



# Tenant Information Pack

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Providing Homes for Professionals



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## About Professionals on the Move

### Why choose Professionals on the Move?

Professionals on the Move is an independent specialist in property rental, with a first class reputation gained through our professionalism and focus on finding you the perfect property to rent.

Working every day with Tenants has enabled us to identify the concerns people may have about renting a property, and as an independent company we are able to use that information to tailor our service to meet everyone's needs. You can be confident that we will work hard to find you a property that matches your requirements and do all that we can to ensure that the whole process for a successful tenancy runs smoothly.

### Finding the right property

Location is usually the first thing people consider when deciding where to live. For families the reputation of the local school could be the most important factor, for professionals and commuters it could be the ease with which they can reach their place of work, being close to the train station or having good access to motorway links.

Everyone has their own very good reason why they would like to live somewhere in particular. For those who are relocating and new to the area, please talk to us about your requirements – we will be happy to help.

Whether you want to rent for a short or long period, want furnished or unfurnished accommodation, an apartment, a house, a bungalow.....speak to Professionals on the Move.

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## About You

### **What does Professionals on the Move need to know about me?**

To help us make the right match we will need to gather information about you and your family, if applicable. Not only do we need to know where you would like to live, and what size property you would like to rent, we also need to know information about how many people will be living at the property, if you have any pets? Do you smoke? These are just a few of the questions, but the most important question will be about income.

If you are working we would need to know if your job is permanent and how much you earn. One of the reasons for needing this information is so we can reassure the Landlord that you will be able to afford the rent.

### **Can I have a pet?**

Unfortunately many landlords are not keen on pets in their properties. Some however will give permission but may ask the tenant to pay an extra 'pet deposit', to cover the additional cleaning process on vacating the property where necessary. Always be honest about your pets and discuss this matter with us – we will certainly do what we can to help and direct you towards a property where pets may be permitted.

### **Finding your ideal home**

The first step is to contact us to provide brief details about yourself and about the accommodation you require. We will advise of any suitable properties for you to view. If your search is not particularly urgent, we log your details onto our tenant database so that we can contact you as suitable properties become available. It is wise to start looking at least a month before you wish to move, as many properties are viewed and reserved quickly. Our tenancies are granted for a minimum term of 6 or 12 months.

There is no charge for registering with us as an Agency. However, if you decide to rent a property through us there is an Agency fee which covers referencing, administration and a contribution towards tenancy agreements and paperwork.

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## The Property

### Viewings

You can arrange a viewing of one of our properties by telephone or via email. We offer flexible viewing times to fit around busy lives. You will always be accompanied by one of our own staff, who can give advice and answer any questions you may have.

Please note that many of our properties are advertised whilst tenants are still in situ, therefore it is advisable to contact us at least 24 hours before you wish to view, so that we can give our tenants plenty of notice.

### Reserving the Property

Once you have found the right property. You will be required to complete a Tenancy Application Form and pay a one-off administration fee for the referencing and credit checks for everyone over the age of 18 years who will be living at the property. You may also require a Guarantor.

We offer our landlords peace of mind by carrying out thorough referencing on all of our tenants before they move in. The type of references we require depend on individual circumstances, our standard referencing procedure involves providing us with:

- Employer's reference, confirming position and salary
  - Previous Landlords reference
    - Character reference
    - Credit Check

If self employed we will require the tenant to provide three years of accounts or accountants contact details so that we can contact them directly. If tenants have just relocated to the UK and have not secured employment they may be asked to pay 6 months' rent in advance.

To enable us to complete the checks as quickly as possible, please supply us with full and complete information, Email addresses are especially helpful in speeding up the referencing process!

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## What will I Require?

### How much money will I require to move into the property?

Before your tenancy begins we will ask you to pay your first month's rent and deposit as cleared funds. If your account is with a different bank there could be a delay of up to 3 days before we receive the money so please allow sufficient time. Your bank should be able to advise you how long the payment / transfer will take.

### How much is the deposit and how is it protected?

A security deposit of a minimum of one month's rental plus £100.00 will normally be required. This deposit will be treated in accordance with the Deposit Protection Service (DPS) regulations, and will be lodged by Professionals on the Move in the Deposit Protection Scheme.

The deposit 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 in lieu of any rent due.

A Tenants guide to the DPS can be viewed here:

<https://www.depositprotection.com/documents/tenant-guide-to-the-dps.pdf>

### What else will I require?

In addition to the details that you have provided in the Tenancy Application Form you will be required to provide the following:

- 1: Driving Licence Photo ID Card or Passport
- 2: Two forms of proof of address, (any utility bill or phone bill up to 3 months old).
- 3: Recent Bank Statement
- 4: If non-UK resident, a copy of passport must be provided.



## **Your Commitment**

### **Why might I require a Guarantor?**

If your income falls just below the amount required for a particular rental figure we could ask for a Guarantor to support your tenancy.

Being a Guarantor is a serious commitment. A Guarantor is as responsible as the tenant for all monies due and for the care of the rental property. A Guarantor will be required to provide strong financial references to show that they will not suffer hardship should they be asked to pay the rent or cover the cost of a repair that the tenant is responsible for.

### **What commitment am I agreeing to?**

A tenancy agreement is a legal and binding contract and you will be committed to paying the agreed rent until the end of the term (normally either 6 or 12 months). You will not be able to change your mind midway through the contract if you decide that you want to leave the property.

Please do not enter into a contract if you have any doubt in adhering to the terms in the contract as this may result in costly legal action against you.

If you think that there may be circumstances that will affect your tenancy please discuss them with us before you sign an agreement, as we are trained to give you the best advice.



## What are my Responsibilities?

### Your home

When you enter into a tenancy agreement and move into your new home we will expect you to look after the property and treat with respect as you would your own home. As long as you care for the property and always pay your rent on time there will be a happy relationship between you, Professionals on the Move and the Landlord!

### How do I pay my rent and how often?

Rent is always payable in advance and is quoted calendar monthly. The rent due date is the day that your tenancy commences.

Paying by standing order is a worry free way of ensuring you never fall behind on your rent payments. We are happy to provide you with a form to set up a standing order with your bank, or you can speak to your bank directly or make an arrangement on-line.

Please note that Professionals on the Move are unable to cancel or amend any payment on your behalf. We do not claim the money from your bank account; a standing order is your instruction to your bank to make a regular payment.

Should we write to you because of late or non-payment of rent, an administration charge per letter may be levied. The amount of the charge will be detailed in your tenancy agreement. If you find yourself in difficulties please advise us as we may be able to help you protect your tenancy and avoid falling into serious debt.

### Council Tax and Utilities

Unless otherwise agreed or exempt you will be responsible for paying the council tax and the utility bills which includes, where relevant, gas, electricity, water and telephone lines. Meter readings will be taken at the start and end of your tenancy and Professionals on the Move will notify the suppliers.



## Other Factors to Consider

### Do I need Insurance?

As a tenant, you are not covered by your landlord's contents insurance policy or home insurance policy. This means that in the event of a fire, flood, theft or household damage, the landlords insurance would not cover your own possessions.

This is why rented accommodation insurance is essential, it protects your possessions against the unexpected plus you can choose to insure just your own belongings or have cover that insures your home for accidental damage.

We strongly recommend that you take out a Tenants Insurance policy to cover your personal contents and also accidental damage to your Landlords property. As we deal exclusively with professional clients and offer high quality properties for rent, we expect each tenant to transfer either an existing live policy to the new property, or take up the offer from our referencing company before the start of the tenancy. Professionals on the Move can arrange for a representative of our referencing company to contact you to offer you a no obligation quote.

### Television: Aerials and Licence

It is your responsibility to provide and pay for a television licence if you watch or record television programmes using a television, DVD recorder, digital box, mobile phone, PC or laptop in the property.

Please check if the property you intend to rent has a TV aerial in place, as there is no obligation for the landlord to provide one. Tenants opting to receive television programmes through different media packages are advised to discuss with Professionals on the Move to request permission from the Landlord to erect a sky dish, and confirm that there are no restrictions.

### Telephone Line & Internet

We are unable to arrange for a telephone line or the Internet to be connected in your name. If this is required you will be responsible for any connection charges.

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## Starting your Tenancy

### **How long does it take to move in?**

Try to allow 7 days for the process. This gives us time to complete the referencing, credit check and to make sure that the property is completely ready for you to move in. It is possible that the process could be shorter however it could also be longer if, for example, a previous tenant has yet to move out, in which case more time will be required.

If you have a particular date in mind please let us know straight away, and we can tell you if that date can realistically be achieved for the property you are interested in.

### **Will I have the only set of keys?**

No, you will be provided with one set of keys, Professionals on the Move will retain one set and a set may be held by the landlord. Please be reassured that neither Professionals on the Move nor the landlord will enter the premises without your express permission or invitation, unless in the case of an emergency or you are provided with 24 hours written notice.

### **Do I contact Professionals on the Move if there is a problem during my tenancy?**

Always check with Professionals on the Move as to who will be looking after the tenancy as we provide two different services to our Landlords.

Full Management means that Professionals on the Move will look after you and your property throughout the tenancy. You will pay your rent, report any repair or concern to Professionals on the Move, who will act on behalf of the Landlord. In the majority of cases the properties we offer for rent are fully managed.

Let Only means that Professionals on the Move will look after you prior to you moving into your new home. Thereafter future rental payments and any concerns or repairs will be made direct to the Landlord as he will be responsible for your care.



## **A Professionals on the Move Managed Property**

### **Property Inventory**

A property Inventory is a document that provides an accurate in-depth report of the conditions and contents of a property. Prior to you moving in Professionals on the Move would carry out a full Inventory on the property, with a detailed description room by room backed up with photographs. The Inventory is put in place to safeguard both the property and tenants deposit.

### **Repairs**

If there is a maintenance problem or an emergency should arise don't panic. You are in safe hands!

Our highly skilled trusted maintenance team will do their utmost to resolve the problem within the quickest possible time with the smallest possible amount of stress for you.

Professionals on the Move may ask our trusted contractors to contact you directly to arrange an appointment to deal with or assess the problem. We ask for your co-operation in these situations but if you have any concerns please feel free to discuss them with us.

### **Property Inspections**

Professionals on the Move will visit you at the property every 3 months, to ensure that the property and gardens are being kept as they should be, and to identify any maintenance issues that the Landlord needs to be aware of.

We will arrange a mutually convenient appointment with you. If you fail to keep the appointment you may be charged a cancellation fee. If this happens repeatedly we will notify you that we intend to enter the property in your absence, giving you 24 hours written notice.



## Taking Care of your Property

### Your Obligations

If you intend to leave the property for any appreciable time during the tenancy you should advise the Landlord / Professionals on the Move and make arrangements for the property to be checked on a regular basis so as not to invalidate the landlord's insurance policy. You might like to leave a contact address or telephone number in case of an emergency.

You are responsible for the care of the property you are renting. Should any problems come to your attention, which you do not believe to be your responsibility to rectify, you have a duty to advise the Landlord / Professionals on the Move. You are responsible for minor repairs such as fuses, blocked drains and broken windows.

### Condensation

Condensation occurs on cold surfaces such as windows, floors and walls. It can damage the décor, floor coverings, clothes and bedding and can cause mould on the walls and ceilings.

New buildings often take a long time before they are fully dried out and may need extra heat and ventilation. Intermittent heating causes condensation to gather as the air and surfaces cool. Extractor fans, when fitted, should be used whenever water vapour is being produced, i.e. cooking, washing clothes and bathing. Doors and windows should be kept closed when using the fan and it should be left running until any mist clears from the windows. Tumble dryers (other than condensing types) for laundry should have the moist air ducted outside.

To minimise condensation keep all rooms warm and ventilated with an even temperature throughout keep kitchen doors closed when cooking, washing or drying clothes. Open the window or use the extractor fan, where fitted keep the bathroom door closed when bathing and open the window or use the extractor fan. If possible keep some heating on at all times during cold weather.

If condensation occurs: Heat the room, mop up excess water, open the window a little, and keep doors shut. Remember: Warmth and ventilation help prevent condensation.

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## Maintenance of your Property

### Frost Precaution

It is essential that every precaution is taken to avoid frost damage and burst pipes during cold weather. If you leave a property vacant and / or have rooms or buildings which are cold / exposed and they contain water services pipes or plumbing then you are advised to leave the central heating system on at an adequate level to maintain a proper room temperature.

Do not underestimate the onset of a severe cold spell. We must stress that if repair costs arise from damage or default on the part of the occupant to take proper precautions, then the landlord will not be expected to pay for reinstatement and repairs – nor possibly will his insurers.

### Caring For Appliances:

Under the terms and conditions of your tenancy agreement you will be under an obligation to look after the landlords contents. Special care is needed where domestic appliances are concerned and below are a few basic instructions to help prolong the life of some appliances and assist in a trouble free tenancy.

### Washing Machine

Ensure that all items are removed from pockets of clothes before putting into the machine, as failure to do so can result in blockage being caused and the machine refusing to empty.

### Tumble Dryer

Ensure that all items are removed from pockets of clothes. Ensure the filter is kept free from fluff and fibres. Using a tumble dryer when the filter is clogged can result in burnt clothes and seizure of the motor.

Continued on to next page



## Maintenance of your Property Continued

### Dishwasher

The machine will need regular filling up with special dishwasher salt, which can be obtained from any local supermarket. You will also need to regularly fill the machine with 'rinse' fluid. Again this can be obtained from any local supermarket. Ensure that the filter is cleaned regularly. Do not put cutlery with 'bone' handles into the dishwasher as they will crack and eventually disintegrate.

### Vacuum cleaner

If the appliance uses an internal 'dust' bag ensure that you only use the type recommended for that particular model and that the bag is changed regularly. Routinely check for hair and thread winding around the suction head of the machine and remove if necessary. Only use a domestic vacuum cleaner for normal everyday use.

### Waste disposal unit

The operation of the waste disposal unit varies with different appliances. Nearly all of them however will require running water during use. Before using do ensure that the unit is free from any item other than food. Paper, cutlery or anything plastic or metal will jam (and possibly break) the appliance.

### Radiators

You are advised not to place damp or wet items of clothing over the radiators as this causes the radiators to rust. If the wall behind the radiator is papered it can also cause the wall paper to lift.

### Finally

We do hope you will be happy in the property. If we can help in any way please do not hesitate to contact us.