

WELCOME TO COBB AMOS

INFORMATION FOR TENANTS



We are an Award Winning independent letting and estate agent providing good quality accommodation across Herefordshire, Shropshire and Mid Wales. As landlords ourselves, with a hard working team, we will help you move with ease, speed and confidence.

It is important that we find good quality tenants for our landlords so we carry out thorough checks and vetting to ensure that we consistently find the best people for our properties. If you have any unusual circumstances, it is best that you discuss these with us before viewing a property so that we know how best to advise you on any application you make.

We expect all of our landlords to present their properties to a good standard and, under our management, we ensure that they are kept that way. Choosing tenants that pay their rent on time and keep the property in good order is therefore essential.

We have an excellent team working with us to look after your needs. All staff are qualified or training for individual professional qualifications and will be delighted to assist you.

We are registered with the Association of Residential Letting Agents, the National Approved Letting Scheme, the National Association of Estate Agents and the Property Ombudsman for Estate and we operate to the high standards that these bodies require.

We pride ourselves on being customer service minded and will strive to keep you fully informed of developments in any application and to deal with queries promptly during any tenancy. We have won awards for customer service – voted for by our clients!

Thank you again for your time. If you have any further queries, please do not hesitate to contact us. We would be delighted to help in any way.

Kind regards,

Joanna Cobb FARLA CRLM FNAEA CPEA
Director
Cobb Amos

HOW TO APPLY TO LET A PROPERTY

1. Register your details with us
2. Arrange a viewing of a property
3. Complete and return the application form. Please note that the submission of an application is no guarantee of tenancy and the landlord is under no obligation to accept any application should they feel that they are not suitable
4. If we receive more than 1 application for the same property, we will liaise with the landlord to come to a decision on which applicant will be successful. Again, the landlord may not accept any of the applications and may choose to continue marketing the property.
5. Once a decision has been made, the successful application will be processed

To take a property off the market whilst we process your application, we need the following:

- **Administration Fee**

A decision as to whether or not a tenancy can proceed will depend upon the references received and will be made in consultation with the landlord. If your application has been filled out honestly and accurately and we subsequently choose not to let to you, we will refund your administration fee minus a processing fee of £25.00 (plus VAT where applicable) per applicant or guarantor. If your application has not been filled out honestly and accurately and we subsequently choose not to let to you, we will not be able to refund any of your administration fee.

This fee enables us to commence with collection all of the references and credit check process needed in order to confirm your application. The fees are as follows:

Flat or house:	Room in a shared house:
Single applicant £180	Single applicant £50
Joint application £240	Guarantor £35
Additional applicants/guarantor £35	

- **Deposit**

A deposit is equal to one month's rent plus £150.

E.g. if the rent is £500, the deposit will be £650.

The deposit is held in a client account under strict regulations and the Tenancy Deposit Scheme. The deposit is given against possible non-payment of rent or damage to the property. When a tenancy comes to an end, there is usually no disagreement about the return of the deposit. However if there is, it can cause much hardship and inconvenience to both landlord and tenant.

The Tenancy Deposit Scheme offers protection of tenancy deposits and the resolution of disputes over their return. As a tenant, you will be given a unique code to identify your tenancy and when you move into the property or sign your tenancy agreement, we will give you a certificate with this code on it for your reference. There will also be a higher deposit required if you have a pet.

- **Application Form**

One application form is required per person named on the tenancy agreement. We will use this form to complete the credit checks and find out if you have defaulted on past payments or had any County Court Judgements (CCJs) made against you.

The application form will also ask for 2 referees per person – preferably one from your employer and one from your current landlord. If you don't have these then you may be able to use a previous employer and/or character reference from someone un-related to you. Please ask us for details of what is acceptable.

- **Identification**

One form of photographic identification - driving licence or passport - for each named applicant and one form of identification linking the applicant to current address i.e. Utility bill or bank statement or a second form of photographic ID.

- **Declaration**

You will need to sign a declaration confirming that you give permission for us to contact your referees etc. and that if you fail to disclose information accurately, we can not accept your application (after we have already started to process it) then some or all of the fee/deposit paid by you may be forfeited.

- **Under 21? Poor Credit History? Guarantor?**

If you are under 21 or if you have poor credit history, some landlords may still accept an application but it is wise to check with us first, especially if you are able to pay 6 months' rent up front or provide a guarantor.

Please note; guarantors will also need to provide the above signed documents, ID and the appropriate fees.

- **First Month's Rent**

Once we have received all of the above and your application has been accepted, we will be in touch with a possible move in date. The first month's rent will be required before the move in date. This must be cleared funds before the day the tenancy commences, paid at least five working days prior to the move in date.

- **Tenancy Agreement/Inventory**

We will prepare a six month Assured Shorthold Tenancy Agreement – this details your rights and responsibilities and those of your landlord. We will take a full written and photographic inventory of the property which details the condition of the property when you move in. If when you leave the property there is any damage or items missing, deductions can be taken from your deposit.

- **Moving In**

On your move in day if you haven't already you will need to sign your tenancy agreement, the inventory and collect your keys. Usually we will meet you at our office or at the property to do this. We will provide you with information about who to contact if there are any issues with the property (i.e. who will be managing it – us or the landlord)

- **Utility Bills & Insurance**

Usually the tenant is responsible for all utility bills at the property unless otherwise indicated on our property details or on the tenancy agreement. The landlord will cover the buildings insurance but you must have your own contents insurance.

- **Regular Inspections**

There will be regular inspections by whoever is managing the property to ensure that the property is being kept clean, tidy and the garden mown etc.

- **Moving Out**

After 3½ months, we will contact you to find out if you are happy in the property and to discuss options with you. We will also check with the landlord what they would like to happen:

- You and the landlord can agree to sign a new tenancy agreement to start immediately once the initial agreement ends for any length of tenancy provided you both agree on this and the rental amount.
- You or the landlord can give the other party 2 full payment term's notice that the tenancy will not be renewed and you will move out at the end of the original 6 month tenancy.
- You may be able to stay at the property on a periodic tenancy i.e. all the clauses in your current tenancy will continue to apply; either party can then give two months' notice after the initial 6 months.

We hope that this leaflet will provide you with the information you will need but should you require any further advice or have any queries, please do not hesitate to contact us:

Hereford:

01432 266 007

lettings@cobbamos.com

14 King Street

Hereford

HR4 9BW

Knighton:

01547 529 907

lettings@cobbamos.com

22 Broad Street

Knighton

LD7 1BL

Leominster:

01568 610 310

lettings@cobbamos.com

2 Broad Street

Leominster

HR6 8BS

