



hrt
herbert r thomas

*Rental
Information
Guide*

**EXPLANATION OF
THE PROCESS TO
APPLY FOR A
PROPERTY**

This is a brief summary of the application process:

1. After viewing the property you wish to rent, complete the property application form ensuring you have completed all the required fields. Return the application form to HRT with your photographic Identity and proof of current address to **rentals@hrt.uk.com**.
2. Your application will then be sent to the Landlord so they can consider your application.
3. When the Landlord approves your application, you will receive an offer email providing you with all the relevant information including the amount of rent and deposit, your responsibilities and any agreements made. You will be asked to pay the holding fee to start the referencing process.
4. Once the holding fee is paid, you will be contacted by the referencing company to complete your application. Acceptable references must be in place within 14 days of the holding fee being paid. An extension can be made in writing to continue to hold the fee.
5. Once acceptable references are in place, a contract start date will be agreed and the contract will be sent for signature via e-sign along with any supporting legal documentation.
6. Contracts are signed. You will then be asked to pay the required rent and deposit. The monies due to be paid in cleared funds.
7. An appointment is confirmed on the start date for the collection of keys, inventory etc.
8. When the property is managed by HRT, you will be sent a link to your property portal.
9. All utilities, council tax and bills payable will be put into your name.
10. Ensure you set up a monthly standing for your rent payable. The rent must be paid on the date due which will be detailed within your Contract.

LISTED BELOW ARE THE PERMITTED PAYMENTS YOU CAN BE CHARGED

SUMMARY OF PAYMENTS

PERMITTED PAYMENTS:

- Holding deposit (equivalent to 1 weeks rent)
- Rent
- Security deposit
- Council Tax
- Utilities
- Television license
- Communication services

WHAT ARE PAYMENTS IN DEFAULT?

LOSS OF KEY(S)/DEVICES

A default fee is payable for lost keys or other respective security devices limited to the actual cost of replacement plus £15.00 including VAT for administration and arrangement of the required devices.

RENT ARREARS PLUS INTEREST

Default interest on rent more than 14 days in arrears will be charged at the rate of 3% above Bank of England base rate for each day of arrears until the arrears are cleared. The charge must be paid in cleared funds.

EARLY TERMINATION OF FIXED TERM CONTRACT

Contract holders are liable for all rent expected under a fixed term contract.

Should the landlord agree to release you from the contract earlier than the fixed term end date, contract holders will usually be liable to pay the fees for reletting the property. This is currently £180.00 Inc. VAT.

You will remain responsible for the rent and all associated costs until the new contract holders have signed a contract, paid rent and the security deposit and the contract has started.

For the avoidance of doubt this clause shall not take effect where you are operating a break clause within your contract.

MISSED CONTRACTOR CALL OUT

Should an appointment be booked and confirmed by you, and it is subsequently missed, or access is not granted you may be liable for any contractor callout costs. The invoice will be passed to you for payment.

Should this payment not be made in a reasonable period of time, this will be added as a deduction to your security deposit. Failure to pay the contractor invoice could affect any future references we are asked to provide for you.

General Information

MANAGEMENT OF THE PROPERTY

On receipt of the completed property application form from you, HRT will email you the offer letter.

The offer letter will include any relevant information you will require including rent and deposit due, who will be managing the property, what your responsibilities will be etc.

Contact information: To return your application forms or if you have any questions, please feel free to contact us on:

01446 776374
rentals@hrt.uk.com

REFERENCES

HRT will take up references based on the details you have supplied on the rental application form.

Upon the landlords approval to proceed with your application and receipt of your holding deposit, we will instruct a credit reference company to begin referencing. The reference company will contact you for more information, conduct ID checks and proceed with the relevant referencing.

These references will be passed to the landlord so they can make a decision before agreeing to a contract.

On receipt of satisfactory references we aim to have the contracts signed within 14 DAYS. Reasonable extension of this time period for both parties may be requested in writing.

GUARANTOR

In some cases a guarantor may be required.

The responsibility of the guarantor is to guarantee and meet all the contract holder/s obligations under the terms of the contract, contract and any renewal or extensions, whether it is for overdue rent, damage to the property and any other liabilities due of the Contract Holder.

Once a guarantor has signed an agreement they are responsible for the Contract Holder obligations in full until the contract ends.

This includes any extensions, renewals or if the Contract Holder vacates without providing the correct notice as set out in the contract.

A copy of a draft contract will be provided.

**SIGNING OF
AND CONTRACT
PAYMENT OF RENT**

Upon the successful completion of the referencing, we will require you to sign the contract

The start date of the contract must be within the agreed term as set out in the offer letter.

The contract must be signed before any monies can be transferred.

On signing the contract, you will be provided confirmation in writing of the monies due and where it should be paid

The holding deposit paid will be put towards your first month's rent and the remaining balance, to include the security deposit, will need to be paid in cleared funds 48 hours before the start date.

Thereafter, rent is payable by standing order (unless agreed otherwise) to arrive on the due date as stated in the contract and no later.

HRT are unable to accept any credit card payments

The full rent must be paid by a single standing order, HRT nor the landlords are able to accept multiple standing order payments.

Please ensure a reference of the rental address is made for all payments.

SECURITY DEPOSIT

The security deposit must be paid in cleared funds once you have signed the contract. The deposit will usually be the equivalent of one month's rent plus £100.00 and must be paid 48 hours prior to the handover of the keys.

Security deposits may vary (i.e. additional funds for pets) you will be advised of the required deposit payable prior to the application being processed in the offer letter you receive.

When Herbert R Thomas hold and insure the security deposit it will be held in a Client Account as Stakeholder for the duration of the contract in accordance with the terms of the contract and deposit regulations

HRT are RICS registered and monies held by us are fully protected.

Any interest earned on the deposit shall be retained by Herbert R Thomas.

All deposit deductions must be agreed in writing by both landlord and Contract Holders upon the termination of the contract.

The contract entered into is between the landlord and the Contract Holder and therefore, the Contract Holder cannot hold Herbert R Thomas liable for any deductions made from the deposit which may fall into dispute.

When landlords self-manage the property HRT will transfer the security deposit direct to the landlord so they may insure the deposit. Confirmation of successful registration is the responsibility of your landlord.

You will be notified by HRT within 30 days of payment of the deposit of the successful insurance when HRT hold the security deposit.

Herbert R Thomas excludes liability in relation to loss caused by the insolvency of a financial institution which holds deposits in its contracts with landlords and Contract Holders.

<p>PAYING THE RENT</p>	<p>The rent must be paid to the agreed account by the rental due date.</p> <p>When the property is managed by HRT, please pay the following account:</p> <p>Bank: HSBC Sort Code: 40-18-18 Account Number: 43663469 Name: H R Thomas Ltd.</p> <p>A reference must be added to the payment of the property address.</p> <p>In the event the property is self-managed you will be provided the landlords bank details.</p>
<p>INVENTORY & SCHEDULE OF CONDITION/ CHECK OUT</p>	<p>HRT, when instructed by the landlord will complete an inventory/schedule of condition of the property.</p> <p>The inventory must be returned to HRT, or the landlord in the event of the landlord self-management, within 14 days of its receipt.</p> <p>At the end of the contract a check out will be completed as close after your date of vacation as possible. Should there be any deductions to the security deposit these will be highlighted on the checkout report and you will be advised in writing</p> <p>Due to COVID, checkouts are generally completed 2 working days after the keys have been returned.</p> <p>In order to ensure the speedy return of your deposit please ensure any receipts for required works such as cleaning are returned with the keys.</p>
<p>TENANT PORTAL (Managed Properties Only)</p>	<p>Once you have moved in you will be sent an invite to log on to your individual portal.</p> <p>Repairs/issues must be reported in writing via the tenant portal.</p> <p>We regret we are unable to accept any maintenance reports via telephone unless in the case of an emergency.</p> <p>HRT will hold keys for the property as agent, we can usually release keys to approved contractors with your written permission.</p> <p>HRT require the landlord's consent before proceeding with any repairs.</p>

<p>HOME SETUP SERVICES</p>	<p>Herbert R Thomas have partnered with Just Move In, to assist with all your home moving administration.</p> <p>All Contract Holders will receive the complimentary Home Setup Service which comprises arranging change of occupation notifications for Council Tax, Utilities and Water as well as setting up optional services such as Broadband, TV, Phones, Insurance, and/or where requested other home or move related needs such as insurance, storage or removals.</p> <p>All you have to do is book in for a call with one of their move specialists and let them to the work (Please note that in order to arrange and confirm the scope of Home Setup Service to be provided, you will be contacted by telephone, text or email by Just Move In</p> <p>The Home Setup Service is provided on our behalf by Ethical Introductions Limited (t/a Just Move In). Herbert R thomas Estate Agents may receive a commission from Just Move In per service taken.</p> <p>TREATMENT OF PERSONAL DATA</p> <p>Just Move In will receive and is also a controller of users Personal Data necessary for the provision of the Home Setup Service, as further described in our Privacy Policy. Just Move In have a strict data protection policy.</p>
<p>UTILITIES/ TELEPHONE/ COUNCIL/ DRAINAGE</p>	<p>You will be responsible for the payment of telephone, utilities, water, oil , LPG gas and any other supplier/drainage costs at the property during your contract, as well as council tax (unless otherwise agreed prior to the contract).</p> <p>It is the Contract Holder’s responsibility to ensure the utilities and council tax accounts are opened in their name at the start of the contract and closed at the end of the contract.</p> <p>HRT provide a service to help Contract with the administration and all the subsequent notification of utility suppliers of broadband etc. via Just Move In.</p>
<p>IN CASE OF EMERGENCY</p>	<p>Please find details of emergency contractors list on our website: www.hrt.uk.com</p> <p><u>LPG gas/oil/plumbing:</u> C S Boxall (Cowbridge & Bridgend) 01446 772444</p> <p><u>Mains gas/plumbing</u> Karl Gosbee (Cowbridge & Bridgend) 07800 869903 Synergy Heating (Neath) 07853 260650 Dai Lewis (Cowbridge & Bridgend) 07803 573383 R.G Waters (Cowbridge & Bridgend) 07768 093641 Steven Davies (Neath) 07974 646059 Steven Williams (Neath) 07795 681275</p> <p><u>Electrician</u> Hitchings Electrical (Cowbridge & Bridgend) 07872 840018 or 07970 105042 Live-Link (Neath) 07791 481487 Elliott Electrical (Cowbridge & Bridgend) 01656 715404 Sparkles Solutions (Neath) 01639 323233</p> <p>If there is boiler or plumbing cover on the property you will be provided with the details so you can call in case of an emergency.</p>

EMERGENCY OUT OF HOURS	<p>Should a Contract Holder call out/request an out of hours/emergency appointment and no fault is found or the fault was caused by the Contract Holder or their guests. This would be classed as a Contract Holder/s liability, and you will be liable for all callout costs incurred.</p> <p>Should this payment not be made in a reasonable period of time, this will be added as a deduction to your security deposit.</p> <p>Failure to pay the contractors invoice could affect any references we are asked to provide for you.</p>
MANAGEMENT VISIT	<p>Where HRT manage the property, we will carry out periodic visits to the property.</p> <p>These are usually, but not limited to, quarterly visits.</p> <p>Visits are within HRT's working hours. We will provide you with 48 hrs notice in writing prior to the visit.</p> <p>We can use the keys held to access the property with your written permission if you are unable to be present.</p>
ACCESS FOR SAFETY INSPECTIONS DURING THE CONTRACT	<p>You will be contacted when required to provide access so the safety certificates/checks can be undertaken.</p> <p>The checks are a legal requirement and we ask if you cannot be present you confirm in writing your agreement to release keys to the contractor.</p>
RENEWAL OF CONTRACT (MANAGED PROPERTIES)	<p>To renew or extend your contract please contact Herbert R Thomas at least 8 weeks before the end of your fixed term agreement is due to end if you wish to extend your term.</p> <p>Fixed term renewals are subject to the landlords approval and agreement.</p>
SUBLETTING	<p>You confirm that you intend to enter into a private residential contract in your name and that you will not sublet the property without the landlord's prior consent.</p>
DATA PROTECTION AND PRIVACY POLICY	<p>HRT complies with all applicable data protection and privacy laws in all our dealings with your personal data.</p> <p>Please be aware that in the provision of our services, we may instruct other organisations to process personal data on our behalf and/or share personal data with other agencies, which may also involve the transfer of data outside the European Economic Area.</p>

ANTI-MONEY LAUNDERING REGULATIONS 2017	<p>HRT is subject to the Money Laundering Regulations 2017. We will need to obtain and hold evidence confirming your identity, proof of your address and source/destination of funds. We will be unable to proceed with any offer until we are in receipt of this information and have completed a satisfactory AML check. Your identity may be subject to an electronic identity check, which may leave a soft footprint on your credit report. Before the application can proceed you need to provide us with a photo ID in the form of a valid Passport, UK Driving Licence or EEA National ID card and proof of your address.</p>
COMMISSION	<p>HRT may receive commission while carrying out our duties as agent in the letting and/or management of the property.</p>
INSURANCE	<p>You should take out suitable contents insurance policy throughout the contract to insure your own possessions.</p> <p>The landlords insurance does not cover your personal items. Just Move In can assist you with insurance.</p>
TAXATION	<p>If you pay rent directly to your landlord's bank account and your landlord is resident overseas, you will be responsible for applying the provisions of the HM Revenue and Customs Non-Resident Landlords scheme for taxing UK rental income and should ask us for advice on this. These provisions do not apply where you are paying your rent to HRT.</p> <p>HRT can provide any additional information required on request.</p>
CLIENT MONEY PROTECTION SCHEME	<p>Herbert R Thomas Client Money Protection is provided by RICS. The scheme accounting rules, as well as our conduct and membership rules, can be found on the following link: <u>CMP Scheme</u></p> <p>Registered number: 762241.</p>

Property freehold & leasehold
Valuation for all purposes
Landlord & Tenant Advice
Compulsory Purchase &
Compensation
Expert witness work
Planning
Rating Sales & Lettings Auctions

hrt.uk.com  RICS



[rightmove](https://www.rightmove.co.uk) 

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