

# Valley Property Managers

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## Guide for Tenants

### Finding a property

The first step is to contact us to provide brief details about yourself and about the accommodation you require. We then search our database for suitable properties for you to view. If not urgent, we log your details so that we can contact you as suitable properties become available. It is wise to start looking about a month before you wish to move, as the nicer properties are viewed and reserved quickly. Our tenancies are granted for a minimum term of 6 months.

### Properties in other areas of the country.

If you need to relocate to another part of the country and require a property to rent, we are able to search and find suitable properties for you to view. A separate fee will be structured for this, depending on your requirements and instructions.

### Viewings

Viewings will be arranged at times to suit you, including evenings and weekends and you will invariably be accompanied by a member of staff, who can answer your questions.

### Reserving the property

As soon as you have decided on a property, you will need to reserve it by paying a 'holding deposit', usually equivalent to one week's rent. Assuming that the tenancy goes ahead, this will be deducted from the monies due before you move in. If the landlord declines to grant the tenancy, it will be refunded. However, the deposit will be forfeited if you decide not to proceed for any reason, or if you fail to provide complete and accurate information in your application.

### References

As a minimum, we will require satisfactory references from your employer (or college), and a previous or current landlord. We may also require a personal reference and sometimes a guarantor. In addition, a credit check will be undertaken. In addition, for prospective tenants that are not UK citizens, we will conduct a **Right to Rent** check that requires landlords/agents to determine the immigration status of all prospective adult tenants by checking ID before the start of a tenancy **to determine their eligibility to be in the UK and their right to rent a property**. We may use the services of an independent referencing company to obtain and evaluate these references.

### Rents

Rents are normally quoted by calendar months and payable monthly in advance. The tenant is usually also responsible for council tax, water rates, gas, electricity, telephone costs and



personal contents insurance. All rents are payable by bank standing order to our client bank account.

**Deposit**

A security deposit, of a minimum of one month's rental, will normally be required. This deposit will be treated in accordance with the Tenancy Deposit Protection regulations and you will be informed of which protection scheme is utilised. This is held to cover damage, breakages and any other liabilities under the terms of your Tenancy Agreement. Please note that under no circumstances can the deposit be used by the tenant to cover rent.

**Client money protection**

Any monies paid to us must be paid into our client account. This is an insurance based account that covers total loss of client's money for the client, not for us and is administered through the UK Association of Letting Agents (UKALA) of which we are paid up members.

**Fees**

We do not charge tenancy application fees.

