

# DOVETAIL

---

## PROPERTIES

## A Guide For Tenants

Dovetail let and manage a large number of properties. Our stock changes daily so please [contact us](#) for current availability or to register your requirements.

### **For your safety and peace of mind :-**

- All our managed properties are 'Gas Safe' safety certificated and inspected for compliance with electrical safety and furniture fire safety regulations.
- All deposits collected by Dovetail are held in a Client Trust Account in accordance with RICS and ARLA codes of practice.
- Dovetail subscribes to the Dispute Service (TDS), which means any unresolved issue over the allocation of a deposit can be referred to the scheme for independent third party adjudication. Further information is available at [www.arla.co.uk](http://www.arla.co.uk) or [www.tds.gb.com](http://www.tds.gb.com) .

Your first step is to contact us with brief details about yourself and about the accommodation you require. We will search our database for suitable properties for you to view. If not urgent, we log your details so we can contact you when suitable properties become available. All our tenancies are for a minimum term of 6 months.

## **Viewings**

Viewings will always be accompanied by a member of staff, who can give advice and answer any questions you may have. They can be arranged at times to suit you, including evenings and weekends wherever possible.

## **Reserving the property**

Once you have decided on a property, you will need to reserve it by paying a 'holding deposit', the amount of which will depend on how long you need us to reserve the property. The holding fee is retained in full or in part if you withdraw from the application and services have commenced by Dovetail.

## **References**

As a minimum we will require satisfactory references from your employer (or college), and a previous or current landlord. We may also require a guarantor. In addition, a credit check will be undertaken on both you and your guarantor, if applicable. We use the services of an independent referencing company to obtain and evaluate these references and make a charge for doing so.

# DOVETAIL

---

## PROPERTIES

### **Rents**

Rents are quoted per calendar month and are payable monthly in advance. Rents are payable by bank standing order to our client account or the landlord's account.

### **Utilities**

You will usually be responsible for council tax, water rates, gas, electricity and telephone costs directly with the suppliers.

### **Deposit**

A security deposit must be paid when you sign your tenancy agreement and will be held by Dovetail as stakeholders in an audited ring-fenced client account throughout the term of the tenancy. This is held to cover damage, breakages, and any other liabilities under the terms of your tenancy agreement and the agreement you will enter into with the landlord. Your deposit is held under the terms of The Dispute Service – see [www.tds.gb.com](http://www.tds.gb.com) Please note that under no circumstances can the deposit be used by the tenant to cover rent and that no interest is payable to either party.

### **Inventory and schedule of condition**

Before you move in, we will prepare a list of the fixtures and fittings within the property and produce a description of the condition of the property, room by room. When we check you into the property, you will be asked to sign and agree the inventory and schedule of condition, making any amendments as necessary. At the end of the tenancy, a check-out report will be prepared using the original inventory and taking into account fair wear and tear.

### **Insurance**

Whilst the landlord is responsible for insuring the building, you will need to insure your personal possessions, furniture and fittings. Just like owner-occupiers, tenants are at risk from fire, water damage, theft and other insurable losses.

### **Tenancy Agreement**

Most tenancies will automatically be Assured Shorthold Tenancies (ASTs), provided the property is let to private individuals. Tenancies are usually granted for an initial fixed term of between 6 and 12 months and can only be signed by people over the age of 18. When the fixed term has expired, the landlord is able, if s/he so wishes, to regain possession of the property provided he gives two months written notice to the tenant. In addition, if the tenant owes at least 2 months or 8 weeks rent on the property, s/he can apply through the court to seek a possession order. Failure to

# DOVETAIL

---

## PROPERTIES

keep up rent payments may jeopardise your tenancy, affect your credit rating and your ability to obtain further rented property.

### **Agency Fees**

As with all reputable letting agents, Dovetail charge the prospective tenant fees for referencing and other administrative costs associated with renting a property to ensure that the tenancy is managed in a professional manner for all parties concerned. Full details of these charges are available on request.

Agreeing to be a guarantor is an important decision with legal and financial implications. Therefore, it is important you fully understand the extent of what you are guaranteeing and for whom you are providing the guarantee before you sign our guarantor form.

## **Situations when we require a guarantor**

**Guarantors may be required where the tenant is in one or more of the following situations: -**

- Tenants who are students or sharing a tenancy with someone who is not a relative/partner
- Tenants in receipt of Housing Benefit
- Tenants with a County Court Judgment against them or with other credit issues
- Tenants who have come into the UK from other countries and are unable to prove a credit record
- Tenants who are unable to provide satisfactory references
- Where there are concerns the tenant may struggle to meet the monthly rental payment.

**A Guarantor must be able to prove they are in a position to take on the responsibilities of a guarantor and must therefore be: -**

- A UK resident and ideally a home owner
- Able to pay the rent they are guaranteeing, either because their income is sufficient to cover it or they have adequate savings
- Able to satisfy our credit check criteria

# DOVETAIL

---

## PROPERTIES

- If not found on the Electoral Roll, they must be able to provide Proof of Residency by another means
- Able to sign the Guarantor Agreement at least 24 hours before the tenant signs the Tenancy Agreement. Please note that this does not affect your statutory rights under The Consumer Protection (Distance Selling) Regulations 2000.

## The Guarantor's guarantee

When a tenancy is entered into, the occupants named on the Tenancy Agreement are no longer individuals but are considered collectively as one entity known as the "Tenant". As such, they are jointly and severally liable for the rent and the costs of any damage caused by the tenant during the tenancy. The responsibilities and liabilities of the guarantor are also deemed to be "joint and several". This means that, if more than one tenant is included on the Tenancy Agreement, the guarantor's liability extends to guaranteeing any losses caused by any or all of the tenants named on the Tenancy Agreement.

By signing a Guarantor Agreement, the guarantor agrees to indemnify the Landlord against all costs, losses and expenses arising through any breach of the Tenancy Agreement by the tenants named on the Tenancy Agreement, including rental payments. The guarantee lasts for the entire length of the tenancy including any extension, continuation or renewal of the tenancy. The guarantee will also apply to any rental increase agreed by the Landlord and Tenant during the tenancy.

## Recovering losses

We will attempt to recover outstanding rent payments and/or losses from the tenant. However, if this is unsuccessful, the guarantor will be responsible for settling any debts outstanding from any of the tenants named on the Tenancy Agreement. The Guarantor Agreement is a legally binding contract and if you do not fully understand the nature of the agreement, you should take independent legal advice before signing the contract.

## Moving in

Dovetail recognises that moving to a new property is daunting, possibly exciting and definitely exhausting! We have created a list of tips we think will be of use to your moving-in process

# DOVETAIL

---

## PROPERTIES

- Redirect your mail from your previous address. Forms may be obtained from a local Post Office or the [Royal Mail web site](#)
- Make sure you agree with all the written comments on the inventory before you return the inventory to Dovetail.
- You will have to inform the various utility companies of your intent to become the new subscriber
- If you are unable to find out who supplies the gas, phone the Meter Number Helpline on 0870 608 1524 or see [www.offgas.co.uk](http://www.offgas.co.uk)
- If you are unable to find out who supplies the electricity, contact [Meter Point Administration Service](#) (MPAS) 0845 270 9101
- You will need to inform [Wessex Water](#) Telephone: **0845 600 3 600**
- Utility Warehouse is a utility comparison website that compares prices from utility providers

We hope this information is of use. If you have advice you think will be of use to other people moving in to their new property, please let us know and we will add your information to this list.

## Moving out

Dovetail understands you may be anxious about what you have to do to prepare the property for leaving and the time scale and procedure for the return of your deposit.

- Allow Dovetail to show prospective new tenants around the property within the last two months
- Unless you are moving on the last day of your fixed tenancy, you will need to give Dovetail a minimum of one month's written notice of your intention to move. This will only be deemed to have effect from the date the notice is received at our offices and must end on the last day of a rental period.
- Rent will continue to be due until a member of staff receives your keys
- Prepare the return of the property by having windows, carpets, curtains etc cleaned and put in the same condition as when you moved in
- Dovetail will contact utility companies to have meters read and close your accounts

# DOVETAIL

---

## PROPERTIES

- Make provision to have your post forwarded to your next address
- Provide Dovetail with your new address, as we may need to contact you
- An inventory clerk will visit the property at the end of the tenancy to compare the condition with the signed inventory and schedule of condition
- If there are any differences in condition, we will mediate between you and your landlord a fair deduction from the deposit. If you disagree, the TDS ([Tenancy Deposit Scheme](#)) will be called upon to mediate a solution. You will be given details of this at the beginning of your tenancy. Otherwise, we will forward your deposit to your bank.
- Keep Dovetail informed of your moving out progress, as we may be able to offer you advice on all aspects of the process
- Dovetail may be able to offer our contacts for cleaners, window cleaners, carpet cleaners, gardeners etc.