

TENANT GUIDANCE

Reserving a Property

To reserve and take a property off the market, a **holding deposit equivalent to one week's rent** is required.

This will:

- Secure the property as "under offer"
- Be used as part-payment toward your full deposit once the tenancy begins

If the landlord or agent withdraws from the agreement (through no fault of the applicant), the holding deposit will be returned within 7 days.

Starting a Tenancy – What is Required

Before the tenancy begins, the following must be completed:

- First month's rent and a five-week security deposit paid in cleared funds
- Referencing completed and approved
- All tenancy agreements and guarantor documents signed
- Right to Rent checks submitted (passport, visa, etc.)

You will be provided with:

- How to Rent Guide (HM Government)
- Gas Safety Certificate (if applicable)
- Energy Performance Certificate (EPC)
- Prescribed Information and Deposit Scheme Certificate

Keys

Each named tenant will receive one full set of keys. Additional or replacement sets may incur a charge.

Rental Payments

Rent is due monthly in advance and should be paid via standing order from one lead tenant's account unless otherwise agreed.

Tenancy Renewals

Most tenancies are initially for 12 months. Subject to landlord approval, renewals may be offered before the fixed term ends.

Early Termination

If a tenant wishes to leave before the end of the fixed term, they will be liable for:

- Rent up to the start date of a replacement tenancy
- The landlord's reasonable costs for re-letting the property

These costs will not exceed the amount of rent still due under the original agreement.

Change of Sharer

Subject to landlord approval. A fee of **£50** applies, or reasonable costs if higher, to cover:

- New referencing
- Right to Rent checks
- Documentation and administration

Variation of Contract

At the tenant's request and with landlord approval, a fee of **£50** is charged to cover changes to the tenancy agreement.

Moving Out

Tenants must:

- Settle all outstanding rent or fees before moving out
- Return all keys and access devices
- Leave the property in good condition (fair wear and tear accepted)

The security deposit balance, if applicable, will be returned within 10 days of key return or tenancy end, whichever is later.



Utilities

Tenants are responsible for paying:

- Gas, electricity, water
- Telephone, broadband, TV licence
- Council Tax and any other associated utility services

Registration for Council Tax is a legal requirement for all tenants.

Maintenance

Depending on the landlord's chosen management option, either the landlord or Zorba Property Solutions will handle maintenance issues. This will be confirmed before the tenancy starts.

Insurance

Tenants are advised that landlord insurance does not cover personal belongings. It is recommended that tenants obtain contents insurance including public liability and accidental damage cover.

Data Protection

Your personal data is handled in compliance with UK GDPR and will only be used to provide services or where required by law. Full details can be found in our Privacy Policy at www.zorbapropertyolutions.co.uk