

Tenant Information Pack

Adore Properties

We let and manage property throughout Cardiff and the surrounding area. You can be assured that all property let through Adore will have undergone all the required safety checks on furnishings and gas and electrical services; we will also have advised the landlord on any repairs or refurbishments necessary to put the property into a fit state for letting.

Pre-tenancy checks

A tenancy will be offered to you subject to contract and more specifically subject to the following conditions:

- A fully completed application form has been submitted together with the appropriate administration fee of £180.
- A satisfactory credit search has been carried out.
- Where applicable, satisfactory references have been obtained from your employer, previous landlord or accountant.
- The landlord has accepted the offer.

Administration fee

The purpose of the administration fee is to verify your intent to proceed and to cover the expenses we incur in taking out bank references, conducting viewings and undertaking credit checks etc. in respect of your application. The administration fee is non-refundable.

Holding fee

When you apply for a property, we will agree a tenancy start date with you. If this date is more than 2 weeks after the receipt by the landlord of satisfactory references we will require you to pay an additional £150 holding fee. The holding fee will be held by us until the tenancy agreement is signed. The holding fee will be deducted from the bond (deposit) payable by you upon the signature of the tenancy agreement. If, following the payment of the holding fee you fail to sign the tenancy agreement for reasons outside of your control (for example, if the landlord withdraws the property due to their own unforeseen circumstances), the holding fee will be refunded to you.

Before moving in to the property the payment of the first's month rent and bond (deposit) must be made. This can be by debit or credit card, bank transfer or cash. Funds must be cleared before the keys are released.

If there are any queries regarding the property these should be raised before submitting your application.

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In some cases, we may require a guarantor. Please note a guarantor fee would then be payable.

Applications by 2 or more parties will be asked to name a “Lead Tenant”. This person (Labelled as person 1 (Lead Tenant)) on this application form will become our first, but not necessarily only, point of contact for matters relating to the tenancy. We also reserve the right to repay the whole deposit to the Lead Tenant at the end of the tenancy.

Your tenancy agreement

Adore properties are let for a fixed period through Assured Shorthold Tenancy Agreements; the terms and clauses are non-negotiable. The fixed period is for 6 months, after which the tenancy will become a Statutory Periodic Tenancy whereby you need only give one full month’s notice to move out. If you have any queries please seek independent legal advice before signing.

We will ask you to sign the tenancy agreement when you are accepted for a property; your move in date must be within 14 days of signing.

If you choose to leave your property before the fixed tenancy period expires, you will be responsible for the rent and bills until a new tenant moves in, or until the end of your agreement, whichever is sooner. Any out of pocket expenses incurred by the landlord or agent to re-let the property will be deducted from your deposit.

Deposit and first month’s rent

Your deposit will be equal to one month’s rent plus £100; this is payable, along with your first month’s rent, when you are accepted for a property. The funds must be cleared through to our bank account before we can release the keys to you.

Regular rent payments*

Your rent is payable on the first of the month; if you are setting up a direct debit payment, please ensure you leave enough time for the payment to arrive in Adore’s account by the due date. The fee for late rent payments is £15, and this will be applied to your account when the rent is more than three days late.

Inventory*

When you move into your property, you will be asked to check and sign the inventory provided. It is extremely important that you take the time to do this, as this document provides the basis for your end of tenancy inspection and repayment of your deposit.

Insurance

Before moving in, it is a wise consideration to arrange contents insurance for your belongings. This is especially true if moving into a furnished property to avoid your bond being withheld should accidental damage occur to any furniture or appliances belonging to the landlord.

Moving in

We will make every effort to notify the utility providers and council tax department of your new tenancy and provide them with the necessary meter readings*. We cannot however arrange for television, phone or broadband suppliers to be transferred.

During your tenancy*

We will carry out a mid-tenancy inspection approximately half way through your tenancy, and we may also ask for access to carry out maintenance/repairs to the property such as gas safety checks; or to carry out repairs requested by you.

The inspections are to make sure the property is being kept in a good condition and to address any problems or issues you may be experiencing.

These visits will be arranged with you in advance, at a mutually convenient time; however it is a condition of your tenancy that access is not unreasonably refused for essential maintenance and repairs deemed to be emergencies will take place without prior notice.

At the end of your tenancy*

We will carry out an end of tenancy visit to ensure the condition of the property has been maintained appropriately, using the inventory as a basis for the inspection. Your deposit will be returned to you, minus any appropriate deductions to repair/replace items as appropriate.

National Approved Lettings Scheme

As a NALS licensed firm, we undertake to uphold and exceed the standards set in place by the scheme.

***Please note, these sections only apply to properties managed by Adore.**