

## INTRODUCTION

We are delighted that you have chosen to rent a property through John German Drovers. We confirm receipt of your application fee and that the property has been reserved for you.

Please be aware that should your application require a Guarantor, under the Distance Selling Regulations a cooling off period is required and this will delay the application by around three weeks. Your tenancy will not commence until the cooling off period has expired.

## WHAT HAPPENS NEXT?

- 1 Please sign and return this document, along with photo ID and any other supporting documentation to us within 48 hours – **Failure to do so will lead to re-marketing of the property to protect our landlord's interest.**
- 2 Once we have received the above we will email a link to Endsleigh Let. Please complete this on-line Referencing Form as soon as possible.
- 3 Our Legal and Administration Team will be in touch with you to report progress of your application.

## MAKING YOUR APPLICATION – Supporting Notes

**At the point of application we need you to provide:**

- All Applicants **(1) Copy of Passport or Photo ID Driving Licence** and **(2) Proof of Address** (for example a current **Utility bill, Bank or Credit card statement**)
- If Self Employed – **Your last 2 years accounts or Accountants or Auditor's details**
- If using pension, tax credits, etc. for affordability – **Proof of income**

**If referees require a fee to provide such a reference you will need to pay this directly to them. Failure to do so will delay your application.**

Please note that in some circumstances you may be required to provide additional information once the application process begins.

Please note that by completing the online application, you are authorising Experian, Endsleigh Let and John German Drovers or any agent thereof, to carry out all necessary enquiries to verify the information you have submitted on your referencing form. You authorise them to make the relevant enquiries and take references to validate the information you have provided. You authorise Experian to use the information obtained to compile a report and provide the results directly to Endsleigh Let and John German Drovers. Please be aware that Experian will retain this information in strict confidence and will hold it only in accordance with the Data Protection Act.

Please warn all your referees that they will be contacted within the 48 hours of your submitting the on-line application for a reference. Should all referees reply, a report is generally received in our office within 48 hours of their reply. If there are any problems or delays from referees, it will take longer than this.

**Should you require an update on your Application please telephone the LEGAL and ADMINISTRATION Team on 01530 567007 or e-mail**

**[amindrovers@johngerman.co.uk](mailto:amindrovers@johngerman.co.uk)**

**Please do not call the office for an update during this initial 72 hour period as it is unlikely that we will have had a reply within this time.**

Once we have formally offered you the tenancy on the property, we will arrange a time for you to visit our office to sign the tenancy agreement. Under no circumstances will you be permitted to move into the property until ALL references have been received back satisfactorily.

## SHOULD YOUR APPLICATION NOT PROCEED

John German Drivers acknowledge receipt of your Application and Referencing Fee to take up references. Should your application not proceed a refund may be paid according to the following circumstances:

- 1) The landlord withdrawing the property for let prior to the grant of the tenancy – Whole fee to be refunded.
- 2) Your references being unsatisfactory or unsuitable – Fee to be refunded LESS a charge for the credit search of £60 (inc. VAT) per applicant/guarantor.
- 3) Where you pay the application fee but subsequently do not place an application – Fee to be refunded LESS a handling charge of £60 (inc. VAT) per applicant/guarantor.
- 4) Where your references are satisfactory but the landlord, for whatever reason, refuses to grant the tenancy to the tenant – Whole fee to be refunded.
- 5) The Application Fee will not be refunded if a tenancy is offered to you upon receipt of satisfactory references if you are unable or unwilling to accept the tenancy.

In all circumstances any refunds of Application Fees will be made by BACS or cheque only.

## ON THE DAY....

The Legal and Administration Team will arrange an appointment for you to visit the local Lettings Office you initially dealt with to sign the agreement, pay the rent & security deposit monies due and collect the keys and any other information pertaining to the tenancy.

We will need the following on this appointment:

- **ALL** tenants and Guarantors (if required) must be present to sign the tenancy agreement or have signed prior to keys being released
- Rental and deposit in **CLEARED FUNDS** i.e. bankers draft or cash (there is an additional £12 handling charge for cash payments) – alternatively you are able to pay by debit card but you must ensure that there are sufficient funds in your account to cover the cost of the rental and deposit. If you wish to pay by credit card, a 3% fee will be added to the total amount. For accounting purposes, the administration cost that you have paid will be shown on your final invoice

We can **ONLY** accept the following:



Where applicable an Inventory and Schedule of Condition will be given to you to check, either at the time of your sign-up or within seven days of your moving in. This is to protect you as much as the landlord so please add your comments to the inventory and return it to us quickly

You will be told which management service the landlord has chosen – sometimes you will continue to deal with John German Drivers throughout the tenancy, other times you will deal with the landlord directly and the next time John German Drivers will be involved will be at the very end of the tenancy. Usually two sets of keys are provided to the property and these will be given to you once all the above has been completed satisfactorily

## OTHER GENERAL TERMS

- 1) Please be aware that most tenancies will be Assured Shorthold Tenancies and for a minimum period of six months. The tenancy can then be renewed for a further period on the termination of the initial agreement. We charge for this service.
- 2) Applications will not be accepted until you have viewed internally.
- 3) John German Drivers do not pay interest on security deposits which are returned as quickly as possible after the termination of the tenancy by BACS or cheque.
- 4) Applications are subject to contract, subject to satisfactory references and subject to the property being available.
- 5) We do endeavour to make our property details accurate, however they should not be relied upon as statements of fact and they do not form part of the contract. Any information provided, verbally or in writing, should be verified by you.

### **Contents Insurance – Protect your deposit and belongings**

You should have your own Contents Insurance in place before collecting keys on a property. We have negotiated a preferential rate with Endsleigh, a specialist provider of contents insurance specifically tailored to let property. They can provide you with a speedy no obligation quotation. Unless you specify otherwise they will contact you to discuss this.



**ACCEPTANCE OF TERMS & CONDITIONS**

I hereby confirm that I have read the above Terms and Conditions and wish to Apply for a tenancy on:

**The property:** .....

**NB: Please give FULL legal names eg: John Adam Smith**

**Tenant 1:** .....

Signed: .....

Date: .....

Email: .....

Photo ID  Proof of Address

Where appropriate:

Proof of Income (Tax Credits, Pension etc)   
Two years Accounts or Accountant's details

**Tenant 2:** .....

Signed: .....

Date: .....

Email: .....

Photo ID  Proof of Address

Where appropriate:

Proof of Income (Tax Credits, Pension etc)   
Two years Accounts or Accountant's details

**Tenant 3:** .....

Signed: .....

Date: .....

Email: .....

Also included are:

Photo ID  Proof of Address

Where appropriate:

Proof of Income (Tax Credits, Pension etc)   
Two years Accounts or Accountant's details

**Guarantor:** .....

Signed: .....

Date: .....

Email: .....

Also included are:

Photo ID  Proof of Address

Where appropriate:

Proof of Income (Tax Credits, Pension etc)   
Two years Accounts or Accountant's details

If at any point during your application you have a query or require additional information please do not hesitate to contact us.

**WE HOPE THAT ALL TENANTS ARE IMPRESSED WITH OUR SERVICE AND THAT YOU WILL ENJOY YOUR STAY IN YOUR CHOSEN RENTED PROPERTY**

### **Introduction to Referencing**

When applying to let a property the landlord of that property will wish to carry out some checks on your background to ascertain your suitability for letting his property. These checks are carried out by independent referencing agency Endsleigh and their credit referencing agency Experian. Checks include;

1. Public Record Check – authenticates your ID, checks for CCJ's, bankruptcy, IVAs and Fraud.
2. Landlord Reference – if you are in Rented accommodation Endsleigh will contact the landlord or their agent to obtain a reference which includes checking if you have been in arrears during your tenancy and how you have cared for the rental property.
3. Employment Reference – checks your salary and that you are on a permanent contract or a temporary contract that exceeds the term of the proposed tenancy. If you are self employed we will require two years audited accounts and these will be examined by an accountant who will decide if you are able to afford the proposed rent.
4. Other Income – if you use additional income to support your ability to afford the proposed rent such as pension, tax credits, grants, etc. we will need proof of this income.

Throughout the application please ensure you complete all of the application information carefully, accurately and truthfully. Failure to do so may delay or even cancel your application.

### **Commencing Referencing**

When you have chosen a property and agreed to our terms and conditions (see Terms & Conditions and Notes for Tenants document) we will pass your details to Endsleigh who in turn will email you with a link to a webpage where you will input your personal information. Once you have completed this the referencing will commence and you will be committed to our terms and conditions.

### **Insurance**

Please note the section at the bottom of the application webpage regarding Insurance. Endsleigh offer competitive rates for Specialist Tenant Insurance underwritten by Zurich. In addition to standard contents cover this insurance is designed for tenants to cover items that belong to a landlord for instance if you accidentally damage a carpet this would not be covered by a standard contents policy. A tenant specialist policy will cover these items and help protect your deposit. Endsleigh will already have your personal details when you complete your application so they can quickly give you an obligation free quote by telephone call back.

### **Progressing Referencing**

References can be completed in less than 72 hours but this depends upon your referees returning Endsleigh's requests promptly. Please be aware that we may contact you to chase your referees and in the worst case, should the references take more than 7 days, you may be required to ask the referees for the reference directly as Endsleigh will stop chasing them. Remember that it is your responsibility to ensure references are returned promptly. Failure to get satisfactory references may delay or even abort your application.

### **Useful Contact Information**

Your Admin Team	T: 01530 567007	F: 01530 567017	E: admindrovers@johngerman.co.uk
Endsleigh Referencing Team	T: 0115 901 6066	F: 0115 878 3884	
Endsleigh Insurance Team	T: 0800 783 2526 - <i>Tell them you are a John German Drovers Applicant</i>		