without the written consent from your landlord.

FAULTS & REPAIRS

Should you experience any problem with either the structure or contents (provided by the landlord) of the property, please contact DDM The Letting Centre on 01724 870870 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. Please do not instruct a contractor yourself. 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.

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.



LOST KEYS

If during your tenancy you lose the keys/fobs/security devices, whatever the circumstances, you are responsible for the cost of replacement. If a lock change is required as a result of you losing a key etc 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. All keys must be returned for the property at the end of the tenancy.

BREAK-INS/VANDALISM

If you have suffered a break-in that has resulted in damage, please report the incident to the Police along with contacting DDM 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/HEAT & CARBON MONOXIDE DETECTORS

Such devices will be checked at the start of your tenancy and signed off by yourself. During the tenancy it is your responsibility to regularly check the devices are working. If you become aware of a fault you must notify DDM 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 Safe registered engineer. You will be provided with a copy of the gas safety certificate at the start of the tenancy and annually thereafter. 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.

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 must inform the landlord.



PETS

You must consult us prior to obtaining a pet and submit a written request in order for permission to be obtained from the landlord.

TENANT INSURANCE

The Landlord is responsible for insuring the building and fixtures. Tenants are responsible to insuring their own belongings, in addition to accidental damage to the landlords contents, fixtures and fittings. We can refer you for a quote – Please ask.

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 your co-operation with viewings for prospective tenants.

CHECK-OUT APPOINTMENT & DEPOSIT RETURN

Upon receipt of your notice letter, we will formally acknowledge your intended vacation date. We will arrange to visit the property to carry out the final check-out, verify the condition of the property and read the meters. You will be required to return all sets of keys at appointment. Following the check out we will compare the check in inventory, then subject to the landlords instructions, we will then arrange for the return of the deposit or negotiate any deductions. The deposit will be returned to you in accordance with the terms of TDS as detailed within the Tenancy Agreement. 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.

USEFUL NUMBERS

DDM LETTING CENTRE & WEEKEND EMERGENCY NUMBER 01724 870870*

NATIONAL GRID (GAS LEAKS) 0800 111 999

NORTHERN POWERGRID: (ELECTRIC) 0800 011 3332

*DDM weekend Emergency Helpline is only available out of office hours and is to assist you in the event of a real emergency. It is not manned 24hrs. When telephoning the Emergency number you will be diverted to a voicemail- please give as much information as to the type of emergency. You will need to give your name, full address and contact telephone numbers.