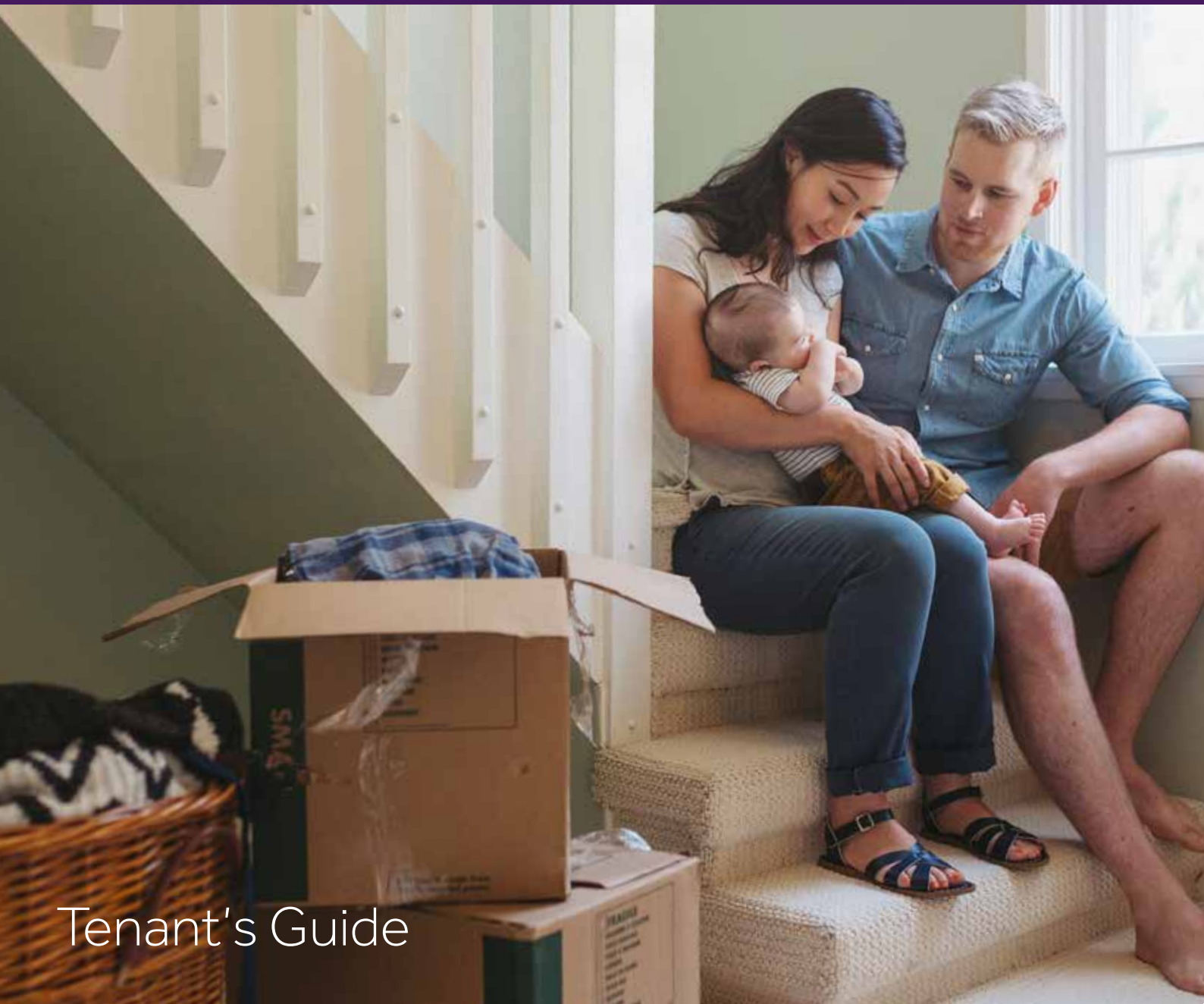


# haart



Tenant's Guide

- 02 Register with us
- 03 View with us
- 04 Making an offer
- 05 Helping you in your new home
- 06 Your utility bills
- 07 Move with us
- 08 Making your move simple
- 09 Rent with us
- 10 Customer care

## Register with us

This tenant guide has been created to answer as many questions as possible and help you be well prepared for the exciting process ahead of you. We want you to enjoy renting your new home and we always find that if you know what to expect we can provide a better service for you.

We are committed to helping you find your ideal home and have your best interests in mind.

For us to identify properties suited to you, we will ask you detailed questions. Remember, the more information you can give us, the easier it is for us to match you with a property!

To pass referencing you will need to meet at least one of these requirements:

- Have an income of 30x your rental budget
- Have a guarantor (subject to conditions)
- Be able to pay 6 or 12 months' rent up front

Our latest properties are listed on our preferred property search websites and our own website [www.haart.co.uk](http://www.haart.co.uk)

### Details of your branch contact are:

Name:

Phone:

Email:

## When choosing an agent...

Look for the SAFE kitemark; your money will be 100% protected.

Use an agent with membership of a professional body such as the Association of Residential Letting Agents (ARLA Propertymark), the National Approved Lettings Scheme (NALS) or the Property Ombudsman (TPO); certain standards of practice will be in place and you will have access to an independent complaints procedure.

Check that your deposit will be protected by a government-authorised Tenancy Deposit Protection scheme.

Some of our properties offer deposit-free renting through our partner *flatfair* ask your letting agent for more information.





# View with us

## Want to know more about the property?

We're here to answer your questions. We'll also accompany you on every viewing, including evenings and at weekends.

## Unsure about the area?

Just ask. We can advise you about the local amenities, schools and transport links.

### Viewings

# When viewing...

Try to view with everyone in your moving party. Properties will not always be available for a second viewing.

For properties newly advertised, be ready to view straight away and act quickly if you are interested. Properties new to the market are in high demand and often rent within days.



# Making an Offer

**When you make an offer it will be put forward to the landlord.**

**If your offer is accepted, you will need to provide:**

- A holding deposit equivalent to one weeks' rent  
(By debit/credit card only)
- Photographic identification for each applicant  
(e.g. Driving Licence, Passport)
- Proof of address for each applicant  
(ideally a utility bill no older than 3 months; for other accepted documents, please ask us)

**Be ready for referencing and have the following to hand:**

- Your last 3 years address history
- Your employment details
- (If self-employed) Have accounts/accountant details ready
- (If a company) Have two trade referees ready
- Your landlord details
- Your UK bank account details
- Encourage your referees to respond swiftly

When referencing is underway, we will send both tenant and landlord a 'Subject to Contract' document stating the details of the contract including any requirements/agreements made. If anything is missing, inform us straight away.

If all references are deemed satisfactory then we will create a tenancy agreement.

If there is any problem with the references, we'll let you know straight away and advise you of your options.

# When applying...

Be prepared to pay a holding deposit.

Be prepared for the paperwork and have the required documents ready.

Be prepared to be referenced and inform your employer and most recent landlord that they will be contacted.

Make sure you clearly state any requirements as a part of your application.



# Helping you in your new home



## Security Deposits – an alternative

We know that sourcing a large amount of money for a security deposit can be a worry. Our partners at **flatfair** offer a simple solution, the **flatfair membership**. The **flatbond** is the simple, affordable and secure alternative to tenancy deposits. Instead of paying a large tenancy deposit you can now choose our **flatbond** instead and pay a non-refundable one-off fee of 1 week's rent + VAT.

## What are the advantages of becoming a flatfair member?

**No expensive deposit**

Pay an affordable membership fee instead of an expensive deposit - split evenly between the household

**Pay when you leave**

Damages happen. In case of a lawful claim, simply pay at the end of your tenancy

**Healthier finances**

Avoid having two lots of money locked away in deposits between tenancies and put your money to better use

**Keeping it fair**

Stay safe from bogus claims through independent dispute resolution - as with the deposit schemes

**Control on-the-go**

Manage your membership through our simple platform from any device, 24/7

**Build your cred**

*flatfair* rewards tenants who pay their rent on time and care for their rented home

# How does flatfair work?

It's very simple! You sign-up for your **flatfair** membership online, pay a one-off fee of one week's rent and that's it. Under the **flatfair** membership you remain liable to pay for any damages at the property just like with a regular deposit. However, unlike a regular deposit, you don't need to pay upfront, you simply pay for any damages caused at the end of your tenancy.

Please note, **flatfair membership** can only be offered if your landlord agrees, for more information please speak to one of our associates or check out **flatfair** on [www.flatfair.co.uk](http://www.flatfair.co.uk)



# Your utility bills

Our partners at the TenantShop offer a **free** comparison service to help you find the best deals on the key products you need for your home, including:

- Phone/Broadband/TV Packages
- Energy Suppliers

TenantShop work with the UK's biggest suppliers and are able to offer you unique deals for tenants, some of which are not available online or direct with the suppliers. Each package can be adapted to suit your needs.

# Referring you to TenantShop

When your offer has been agreed we can refer your details to TenantShop\*. A TenantShop advisor will contact you to discuss all of your requirements for media and energy packages. They will compare different options with you to ensure you are set-up on the best possible deal.

Some of the key providers the TenantShop work with are below:



\*If you would like us to refer your details to TenantShop, please tick 'Yes' on the Utilities option on your Offer Form.





# Move with us

**Before you can move in, you must have:**

- **Signed the tenancy agreement**  
(signed by all tenants and witnessed)
- **A deed of guarantee signed by the guarantor (if applicable)**
- **Paid the initial monies**

Your initial monies will be detailed on your offer form, but will include:

- Your first month's rent,
- A security deposit (or flatfair membership fee if you take out that option)
- A check-in fee, if you take out our check-in service.

**We can also offer you:**

- **Tenant's liability insurance**  
We can introduce you to Homelet who can offer a tailored insurance policy that protects you against any accidental damage that you may cause to your landlord's fixtures and fittings up to £10,000. They can also provide cover to you to protect your own contents as well. Please speak to any member of staff and they can arrange for Homelet to contact you.
- **Tenant Check-in service**  
We will meet you at your new property on your move-in date and provide you with the keys. We'll walk you through the property and show you how to use the key appliances and features, including the heating and hot water systems. We will also review the inventory with you and allow you to sign a copy on the day. Please speak to any member of staff and they can arrange for a quote for a check-in service.

Once we have all of the above in place, you'll be ready to collect your keys, either from your local office or at the property check-in.

**Check-in fee**

£120 including VAT for a studio property + £10 per additional bedroom.  
Once everything is ready we will hand you the keys , either at the branch or at the property check-in. If a check-in is being done, this will allow you to sign a copy of the inventory.

# When moving...

Ask to see a valid Gas Safety Certificate.  
Ask to see a copy of the Energy Performance Certificate (EPC); this shows the energy performance of the property.



# Making your move simple

**Our tenant portal, LetTrak, is designed to help make the process of moving as smooth and simple as possible, meaning you can focus on the excitement of your new home.**

Once your offer has been accepted, you'll be sent a link so you can create an account on LetTrak.

LetTrak will allow you to complete all of your referencing, sign your tenancy agreement and make payment of your fees and rent before the date of your move so that on your move-in day, you can simply collect the keys.

LetTrak makes it easy to keep a track of your application showing you exactly what is happening at every stage of the process.



You'll be notified by email when you need to take any action and it is available 24/7 to fit in with your busy schedule.

# After you've moved in

Once you've moved into your property, you can use LetTrak to:

- View all of your tenancy documents
- Make your rental payments online
- Purchase additional products such as Contents cover for your possessions
- Check the key dates for your tenancy, including when your property visits are due and when your contract is up for renewal

**LetTrak™** from **haart**



# Rent with us

**Shortly after you move in, we will send you a welcome pack and tenancy handbook including details and advice about the following:**

- Who to contact during your tenancy
- Setting up utility bills
- Setting up rental payments
- Tenant responsibilities
- Making changes to the property
- Property repairs
- Maintenance issues
- Gas safety
- Tenant's insurance
- Information for sharers
- What to do when your tenancy is ending
- Your security deposit or *flatfair*, the deposit-free renting alternative
- Customer care

# When renting...

Look after the property and keep it in a good condition; with a deposit, damages and dilapidation costs may be deducted from your security deposit at the end of the tenancy; with *flatfair*, you may be charged for damages and dilapidations at the end of your tenancy.

Pay your rent on time; your landlord may seek possession of the property if you fail to pay your rent.



# Customer care

We aim to provide a first class service and to that end have a monthly customer care award which is awarded to the member of our team that has provided the best service, based on customer feedback.

If you have been given great service and would like to tell us about it we'd be keen to hear from you, please leave us a review on TrustPilot, Facebook or Google.

We receive very few complaints, however we understand that sometimes things don't go exactly to plan and can occasionally go wrong. If this becomes the case, we would prefer that you try to resolve the situation with the member of our team you have been dealing with or the lettings manager, but if they are unable to resolve the situation, or you would prefer to, you may write to our customer care team at: [customercare.lettings@haart.co.uk](mailto:customercare.lettings@haart.co.uk)

## On moving in you will need to:

- Contact your local council  
(with dates and names of who has moved in and when, for tax purposes)
- Set up your utility bills  
(it is your responsibility to contact water, gas and electricity companies)
- Check your rental payments have been set up  
(check with your bank that regular payments have been set up)

## Settle in and enjoy your new home!



