

Tenant's information

Thank you for choosing Oakley to help you find a property to rent.

We hope the following information will prove a useful guide over the next few weeks and will explain the standard procedures taken when renting a property through us.

Making an appointment to view

All appointments must be arranged through our office; either by telephone, in person or by e-mail. All viewings must be accompanied by a member of our team to enable us to answer any questions that you may have. Please note that 24 hour's notice may be required to gain access to some properties.

Holding deposit

Once you have decided on a property, and we have agreed a move in date the first thing we will need is a holding deposit from you. The holding deposit will be the equivalent to the referencing fee detailed below and will secure the property plus enabling us to take the property off the market, and cancel any other viewings we have booked in.

Referencing

We will need to take up various references before you can move in. We will ask you to complete an online referencing form that will be sent to our chosen reference company. They will carry out an employer's reference and previous landlord's reference, as well as a credit check. This is a confidential procedure and no information we receive will be divulged without your permission.

At this stage we will ask you to pay our agency fee which covers all the costs related to a tenant renting a property, this includes referencing, deposit protection, and all administration involved. There are no hidden charges. **The cost of this is £198.00 incl. VAT per tenant.**

If the results of the referencing are not satisfactory you will be given the opportunity to supply us with a **guarantor at the cost of £60.00 incl. VAT per person**, or pay the full term of the contract in advance, whether that be 6 or 12 months. If for any reason you decide not to proceed with the tenancy, or you fail to provide us with any of the above information, the fees cannot be refunded.

Moving in

Once the referencing is complete we will arrange a time for you to come to our office to sign the tenancy agreement and pay the balance of rent and deposit prior to moving in.

Overview of tenants costs:

Tenants Admin & Referencing fees:	£198.00 incl. VAT (per applicant)
Guarantor Admin & Referencing fees:	£60.00 incl. VAT
Damage Deposit equal to:	6 Weeks Rent
Check out Charge per property:	£66.00 - £144.00 incl. VAT (Depending on size)

We are members of the Ombudsman Service.

We are not currently members of a client money protection scheme.