

THE APPLICATION PROCEDURE

How do I apply?

All parties who will be named on the Tenancy Agreement must view. If after viewing, you wish to make an application for one of our rental properties, then you will need to obtain an application form from us.

Before we can proceed with an application, we will require:-

- A completed application form for each person over the age of eighteen who will be living at the property.
- A referencing fee. We charge £100 for a single applicant, £150 for two applicants and a further £50 for any subsequent applicant.
- If you require a guarantor in support of your application, then we will need a completed Guarantor Application Form. There is no charge for referencing a single Guarantor but any subsequent Guarantors will be required to pay £50 each.
- A reservation fee of £100. This will hold the property for a period of 14 days whilst your application is being processed. If you wish to hold the property for an extended period, then please let us know prior to applying so that we can notify the Landlord and in these circumstances we may ask for an increased reservation fee. Any reservation fee paid will be deducted from the monies due at move in.
- A signed and dated copy of this Guide to Renting.
- Identification. We are required by the Government to verify the identity of all prospective tenants and any occupiers over the age of eighteen and must have sight of the originals of identity documents which must be checked in the presence of the person to whom the documents relate. Further information on the documentation required is found in our application form.

Once we are in receipt of all documentation and monies (payable by cash/card payment/bank transfer) as detailed above, then we shall contact the Landlord to discuss your application. If they approve your application in principal, then we shall continue with referencing.

How much do I need to earn?

As a guideline, our referencing agents work on an income to rent ratio of 2.5 (this is based on an annual income of £25,000 or less, if you earn in excess of £25,000 then the ratio will be decreased).

An income to rent ratio means that your gross salary (before deductions) must be at least 2.5 times the rent. For example, if the monthly rent is £350 per month then you will need to earn at least £875 per month (£350 x 2.5) or £10,500 per year (£350 x 2.5 x 12).

If you are unable to meet the above income to rent ratio, then we will discuss with you whether a guarantor can be provided or if you would be able to pay six months' rent in advance as an alternative.

What is a guarantor?

A guarantor will be a person or persons 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.

Any guarantor that you put forward will be subject to our referencing procedure and will have to sign a Guarantor Agreement prior to commencement of the tenancy.

What happens during referencing?

We will submit the completed application form/s to a tenant referencing company who will then assess the following:-

- Income - they will confirm that your income will be able to cover the rent, usually by contacting your employer.
- Credit Rating - they will check your credit history and credit score which will reveal any CCJ's/bankruptcy orders.
- Previous Tenancies - if applicable, they will contact your previous landlord/s for confirmation that you have adhered to any previous tenancy agreements including making rental payments on time. In some circumstances, an additional fee may be payable by you for this information from the company providing it and we will notify you in those circumstances.
- Proof of Residency - they will verify your current address, which will include checking the electoral roll.

It would be helpful if you could notify your employer/landlord that a referencing company will be contacting them and if they can assist with submitting the required information as this will speed up the process considerably. The referencing company may also contact you directly to confirm information.

Referencing is usually completed in 5-7 days and we will receive a report advising on your suitability as a tenant and the suitability of any guarantor. We shall discuss this report with the Landlord and confirm that they wish to proceed. Provided all is satisfactory, we shall then contact you to finalise arrangements prior to you moving in.

What if I change my mind?

If you withdraw from letting the property after referencing has started or do not disclose on the application form information which negatively impacts your application then any monies paid are non-refundable.

Should the Landlord decide not to proceed with the letting through no fault of your own, then any monies paid will be refunded in full.

MOVING IN

What do you need from me prior to move in?

Before we are able to hand over keys for the property, we require:-

- Signed Tenancy Agreement - We will prepare a six month Assured Shorthold Tenancy Agreement for your signature. A copy will be provided to you at the start of the tenancy.
- Signed Guarantor Agreement (if applicable)
- Completed Standing Order Form - Rental payments during the tenancy are to be made by standing order. We shall provide you with a standing order form which you will need to sign and complete details of the account from which your rent is to be paid.
- Monies Due - You will need to pay one full month's rent in advance along with the deposit. This must be cleared funds (cash/bankers draft/debit card payment/bank transfer). Please note we cannot accept payment on a credit card or a Visa Electron card.

What about the utilities?

Tenant Shop Limited acts on our behalf to notify the local council, water supplier and energy provider/s that you will be moving into the property and also supply notifications when you vacate the property.

We will therefore pass your details on to Tenant Shop Limited who will only use this for the purpose of council and utility registration.

Tenant Shop Limited are also able to offer you comparisons on the utilities/media services. This is completely optional and if you would like Tenant Shop Limited to contact you, then please sign the relevant boxes on the Tenant Shop form which is attached to this Guide to Renting.

Tenant Shop Limited is fully compliant with the data protection act 1998 and a registered member of the Information Commissioners Office with registration number Z305733X.

What happens on move in day?

You will be required to come to our office on your move in day to collect your Move In Pack. This will contain:-

- Keys
- Energy Performance Certificate - This report details the energy efficiency and environmental impact ratings of the property.
- Gas Safety Certificate (if gas supply at property) – This will confirm that all gas appliances have been checked by a suitably qualified person within the last 12 months.
- Electrical Certificate (if applicable) - These will confirm that a minimum of the portable electrical appliances at the property have been checked by a suitably qualified person during the recommended timeframe.
- Schedule of Condition (Austerberry Managed Only) - This will detail the condition of the property and its contents as well as noting meter readings. This will be used at the end of the tenancy to check the condition of the property and you will have seven days to notify us of any amendments that you feel necessary. If we do not hear from you within the seven day period, then it will be assumed that the Schedule of Condition is satisfactory to you.

- Landlord Contact Information (Landlord Managed Only) - You will be provided with the contact details for your Landlord who will be managing the property personally and should be contacted directly regarding all issues at the property after move in.

If the property is going to be managed directly by the Landlord, then we will forward your deposit directly to the Landlord upon move in and it will be the Landlord's responsibility to join an approved deposit scheme. In these circumstances, Austerberry accept no responsibility for the return of deposit monies at the end of your tenancy.

Your Information

Austerberry collects personal information when you register with us or use our services. We will use this information to provide the services requested and in order to do this, Austerberry may be required to share information with selected third parties. By signing these terms, you consent that Austerberry has your permission to release your personal information for the purpose of carrying out tenant referencing to Rent4Sure and to discuss the contents of your application with your prospective Landlord. If you proceed to rent a property with Austerberry, you give consent for Austerberry to release your personal information during conduct of the tenancy to sub-contractors in order to arrange any maintenance works as well as to utility providers and the local authority for council tax purposes. Austerberry will not share your information for marketing purposes with any third parties. For more information on how we use your information, please see the separate Privacy Notice attached to this Guide to Renting.

Declaration

I/we confirm that I/we have read and understand the contents of the Guide to Renting and agree to the conditions therein.

Date: _____

Date: _____

PRIVACY NOTICE

What information do we collect about you?

We collect information when you register to view a property/go onto our mailing list, request a valuation, apply to rent a property or provide us with instructions to sell or let a property on your behalf. Website usage information is also collected via our website using cookies.

How will we use the information we collect about you?

The information collected about you will be used by Austerberry for the purposes of carrying out the service which you have instructed us to perform. We also use the information collected from our website to personalise repeat visits to our website.

Austerberry will not share your information for marketing purposes with other companies.

If you have instructed us to perform a service on your behalf, Austerberry may be required to share your information with selected third parties including suppliers, sub-contractors and credit reference agencies. If this is required, then we will usually inform you before collecting your data if we intend to use it for such purposes.

Austerberry may also be required to disclose your information if we are under a duty to do so in order to comply with any legal obligation, this includes exchanging information for the purpose of fraud prevention and illegal migration.

Where we store your information

The data that we collect from you will be stored by Austerberry and Austerberry will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

Access to your information and correction

You have a right to request a copy of the information that we hold about you or to request erasure of personal information if it is no longer necessary for this to be held by Austerberry. If you would like to request a copy of some or all of your personal information or to request erasure, please e-mail enquiries@austerberry.co.uk, call us on 01782 594595 during office hours or write to us at Austerberry, 4 Edensor Road, Longton, Stoke-on-Trent, ST3 2NU. If Austerberry feel a request is manifestly unfounded or excessive or if further copies of data are required, then Austerberry reserve the right to charge a fee for the provision of this information. Austerberry also reserve the right to refuse a request for erasure if there is a legitimate interest or legal obligation for Austerberry to continue to hold the information.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

Other Websites

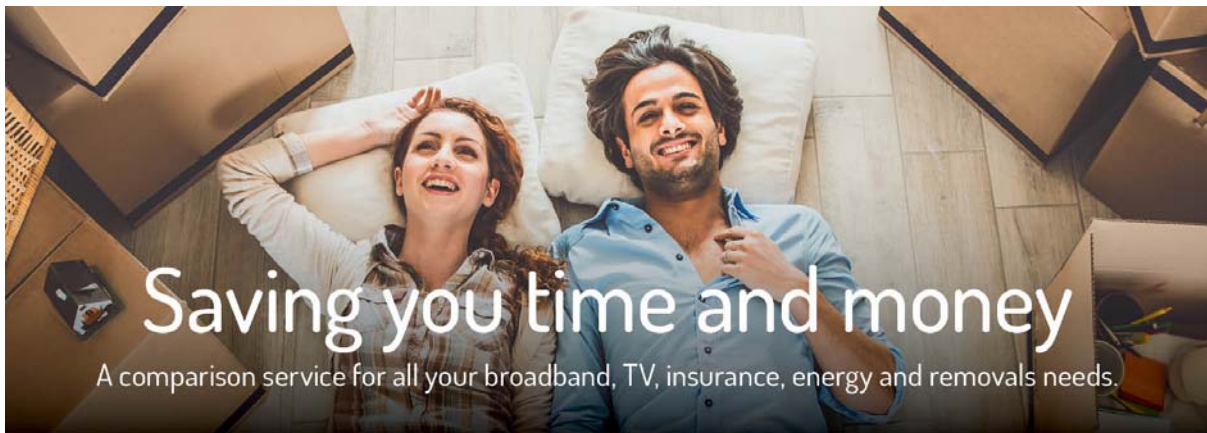
Our website may contain links to other websites. This privacy policy only applies to the Austerberry website so when you visit other websites you should check their respective privacy policies before submitting any personal information.

Changes to our Privacy Policy

Any changes we may make to our privacy policy in the future will be posted on our website and, where appropriate, notified to you by e-mail. Please check our website to see any updates or changes to our privacy policy. This privacy policy was last updated on 25th May 2018.

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you by e-mailing enquiries@austerberry.co.uk or write to us at Austerberry, 4 Edensor Road, Longton, Stoke-on-Trent, ST3 2NU.



Registration of Tenancy Information.

To help with the move-in process we have teamed up with Tenant Shop to streamline the registration process for your new property by notifying the local council, water supplier and your incumbent energy provider of your move.

We will use software supplied by Tenant Shop to notify all the necessary organisations that you have arrived and provide your contact information, moving in date and meter readings where applicable.

The reverse will happen when you move out.

I give you permission to notify the council, water suppliers and incumbent energy provider.

Signed: _____

Broadband & TV

When moving in to your new property you may wish to arrange a Broadband connection & TV package. Our Partner Tenant Shop can offer you exclusive discounts through market leading providers SKY & Virgin Media, and regularly have offers of up to 50% off the standard pricing*

I give permission for Tenant Shop to contact me by phone to provide support and advice on arranging the best Tv & Broadband package for my needs

Signed: _____

Data Protection

Tenant Shop Limited is fully compliant with the data protection act 1998 and is registered with the Information Commissioners Office registration number Z305733 **You can alter your options or opt out at any time by emailing customerservices@mytenantshop.co.uk**
Tenant Shop limited will only use your information for the purposes set out above

*offers subject to availability

Gas & Electricity

On moving in to your new property, you will be placed on a standard Gas & Electricity tariff. This tariff is the providers most expensive tariff, Tenant Shop will provide you with a choice of market comparison to find a tariff with a more suitable rate for your property.

I give permission for Tenant Shop to contact me by phone to arrange a more suitable energy tariff

Signed: _____

Tenant Shop

In addition to the above; I hereby give "Letting Agency Name" authority to pass my details to the Tenant Shop.

As well as phone Tenant Shop may contact me by: Email SMS

Signed: _____

Date: _____

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TS128 Exp11/18