

DATA PROTECTION Your personal details may be shared with certain third parties for the purposes of processing your tenancy application, the management of the tenancy and for the purposes of enforcing any of the obligations under the tenancy agreement. In processing your tenancy application, we shall be required to process and store personal information on your behalf, and liaise with parties such as the Home Office, credit referencing agencies and your landlord. We shall make every effort to keep such information safe and secure. Once you have moved into the property, it may occasionally be necessary to share contact information with trusted contractors (for example to arrange access for maintenance work), utility companies and other related parties. Let me now will not divulge or pass on your details to any third party for marketing purposes without prior approval unless this is necessary to comply with a statutory obligation. Any data stored will be disposed of within a reasonable time after the determination of the tenancy. If you wish to withdraw consent for Let me now to use your personal data for the purposes set out above you can contact us to request this. Where there are rent arrears or other charges remaining at the end of the tenancy, we reserve the right to pass on your details to a tracing agent or debt collection company to help recover the money owed. Leaving unpaid rent and other bills at the end of your tenancy may affect your credit rating, and your ability to obtain a new tenancy, or other credit facilities

INSURANCE As a tenant, you will be responsible for the safe-keeping of the property and its contents. You may wish to consider obtaining insurance for your own personal effects and for the contents belonging to the Landlord which you have agreed to look after.

METHOD OF PAYMENT The balance (one month's rent and deposit) is to be paid by bank transfer payment [funds to be cleared before the start date of the tenancy], or by Bankers Draft or Building Society cheque. The holding deposit can be credited towards this first payment.

WE WILL NOT ACCEPT PERSONAL CHEQUES OR CASH except by prior arrangement. When the landlord has instructed Let me now as agent to collect the rent each month, the tenant should set up a standing order facility for the total amount of rental on that property. It is important that you furnish us with your bank details on or before the occupation date.

HOW TO RENT GUIDE The applicant is advised to read the Government 'How to rent: checklist for renting in England' which is available from the government website www.gov.uk. The guidance aims to help tenants renting property in England understand their rights and responsibilities when renting property and provides a checklist and more detailed information on each stage of the process. The applicant will be given a copy of the 'How to rent: checklist for renting in England' by the landlord or his agent where the tenancy proceeds in England

REFERENCES All applicants will be expected to provide references which are satisfactory to the landlord before any tenancy can be entered into.

REPAIRS AND MAINTENANCE Tenants are requested to bring any disrepair, damage or defect in the premises to the attention of the agent (if managed) or landlord as soon as possible. The landlord has a legal responsibility to maintain the fabric and services of the building (water supply, drains, heating and hot water, electrical installations etc.). Tenants should use the drains responsibly and not dispose of any inappropriate items down the toilet or sink which could cause the drains to block such as cooking fat, oil or grease, waste food, nappies, sanitary products, baby/hand wipes and cotton wool etc. The Tenant will be responsible for the reasonable cost of unblocking any drains which become blocked due to the tenant's misuse. Any damage, breakdowns or other maintenance problems should be reported as soon as possible to the landlord or Let me now if the property is managed. As tenant you are responsible for all appliances left in the property and should take good care of them. This will involve using any appliance in accordance with the manufacturer's instructions or user manual and carrying out any minor maintenance that would be expected (e.g. cleaning or changing filters etc.)

ELECTRICAL APPLIANCES AND INSTALLATIONS For safety reasons, tenants are requested to visually inspect all electrical appliances on a regular basis. In use, cables and flexes can become frayed and casings broken. You should contact the landlord or the agent as soon as possible should any defect be discovered or repair become necessary to appliances belonging to the property or supplied by the landlord. Where electrical appliances are used outdoors (e.g. electrical lawnmowers etc.) they should only be used when connected to an RCD (Residual Current Device) protected mains supply. RCD units are available from most hardware stores and should be checked before use. The tenant is responsible for keeping all electric lights in good working order and in particular to replace all fuses, bulbs, or fluorescent tubes, as and when necessary. Any replaceable or disposable filters, vacuum bags, or other consumable items in appliances and fittings should be replaced as reasonably required and at the end of the tenancy. The electrical installations at the property need to be inspected at least every five years to ensure they are safe. The tenant is required to allow entry with reasonable notice for this purpose. A copy of the Electrical Installation Condition Report will be made available to the tenant. A reasonable charge may be made for missed appointments to reflect any damages or loss suffered for breach of agreement.

GAS APPLIANCES Gas Safety regulations apply to both landlords and tenants in rented properties. In order to comply with the regulations, it is necessary:

that brown or sooty build-up on any gas appliance, or gas escape should be reported immediately to the landlord or the agent AND your gas supplier. The number of the gas emergency service is 0800 111 999.

that ventilators installed in the premises for the correct operation of the gas appliance should not be blocked.

that safety checks be carried out every 12 months on any gas appliance in the property by a Gas Safe Register approved engineer. The tenant is required to allow entry with reasonable notice for this purpose. A copy of the gas safety record will be made available to tenants. A reasonable charge may be made for missed appointments to reflect any damages or loss suffered for breach of agreement.

FROST DAMAGE Frost damage is a risk to all houses left empty during the winter period due to possible pipe bursts and flooding. You are required to take reasonable precautions to prevent frost damage if you are away from the property for anything other than a very short period. Such precautions might include leaving the heating on (and turned down to a low setting), and opening the loft access hatch to allow warm air to circulate into the attic space. If you are away for a more extended period, then you should contact the agent or the landlord regarding more permanent arrangements such as turning off the mains water supply or draining down the heating system. Failure to carry out these precautions could make you liable for any damage caused as you will be in breach of your obligation as a tenant to take good care of the property.

DAMP AND CONDENSATION Damp can be a problem in houses where there are many occupants and the property is not adequately ventilated. You should ensure that any extractor fans are left connected and are properly used. It is also important to open windows as necessary to encourage an adequate flow of fresh air through the property after bathing or showering in order to allow damp air a chance to escape. The hanging of washing and wet clothes will also create large amounts of damp air and again, it will be important to provide adequate ventilation in such circumstances. Damp or wet washing should also not be hung on heaters, including radiators, or on any of the landlord's furniture in the property as continuously doing so can cause damage. You are responsible, under the terms of the tenancy, for the reasonable costs in remedying any damage caused. The presence of mould or dark spots or stains, especially in bathrooms and other wet areas, is a common sign of inadequate ventilation, and it is important to prevent further spread at an early stage before severe and irreversible staining takes place. Mould and similar stains should be removed by wiping the affected areas with a fungicide or mild bleach in accordance with the manufacturers instructions, but do test on a small area first. If the problem persists, then you should inform us.

INSPECTIONS If we are managing the property, then inspections will be carried out by our agency. It may also be necessary for contractors to access the property to maintain and inspect electrical, gas and similar appliances, pipework and flues. We will liaise with you to arrange these inspections. It is important that any access arrangements made in connection with inspections or appointments are honoured so that inspections can be carried out and contractors can carry out the work on the agreed day

DECORATION You cannot make any alterations or additions to the property or affix anything to the internal or external surfaces without the permission of the landlord. Affixing things to the internal or external surfaces can cause damage to the property. For example, screws, hooks and similar items can damage wallpaper and plaster and leave holes in the walls and blu-tack can leave stubborn grease marks and pull paint and wallpaper off the walls when removed. Such damage may result in a deduction from your deposit for redecoration costs.

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FIRE SAFETY Smoke and Carbon Monoxide Alarms—You will find that smoke alarms (and carbon monoxide alarms where applicable) have been fitted in your property. Please ensure that you check all such devices on moving into the property and familiarise yourself with their operation (most smoke detectors have a test button to check batteries and the unit are operating correctly) and report any problems to the landlord or the agent. The landlord is responsible for checking the alarms are in proper working order at the start of the tenancy and you will be responsible for testing the alarms during the tenancy. Government guidance recommends that you should test the alarms regularly (testing monthly is generally considered appropriate) to make sure they are in proper working order and arrange replacement of any batteries that may be required. If the alarm is still not working after replacement of batteries, or you are unable to replace the batteries yourself, then you will need to report this to the landlord or the agent.

LEGIONNAIRE'S DISEASE The potential risk of exposure to Legionella from most residential hot or cold water systems in the UK is very low, but the law requires that we alert tenants to these risks in any case. For most healthy people, the risk of developing Legionnaire's disease in a typical well-maintained domestic setting is negligible. There is a higher risk of infection with older people and people with lowered immune systems, which can lead to severe pneumonia or other complications. In the domestic environment, risks of Legionella may increase where the property is unoccupied for a short period, or where water is being stored between 20°C and 50°C. In particular, tenants are advised to:

inform the landlord or the agent if they believe the hot water temperature is below 50°C or the hot water tank/boiler is defective in any way

advise the landlord or the agent if they believe that the cold water temperature is above 20°C

flush through little used outlets for 2 minutes once every week or two, or on return from a holiday

clean, disinfect and descale shower heads at least once every six months

notify the landlord or the agent if they notice any debris or discolouration in the hot or cold water

UPON VACATION OF THE PROPERTY Here are some details that should assist you in the preparation of vacating the property and I will stress that it is in your best interest to ensure that the property is left in the same order as it was upon your occupation. This will help with the prompt return of your deposit once the property has been assessed for damages by all parties. Please also supply forwarding address.

Some points below which will help:

- The oven and hob and extractor fan should be cleaned throughout. Don't forget the shelving inside the oven and any grill pans
- Baths, WC (s), shower screens hand wash basins and kitchen sinks must be cleaned if necessary and any limescale deposits removed.
- All windows must be cleaned internally and externally
- Ceilings and walls should be cobweb free and clean of any dirt
- The garden and yards should be left in neat and tidy condition with any shrubs pruned and weeds removed
- All washable walls should be washed down and left dust, dirt and stain free
- All carpets cleaned if required as well as vacuumed
- Insides of cupboards and drawers must be cleaned particularly in kitchens
- All rubbish/food must be removed from the property/garden and placed in the dustbin provided for collection
- All bulbs should be replaced where necessary
- You will be required to provide written proof that all of the utility bills are settled up to the end of the tenancy. Failure to provide these documents will delay the process of returning your deposit.