



Thinking of Renting a property?

Look for the sure sign of a safeagent firm to ensure
your interests and monies are protected.



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safeagent is the trading name of Approved Letting Scheme Limited, Company No. 3664069
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Your local safeagent:

Renting a Property – Safeguarding your Tenancy

The first step in safeguarding your future tenancy is to find a property to rent through a safeagent. A good way to ensure that you do this is to look for the sign that the firm is accredited by safeagent. safeagents are committed to offering clearly defined levels of customer service as well as protecting your money.

Service Standards

Before your tenancy starts, the agent will:

- Have already been working to ensure that certain service standards are met. Most importantly, you can be sure that the property will have undergone all required safety checks on furnishings and gas and electrical services. Your rights and responsibilities will be clearly explained and you will have an informed and professional response to any queries you may have before or during your tenancy.



A lettings agent who is accredited by safeagent displays this symbol and provides safeguards for your tenancy.



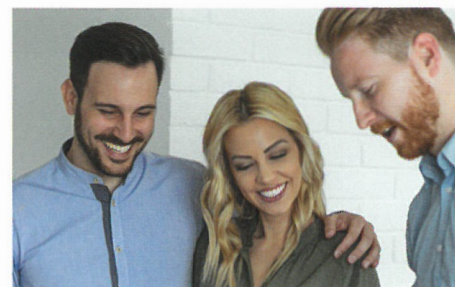
Before you rent the property, the agent will:

- Have provided advice to the landlord concerning any repairs or refurbishment which are necessary to put the property into a fit state for letting.
- Ensure that you are provided with copies of safety certificates on gas and electrical appliances before you become committed to the tenancy.
- Have advised the landlord of your rights and responsibilities as a tenant.
- Advise you on the necessity of ensuring that you have insurance cover for your possessions. You may well also be advised to have in place accidental damage cover for any of the landlord's property.
- Go with you to view unoccupied property, where appropriate.
- If instructed by the landlord, request identification from you. Before the start of a new tenancy, all occupiers aged 18 or over will be asked for identification to check they can legally rent a residential property in England.
- Be expected by the landlord to take up appropriate references and check on payment history if you have rented a property previously.
- Provide details (a 'schedule') of the conditions of the property plus a list of its contents and agree it with you.
- Require a deposit from you and will explain the basis on which it is being held and the purpose for which it is required.

- Confirm that your deposit will be held in a separate client account.
- Provide you with details of utility providers and the Local Authority in the area in order that you can arrange for accounts to be set up in your name.
- Protect the deposit with one of the statutory Tenancy Deposit Schemes, if requested to do so by the landlord.

During the tenancy, the agent will:

- Arrange with you in advance a time for access in order to inspect the condition of the property in accordance with the tenancy agreement.
- Respond to your requests for maintenance or repairs which might in some cases have to be referred to the landlord for approval.
- Respond promptly to your queries.



Before the tenancy ends, the agent will:

- Serve you with the correct period of notice as set out in the tenancy agreement.
- Arrange to check the condition of the property and draw up a schedule to include details of a financial compensation due to the landlord which will be part of any deductions to be made to your initial deposit.
- Return to you as soon as possible, less any appropriate deductions.

Note: If the agent is not employed to manage the property you will have been provided with contact details of the landlord.



Resolving tenants' complaints

As a condition of their safeagent accreditation all firms have a written customer complaints procedure. This procedure outlines the method by which a complaint can be resolved.

If you are not satisfied with the response from the agent after the in-house review of the complaint has been carried out, the complaint can be referred to a redress scheme. It will appear on the firm's complaints procedure which redress scheme you should contact either:

The Property Ombudsman, Milford House,
43-55 Milford Street, Salisbury SP1 2BP
www.tpos.co.uk admin@tpos.co.uk

Property Redress Scheme, Premiere House,
Elstree Way, Borehamwood, Hertfordshire,
WD6 1JH
www.theprs.co.uk info@theprs.co.uk