



TENANT HANDBOOK

CONTENTS

Important Information	2
Introduction	2
Your Tenancy	2
Rent	2
How to Pay your Rent	3
Rent Arrears	4
Council Bond Scheme	4
Housing Benefit	4
Your Guarantor	4
Anti Social Behaviour	4
The Text Reminder Service	5
Repairs and Maintenance	5
Servicing of Gas Appliances	5
Lost Keys	5
Ending your Tenancy	5
How to Contact Us	5

We are members of:



Their contact details are:

Premiere House, 1st Floor, Elstree Way, Borehamwood, Hertfordshire WD16 1JH, Phone: 0333 321 9418, Email info@theprs.co.uk

Deposits are protected with:



Mydeposits, 1st Floor, Premiere House, Elstree Way, Borehamwood, Hertfordshire WD16 1JH, Phone 0333 321 9401

We are not currently members of a Money Protection Scheme.

Introduction

Congratulations on becoming an Easylet tenant! Welcome to your Easylet Property, we hope you enjoy your tenancy with us. Easylet was established on 17th June 2003 and at the time of printing has over 78 properties both commercial and residential across Devon and Cornwall. Our main focus at Easylet is to do our best to help you to make the most out of your tenancy with us so that you enjoy your experience of being an Easylet tenant.

Your Tenancy

All Easylet tenants sign an assured short hold tenancy agreement on the first day of their tenancy. Our tenancies are a minimum of 6 months long and at the end of 6 months your tenancy automatically transfers to a periodic tenancy. When you sign a six month tenancy, you are then liable for the full 6 months of rent, even if you vacate the property earlier than the tenancy end date. Your tenancy agreement is a very important document, all tenants must read the entire agreement fully before signing and it should be kept safe. Easylet tenancies can be both single and joint tenancies. In cases of joint tenancies, both tenants should have one copy each and keep it safe.

Rent

Rent is payable monthly in advance. It is your responsibility to ensure that your rent is paid every month, on time. This is essential for all tenants. Non-payment of rent is not accepted and results in eventual eviction.

How to Pay your Rent

The simplest and most convenient way to pay your rent is to set up a standing order. This only needs to be set up once and ensures you are always current in your rent payments. We offer our tenants a number of ways to pay:

- Set up a Standing Order

Please instruct your bank/building Society to pay the following account monthly, ensuring your rent is paid in advance

Bank - Santander Plc

Account Name - Easylet Property Management UK Ltd

Sort Code - 09-01-56

Account Number - 32377488

Please use the tenant surname as the reference

- Credit or Debit Card

To pay via credit or debit card please visit the Easylet Website

www.easylet1td.co.uk click on 'Make a Payment' and follow the simple instructions.

- Internet Banking

To use internet banking for rent payments please use:

Bank - Santander Plc

Account Name - Easylet Property Management UK Ltd

Sort Code - 09-01-56

Account Number - 32377488

Please use the tenant surname as the reference

- Paypal

To pay with Paypal, please visit www.paypal.com where payments can be made via your Paypal account or with your credit/debit card. Please use the following Paypal email address to make your payment to: info@easyletagents.co.uk

- Cash (in person at our office)

Please visit the Easylet Office to obtain a payment card where payment can be made at the post office adjoining our office. You can also pay with credit or debit card this way.

Rent Arrears

If you are experiencing financial difficulties that may cause you to fall into rent arrears it is vital that you contact us immediately. We can work with you to resolve the matter with an affordable payment plan and bring your rent account up to date. Ignoring rent arrears only worsens the situation and incurs larger fees and charges so you must call us immediately to prevent jeopardising your tenancy.

Ignored arrears will escalate; please refer to your Tenancy Agreement for the charges that will be applied for each month you are in arrears. Non-payment of rent will result in arrears letters being sent to you and to your guarantor, fees and interest charges, eviction from your property and legal action to recover monies owed. This is why it is imperative that you contact us if you fall into financial difficulties.

Council Bond Scheme

The Council Bond Scheme lasts for 2 years. Within this time you are expected to save for your own deposit. The council will assist you with setting up a savings account to do this. Both we and the council will remind you from time to time about the necessity to ensure that your savings are sufficient. If you sign up to this scheme then its conditions become part of your Tenancy Agreement and therefore if you don't pay your deposit money to Easylet before your bond expires then you will be given notice to leave the property as you have breached the terms of your agreement that say that you should pay a deposit.

Housing Benefit

We accept housing benefit at Easylet. Tenants are asked to make a claim for housing benefit on the day that they sign the tenancy agreement. It is the responsibility of the tenant to ensure that your claim remains current and that any queries or requests from the local council are dealt with immediately so that your claim remains in payment throughout your tenancy. Looking after your housing benefit claim and ensuring it stays in payment is very important.

Your Guarantor

Easylet tenants are asked to provide a homeowner guarantor who can sign your tenancy agreement, to guarantee your rent. Tenants are our primary point of contact for queries over rent arrears and other related issues, guarantors are the secondary contact. It is important that you stay in regular contact with your guarantor. Your guarantor remains your guarantor until your tenancy ends.

Anti Social Behaviour

We expect all Easylet tenants to remain considerate and respectful to their neighbours and to the surrounding area. Anti-social behaviour is unacceptable and can result in eviction. There is a full description of anti-social behaviour in the tenancy agreement including the 'Good Tenant Agreement' which all tenants sign and then must adhere to for the duration of the tenancy.

The Easylet Text Reminder Service

We understand that life can get very busy, so we offer a FREE text reminder service. Text reminders can be used to remind tenants of a payment that is due, an upcoming inspection, an appointment with the landlord or anything that would be a useful reminder. Text reminders do not have to be just a one off, they can be scheduled to a selected day and time to suit your request and they can be scheduled to continue for as long as you need the reminder. All you need to do is visit our website www.easyletLtd.co.uk and click on the 'request a text reminder' page and follow the instructions to choose your reminder.

Repair and Maintenance

For information on how you can report a repair, please refer to your Repairs Booklet.

Servicing of Gas Appliances

All Easylet properties that have gas appliances will have an annual gas check. You do not need to do anything for your service. Services will be arranged by us and we will contact you to arrange a convenient date and time for the engineer to visit your property.

Lost Keys

If you lose your key you must contact us immediately. Replacements of lost keys incur a £10 charge. If you lose your key outside of our office hours you will need to call our out of hours service for a call out. Out of hours call-outs for lost keys incur a £50 charge, except for locks with mechanical failures.

Ending your Tenancy

If you wish to end your tenancy with us, you must provide us with at least a month's notice ending on a rent period end date and your notice must be provided in writing. Verbal notice is not accepted under any circumstances. If you have signed a 6 month tenancy and you opt to leave after 4 months having given the 30 days of notice, you are still liable for the payment for the full 6 months of the tenancy.

We strongly recommend that as soon as you have made the decision to end your tenancy with us that you contact us immediately. We ask this because tenancies must end on a rental period end date. Being aware of the exact date that your rental period ends will benefit you because you will be given the exact date that you need to submit your written notice to us, so that you do not end up paying for up until the end of the following rental period.

How to Contact Us

Call us on 01803 212816 and on 07590 894 379

Email us info@easyletagents.co.uk

Visit us at www.easyletLtd.co.uk