



Tenant Guide

Service | Expertise | Accountability



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1. Introduction

Welcome to Aspire Residential.

At Aspire Residential we understand that you are not just looking to rent a property, you are looking for a “*home*”. It is an important decision and one that you want to get right. And, while renting can seem like a daunting exercise, the good news is that our friendly staff will guide you through every step of the process.

At Aspire, we pride ourselves on managing day to day relationships with tenants to ensure they are comfortable and safe in their homes and that all issues are dealt with quickly. To maintain the very best service standards we carry out a tenant survey each year to get feedback about how we are performing. We also encourage you to contact some of our existing tenants for references about our performance before you make your decision to rent through us.

In this brochure you will find relevant information to help you apply for and manage your tenancy. While the document is meant to be self-explanatory, if after reading the document, there is anything that you remain unsure about, then please feel free to give us a call. We are here to help.

[The team at Aspire Residential](#)



2. Application

When you contact us, we will ask some basic questions to ensure we can match you with an appropriate property. We will enquire as to what kind of property you would like, whether you have pets, whether you smoke, your employment status, what your budget is etc.

- *Viewings* – When we identify a potentially suitable property, we will accompany you on a viewing, during which we will answer any further questions you have.
- *Applying* - If you wish to proceed, we will require information for all people who will reside at the property, including their current addresses and employment details (please see our privacy notice regarding how we manage information that we hold about you). It is important that you advise us if you know you have any credit issues (such as a County Court Judgement). Depending on the circumstances, having a credit issue does not disqualify you from renting through us, as many of our landlords understand that people can fall into financial difficulty. The more transparent you are about any credit issues you have, the more likely that your application will be successful.
- *Reference checks* - If your application is accepted by the landlord, we will conduct a number of checks including a credit check, seeking a previous landlord reference and requesting an income confirmation from your employer or accountant. In certain circumstances, you may be required to provide a guarantor to proceed with the tenancy. Should this be needed, your guarantor will need to pass the same referencing process.
- *Right to Rent* - We will perform a 'Right to Rent' check in accordance with Section 22 of the Immigration Act 2014 to confirm that you can legally rent in this country. To ensure that we do not discriminate (contrary to the Equality Act 2010) we undertake this check on all adults who apply to occupy the property. Should we discover that you do not have the appropriate residency status, we will not be able to proceed with your application.
- *Tenancy Agreement* - Once reference checks have been successfully completed, you will receive a Tenancy Agreement, which is a legally binding document that sets out the obligations



and rights of both you and the landlord. The landlord, tenant and any guarantor (if required) will need to sign this agreement before the tenancy start date.

- *Deposit* – We will advise you of the amount of deposit that you will require. We are required by law to place your deposit in a “Tenant Deposit Protection Scheme”. This government-backed scheme ensures that you will get your deposit returned at the end of the tenancy if you have acted in accordance with the tenancy agreement, you have not damaged the property and you have paid the rent and all outstanding bills. Further information can be found at www.depositprotection.com. The scheme may be contacted at: The DPS, the Pavilions, Bridgwater Road, Bristol, BS13 8AE, Phone: 0330 3030030.



3. Moving In

Upon receipt of the signed tenancy agreement and cleared funds for the deposit and the first month's rent, you will be in a position to move into your new home.

Check in - We will meet you at the property on the day you move in and ensure that everything is as expected. During your check in we will;

- ✓ Conduct an inventory and schedule of condition of the property.
- ✓ Provide you with a copy of a current gas safety certificate (if applicable).
- ✓ Provide an energy performance certificate (EPC)
- ✓ Provide a "how to rent" leaflet.
- ✓ We will confirm that smoke and carbon monoxide alarms are working.
- ✓ Leave you with a copy of our "tenant toolkit", which is designed to help you stay safe and comfortable in your new home.

On completion of the check in, we will answer any further questions you have and we will ask you to sign and confirm receipt of the relevant documents.

Insurance - Your Landlord is responsible for insuring the building; however, this insurance typically does NOT cover your personal possessions. If you damage the landlord's property, including any furniture, fittings and fixtures, it is your responsibility to fix, repair or replace it. Therefore, we would highly recommend that you take out your own contents' insurance and/or tenant liability insurance.



4. During Your Tenancy

Aspire Residential may manage your property (on behalf of the landlord), or the property may be managed directly by the landlord. When you move in, you will be provided with details of who you should contact to report any issues or in the event of an emergency.

During your tenancy you will need to ensure that you are acting in accordance with the tenancy agreement at all times and in particular;

- *Rent* - You should set up a standing order to ensure that the rent is deposited (into the account we advise you of) on or before the rent date noted in your tenancy agreement.
- *Maintenance* - Your tenancy agreement will advise you of what, as a tenant, you are responsible for (such as keeping the property ventilated, checking smoke alarms, changing bulbs etc). However, if there is an issue which is not your responsibility, then you should contact Aspire or the Landlord (depending on who manages the property) to advise what needs to be done. It is important that you communicate maintenance issues as soon as you identify them so that appropriate action can be taken.
- *Inspections* - We will visit your property within the first 3 months (and every 6 months thereafter) to carry out routine inspections. We will advise you in advance (by email or post) of the date we plan to visit. If the property is managed by the landlord, they will arrange visits directly with you. Where your property requires an annual mandatory gas-safety check, you must provide access to an appointed Gas Safe engineer at an agreed time to enable an inspection, and the issuance a new certificate.
- *Change of personal circumstances* - You should advise us whenever your personal circumstances change (such as a change in your employment status). Depending on the circumstances, you may be required to provide new references and sign an addendum to the tenancy agreement. You should also inform us of any revised contact details including new mobile phone numbers and email addresses.
- *Change of tenants* - Should you wish to change tenants at any point during the tenancy, you must inform us. Subject to your Landlord's approval (which might include the need to take up new references), we will prepare the appropriate documents to approve the new tenants. It is



very important that no additional adults live at the property other than those that are noted on the tenancy agreement.

- *Renewal of Tenancy* - We will contact you towards the end date of your tenancy to seek confirmation of whether you intend to stay at, or leave the property. Should you wish to renew your tenancy, any changes in the terms will be agreed between you and the landlord and a new tenancy agreement issued.



5. Vacating the Property

Should you wish to vacate the property at the end of your tenancy;

- *Notice* - Please inform us in accordance with requirements set out in your Tenancy Agreement. In most cases, the agreement will require at least one month's notice (but please refer to your actual agreement for the specific requirements). This notice will need to be received in writing.
- *Remarketing the property*- During the notice period, we will re-market the property and will need to gain access (by prior arrangement with you) to carry out accompanied viewings. During this period, we ask that you keep the property well presented.
- *Checking Out* - If instructed by the Landlord, we will arrange a check-out inspection. You should return the property in the same condition that you received it at the start of the tenancy (less reasonable wear and tear). You will be given a copy of the check-out report and, where appropriate, we will agree with you any amount to be retained to cover damage to the property. Please note, under no circumstances may your deposit be used to cover the payment of rent during the period of the tenancy, or for settling the final months' rent.
- *Disputes* - If there is a dispute at the end of your tenancy, we would hope to be able to resolve the matter for you. In the event that we cannot, the Deposit Protection Scheme can provide a free process for adjudication of the dispute.