

# A TENANT'S GUIDE TO RENTING THROUGH AYLESFORD

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BALEARICS  
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**AYLESFORD**  
INTERNATIONAL

# THE BEST OF LONDON FROM ONE LOCATION: AYLESFORD.



AN APARTMENT FOR  
SIX MONTHS? A FAMILY  
HOME FOR THREE YEARS?  
SIT DOWN AND TELL US  
WHAT YOU NEED.



# A TENANT'S GUIDE TO RENTING THROUGH AYLESFORD.

Everything you need to know about  
a smooth and successful tenancy.

Thank you for your interest in renting a property represented by Aylesford.

We have been letting and managing beautiful homes for more than 40 years. This has given us a wealth of experience in making life smooth and straightforward for tenants and landlords.

There are of course some formalities that go with renting a property. This guide explains them, and also gives an outline of what we need from you.

The Aylesford lettings team is here to help in any way. Feel free to call us at any time.

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WE HAVE BEEN  
CONNECTING  
DISCERNING TENANTS  
WITH BEAUTIFUL  
PROPERTY FOR MORE  
THAN 40 YEARS.



## BEFORE MOVING IN

### Specifying your proposal

Once you have found a property you like, your first action is to put a proposal in writing (an email is fine). We will forward it to the landlord.

It should state:

- the length of tenancy you want, and whether you'll require an option to extend it, and/or a break clause allowing you to end it
- the weekly rent and how it will be paid (i.e. monthly or quarterly.) All rents must be paid at least one month in advance
- any special requests (for example, different decoration, additional furniture, new equipment).

It is important that your proposal is as detailed as possible, so the landlord has all the relevant information to help come to a response.

### Deposits, references and guarantors

Once you and the landlord have come to an agreement, we will ask you for a holding deposit in order to reserve the property. This will amount to two weeks' rent, and signifies a firm intention on both sides to proceed.

We will also seek two references. The first is from a credit referencing agency, who in turn may need to contact your employer, solicitor or accountant (if you're self-employed), a previous landlord or a person of professional standing who knows you personally.

The second reference is from your bank. In some cases, we may also require that your commitment is backed by a guarantor. This is someone who will guarantee to meet all your obligations if you fail to do so. A guarantor needs to be based in the UK and have a UK bank account.

If you have not lived in the UK before we may also need further references from your home country.

### Money Laundering Regulations

By law<sup>2</sup>, we have to establish your identity. We need to see two documents as follows:

- Either your passport, or driving licence or birth certificate;  
and:
- a recent utility or similar bill showing your name and address (mobile phone bills excluded).

Please note we have to see original documents, from which we will make certified copies. If you can't bring in or post originals, you will need to send us copies that have been certified as genuine by a lawyer.

### Energy Performance Certificate (EPC)

Before signing the tenancy agreement, you will receive a certificate which satisfies the requirements of the Energy Performance of Buildings (Certificates and Inspections) (England and Wales) Order 2007.

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<sup>1</sup> The Tenancy Deposit Scheme is administered by The Dispute Service Ltd,  
<sup>2</sup> PO Box 1255, Hemel Hempstead, Herts, HP1 9GN. [www.tds.gb.com](http://www.tds.gb.com).  
Proceeds of Crime Act 2002, Money Laundering Regulations 2007.

## WE'RE DETERMINED TO FIND YOU THE PERFECT HOME.

### THE TENANCY AGREEMENT

Once your proposal and references have been agreed, we send draft tenancy agreements to you and the landlord. At this point minor changes can still be made by either party if they do not materially affect the document.

With the draft agreement approved, we send you a final document for signature. Please initial every page in the bottom right hand corner, indicating that you have read and agreed its terms. You should then ask someone to witness your signature on the final page. Once signed and dated, this agreement is binding and no further changes can be made.

The Tenancy Agreement is dated from the first day of the tenancy, or when the references, contract and full deposit has been received. If the agreement is being signed on behalf of a company, we will need written proof that the signatory is authorised to do so.

We will then invoice you for the first instalment of rent and the remainder of the deposit and the lease charge (if Non-AST tenancy agreement).

### Making your payment

Please note that we must receive cleared funds (being the first instalment of rent, deposit and lease charge, if applicable) from you before the first day of the tenancy. We cannot hand over the keys until this is complete.

We recommend an online bank transfer to our client account, as follows:

Bank:	Barclays
Branch:	Docklands
A/C Name:	Aylesford & Co. (Estate Agents) Limited Client Account
Sort Code:	20-26-46
A/C No.:	13353265
IBAN:	GB63 BARC 2026 4613 3532 65
SWIFTBIC:	BARCGB22

If you're paying by cheque, we must receive it at least 5 banking days in advance, for it to clear.

### Your guarantee

Aylesford is a member of ARLA (the Association of Residential Lettings Agents) and we therefore adhere to a strict code of practice. The deposit and rent payments that we collect on your landlord's behalf are fully protected through ARLA's Client Money Protection Bonding scheme.

## YOUR NEW HOME

### Keys

We hand over the keys to your new home on the start date of the tenancy.

We provide you with three sets of keys. If you need more, the landlord must first give you permission to have further sets cut, and this will be at your expense.

### Inventory

At the start of the tenancy an inventory report is prepared by an independent company, detailing the contents and condition of the property. The inventory is checked-in either at the time of preparation, or at a separate appointment just prior to the beginning of the tenancy. The check-in inventory charge is paid by the landlord, unless each party is hiring their own inventory clerk; in this case, each pays their own clerk.

Please check the inventory you receive carefully: if you disagree with any aspect we need to hear from you within 14 days. Otherwise, we will assume you accept the inventory in full.

## THINGS YOU'LL NEED TO DO

1. Please set up a standing order at your bank to make future rental payments automatically, into our Client Account. Details are on the facing page.
2. You are responsible for paying all utilities and council tax charges. We can assist with opening your accounts for gas, electricity, water and council tax. However, BT (or your other telephone/broadband supplier) and Sky (satellite TV) require that you do this personally. A list of useful numbers can be found on page 12.
3. You should be aware that your property and valuables are not insured against theft or damage, so you need your own insurance cover. Similarly, the landlord's own property and contents are his responsibility to cover. However, any damage you might cause to them may result in a charge to you.
4. You will need to buy a television licence if you want to watch any live TV at the property. In the UK, you risk a fine of up to £1000 for watching live broadcasting without a licence.
5. If the property has a centrally-monitored security system and you would like to use this service, you will need to arrange and pay for it during your tenancy. Charges may include installing a telephone line and paying the usual line rental.





IF YOU CHOOSE A PROPERTY THAT'S ALSO MANAGED BY AYLESFORD, OUR TEAM IS JUST A PHONE CALL AWAY FOR REPAIRS, QUESTIONS OR HELP.



## FIRE, GAS AND GENERAL SAFETY

### *Gas safety (Installation and Use) Regulations 1998*

By law, all gas appliances must be inspected once a year to make sure that they are safe. If we are managing the property we will arrange this inspection; if not, the landlord will arrange it. A certificate will be left at the property for you to see.

### *Electrical Equipment (Safety) Regulations 1994*

Regulations require that all electrical equipment is safe to use, and it poses no risk to humans, animals or the property itself. In you have any concerns, please raise them with us immediately.

### *Furniture & Furnishings Fire Safety Regulations*

If you have moved into a furnished property, the furniture should have a label confirming that it contains 'CM' foam which passes statutory fire tests. There are some exceptions to this rule, including antique furniture, bed linen, loose covers for mattresses, curtains, carpets and sleeping bags. Again, please ask if you need more information.

## CARING FOR THE PROPERTY

As a tenant we ask you to look after the landlord's property with the care you would your own.

This includes:

- basic household maintenance such as keeping sinks and drains unblocked, and gutters clear and fully functioning (especially in the autumn)
- keeping an eye out for any problems such as leaks, damp or water ingress, and reporting them immediately
- attending to routine tasks such as replacing light bulbs, fuses and smoke alarm batteries
- keeping the central heating on in winter to avoid frozen pipes.

Even if you are away for as little as one night, please leave the heating on constantly at a low setting, or at a temperature of at least 20°C for a minimum of two hours in the morning and two hours in the evening.

In addition, please forward any mail for the landlord to the address he nominates.

## MANAGEMENT AND MAINTENANCE

### Managed or non-managed?

If the property is managed by Aylesford, our team is just a phone call away for any problems, service calls or repairs. Alternatively, your landlord may manage the property himself or use another managing agent. If so, you will be provided with their relevant contact details.

### Property visits

If we are managing the property, part of our role is to make occasional visits to make sure that all is well. We always check with you in advance that a visit is convenient. If you can't be present, we can gain access with your agreement using our own management keys.

## PROBLEMS AND PROPERTY EMERGENCIES

### Routine problems

You should report any problems as soon as they crop up. Please don't attempt any specialist repair jobs yourself.

If Aylesford is managing the property, please contact our Property Managers during office hours:

Tel: 020 7351 2383

Fax: 020 7352 1619

Email: [management@aylesford.com](mailto:management@aylesford.com)

Our offices are open from 9.00–6.00 Monday to Thursday, and 9.00–5.00 on Friday.

440 Kings Road, London, SW10 0LH

If we are not managing the property, please contact your landlord or his nominated agent.

### Property emergencies

If you have an emergency situation - for example, a sudden leak or an electricity failure - please call Aylesford (or whoever manages the property), immediately.

If we manage the property, Aylesford's management department will summon the help you need. If your call is outside office hours, a recorded message will give you the relevant number so you can call an approved contractor directly.

Out of office hours, please be sure that the problem actually needs emergency attention. Emergency call-outs at night or public holidays obviously cost more. So if you summon help for something that could reasonably wait until the following day, you may be expected to cover the extra cost. Similarly, if the problem has been caused by carelessness or neglect (such as locking yourself out) this would not be a cost the landlord would be expected to cover.

### What counts as 'an emergency'?

As a general rule, an emergency is a situation that threatens your safety or security, and/or threatens to damage the property. Examples include:

- A leak that cannot be stopped. In this event, call for help. Please also turn off the stopcock to switch off the water supply. If the leak is from another property, please attempt to alert the owners concerned.
- A break-in or accident that leaves the property unsecured. If temporary boarding-up is necessary, please call.
- A complete power failure. First check the fuse box. Second, check with your electricity provider that the loss of power is not due to a power cut or an unpaid bill. If these don't apply, call the emergency number.
- An electrical smouldering or fire. This is clearly an emergency. However, a fusebox problem which means a circuit does not work, is not.
- A heating failure. At night, report it only if there is a risk of the system freezing. Otherwise, report it the following morning. At weekends or bank holidays, contact the emergency number given on our answerphone. NB: most hot water tanks are fitted with an electrical immersion heater. Look for a switch near the tank.

IF YOU'RE NEW TO  
LONDON, YOU'RE IN  
THE RIGHT PLACE.  
WE WELCOME TENANTS  
FROM ALL OVER  
THE WORLD.



## END OF TENANCY

### An exit checklist

When you choose to end the tenancy, the basic principle is that you leave the property in the same state that you found it. This means returning all furniture to its original position and paying for a professional clean (as detailed below).

A checklist for the end of tenancy is as follows:-

1. A professional clean throughout.
2. Carpets to be professionally cleaned.
3. Net curtains should be washed and curtains and blinds left in a clean state according to any particular instructions.
4. Fridges should be defrosted, cleaned and turned off. Remember to leave the door ajar to prevent mould.
5. Cookers should be thoroughly cleaned with an appropriate cleaner. Do not use chemical cleaner on self-cleaning panels.
6. Extractor hoods should be cleaned and filters replaced.
7. Cupboards & drawers should be emptied and cleaned.
8. Marks should be carefully removed from furniture, walls and paintwork.
9. Windows and window frames should be thoroughly cleaned.
10. Soap dispensers in washing machines & dishwashers should be thoroughly cleaned.
11. Gardens should be left in a neat and tidy state with lawns mown and borders weeded.
12. Rubbish should be removed from the property as charges may be incurred for any clearance needed after the tenancy has ended.
13. All furniture and contents should be relocated to their original positions as listed on the inventory.
14. Arrangements should be made for mail to be redirected/forwarded automatically.
15. A forwarding address must be provided.
16. Standing orders should be cancelled.
17. We will contact utility companies on your behalf: gas, electricity, council tax and water, so please ensure we have copies of recent bills. However, telephone, television licencing, Sky TV or cable services should be contacted directly by you.
18. Tenants should contact their landline provider, and any other supplier with whom they have a contract, to terminate their accounts and request a final bill.
19. All manuals must be left at the property.
20. All dead light bulbs must be replaced.
21. Please take extra care to ensure all damage / mess caused by pets has been cleaned up. i.e steam cleaning furniture, marks to the property, removal of pet hair, or damage to the garden including excrement.

### Inventory check-out

We will arrange for an independent inventory check-out to take place on your last day. It is a good idea to be there if you can.

The tenant pays for this (the landlord having paid for the check-in), unless both parties choose to have their own inventory clerk, in which case each pays for their own clerk. The check-out report normally follows within a week or so, and we send copies to you and the landlord. If there are damages or areas for attention ('dilapidations') we will discuss them with you. Deductions may be necessary from your deposit.

If you can't agree these deductions with the landlord, and your agreement is an Assured Shorthold Tenancy (AST), we will release your deposit to be held by the Tenancy Deposit Scheme (TDS), in accordance with their rules. If your tenancy is not an AST, we can request that the TDS or another party assists with arbitration. In some cases, costs may be incurred. The statutory rights of the landlord and the tenant to take legal action through the County Court remain unaffected.

Once any deductions have been agreed, your deposit will be returned, normally within 7 working days.

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PLEASE KEEP THESE NUMBERS HANDY. IN AN EMERGENCY, CALL AYLESFORD (OR YOUR PROPERTY MANAGER) IMMEDIATELY.

## USEFUL CONTACT NUMBERS

If the property is managed by Aylesford and you need assistance, please call:

Tel: 02073512383  
Email: [management@aylesford.com](mailto:management@aylesford.com)

Our offices are open from 9am–6pm Monday to Thursday and 9am-5pm on Friday.

440 Kings Road, London, SW10 0LH

Emergencies out of hours: please call the same number above, and listen to a recorded message for emergency contact numbers of approved firms who can send help. These are also available on our website.

If your property is not managed by Aylesford, note your managing agent's number here:

### Other useful numbers

Fire, Police, Ambulance	999
Police (non emergencies only)	101
If you think you smell gas (Transco)	0800 111 999

### General utilities and local council numbers:

British Gas	0800 048 0202
British Telecom	150
Thames Water	0845 920 0888
London Energy	0800 0568888
Kensington and Chelsea	020 7361 3000
Hammersmith & Fulham	020 87483020
Westminster Council	020 7641 6000
nPower	08457 145 146
EDF	0800 056 8888

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### PLEASE NOTE:

This document does not constitute a contract, but is intended to give general advice and comment on what is usually expected when renting a property. It is also given without liability on the part of Aylesford International or its staff. Any of the points may vary depending on the requirements of the landlord and the tenant and accordingly, the terms signed in the tenancy agreement between the landlord and the tenant will override any information provided herein.

Fees and costs are correct at the time of printing, but may be subject to change in the future.

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