



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 of One Weeks Rent from you, which secures the property and enables us to take the property off the market, and cancel any other viewings we have booked in. This amount is then deducted from the first month's rent at the point of signing the contract and paying outstanding deposit and rent.

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 take up 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.

If the results of the referencing are not satisfactory you will be given the opportunity to supply us with a guarantor 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 referencing due to false information being given to us on application, the Holding Deposit 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 also provide you with the details to make a bank transfer to pay the remaining balance of rent, and a Damage Deposit equal to 5 weeks rent prior to moving in.

We are one of the few residential letting agencies in Sussex regulated under the rules of the National Association of Estate Agents [NAEA](#). The [Royal Institution of Chartered Surveyors](#) ,(including the RICS Clients' Money Protection Scheme), the [Property Ombudsman Scheme for Letting Agents](#), [ARLA](#) and the [Brighton & Hove Estate Agents Association](#). We are also members of the Tenants Deposit Protection Scheme [The DPS](#).

