

Tenants Guide

To Renting A Property

MONIES REQUIRED FOR MOVE IN

Property Address

Postcode

Move in Date

Term (Months)

Break Clause

Agreed Rent Per Week £

Rent	Calendar month's rent in advance	£
Deposit	Equivalent to weeks rent	£
Administration charge	£300.00 inc VAT (£250.00 + VAT)	£
Private Reference	£48.00 inc VAT (£40.00 + VAT) per person	£
1 hour Private Reference	£60.00 inc VAT (£50.00 + VAT) per person	£
Company Reference	£54.00 inc VAT (£45.00 + VAT) per company	£
Guarantor Reference	£48.00 inc VAT (£40.00 + VAT) per person	£
Other Costs		£
	Total	£
	Less holding deposit	£

	Balance to pay	£
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INFORMATION FOR NEW TENANCY APPLICATIONS

When you make an application to take up a tenancy of a property, the following will apply prior to the tenancy commencing, during the tenancy and when the tenancy ends. You should read this document carefully to ensure that you are familiar with the obligations that you intend to enter into.

Once the Tenancy Agreement is signed you will be bound by those obligations. If you are unsure about any of the contents of the Tenancy Agreement or this guide you should take independent legal advice from a solicitor or Citizens Advice.

WAYS TO PAY YOUR MOVE IN MONIES

The balance of all monies must be received by us as CLEARED FUNDS 48 hours prior to your move in date. You must ensure that your payment will be cleared prior to this date to avoid any postponement of your move in date. If your deposit is being paid by a Third Party you must inform us and provide their details as you will not be able to move in until we have that information.

ACCEPTABLE METHODS OF PAYMENT

UK and EU debit card

Payments can be made in our offices by chip & pin, or online via our Secure Link or Tenant's Portal, details of which will be sent to you.

Cash

Please be advised that payments made by cash will incur a cash handling fee of 5% inc VAT (including cash deposited directly into Chase Evans' account). To adhere to Money Laundering Regulations, any cash payment of £2,000 or more must be accompanied with supporting documentation to show the legitimate source of the funds. Cash may only be deposited directly into Chase Evans' account with prior written authorisation, any cash deposited into Chase Evans' account without authorisation will be returned and will attract an additional cash handling fee of 5% inc VAT for the return.

Personal cheques

These must be received at least 14 working days prior to your move date

Bankers draft or building society cheque

These must be received at least 14 working days prior to your move date

Bank transfer

Payments made by normal bank transfer will take approximately 3 working days and should be made 5 working days before your move in date

International transfer

Payments made by international transfer may take up to 7 working days and should be made 10 working days before your move in date

Chaps transfer

These are same day transfers if made before 12.00 pm, however these would not be considered cleared until the following working day and should therefore be made 3 working days before your move in date.

IMPORTANT NOTE: WE DO NOT ACCEPT PAYMENT BY CREDIT CARD OR NON EU DEBIT CARD.

Acct. Name: Chase Evans Residential Ltd. Clients A/C
Acct. No.: 95735968
Sort Code: 60-80-08
Bank Address: National Westminster Bank Plc
Law Courts, Temple Bar Branch
PO Box 10720
217 Strand
London
WC2R 1AL

The following may be necessary for International Transfers:

IBAN: GB59NWBK60800895735968
SWIFT: NWBKGB2L

Please make sure that all payments are clearly referenced with your surname and the unique QQ code that will be supplied to you by Chase Evans.

VAT

Value Added Tax is chargeable at the prevailing rate (currently 20%). This rate may change from time to time and the total cost will change accordingly. All fees contained within this Agreement are shown inclusive of VAT.

THE OFFER

Once you have identified a property that you would like to rent, you must make an offer. At the time of making an offer we require a Holding Deposit of £250.00. Should you withdraw after the offer has been accepted, an administration fee of £250.00 inc VAT will be charged.

The offer that you make must be as detailed and accurate as possible and will be put forward to the Landlord for consideration. Chase Evans will then negotiate the terms of that offer between yourself and the Landlord.

Following our negotiations, once the proposed tenancy terms are agreed, we will send confirmation emails to both yourself and the Landlord confirming all the terms of the offer. Any further changes to the offer will be considered as a new offer for the Landlord to consider.

REFERENCING

Prior to being granted a tenancy, you must first satisfy the referencing criteria. If you do not pass the referencing criteria you will not be granted a tenancy.

Each prospective Tenant, Occupier and Guarantor must complete a referencing application. You will be sent a web link to an independent referencing agency's website (FCC Paragon) where you will be able to complete the relevant application form. This will include providing details of your employer, salary, any current/previous Landlords and your bank details. This information will be used to take up references from the named parties and to check your credit history; **all applications must be completed within 48hrs of receipt of the web link**.

It is in your interest to tell your referees that they will be contacted by the referencing agency, asking them to reply as quickly as possible so that there is no delay in granting you a tenancy.

Please also ensure that the forms are completed thoroughly and correctly as failure to do so will cause delays. If you have any questions about the forms, please call Chase Evans before submitting the form.

The referencing agency may ask you provide them with photo ID, proof of address and immigration status (work permit or visa) if applicable. Please ensure that you enter your current living address on your application form as you will be required to provide proof of this address.

Bank Account for Rental Payments

In the 'Additional Information' tab on the application form, you should enter the details of the bank account from which the rent will be paid each month. The whole rent for the property must come from one account only.

Please enter:

- Bank Name
- Full address of bank including postcode
- Account number
- Sort code
- Account name

Referencing Costs

The referencing charges are as follows:

Personal referencing (required for each Tenant, Occupier and Guarantor):

£48.00 inc VAT per person

1 Hour service available at £60.00 inc VAT per person

Company referencing:

£54.00 inc VAT

(1 hour service not available)

Guarantor (if required)

Depending on your circumstances, you may be asked to provide a Guarantor. The Guarantor must reside in England or Wales and will have to satisfy the referencing criteria.

The Guarantor will be a party to the Tenancy Agreement and will guarantee and meet the same obligations as the Tenant, during the whole period of the Tenancy if the Tenant does not do so. The Guarantor will be jointly and severally liable with the Tenant which means that the Guarantor may have to pay the full costs of any breach of the Tenancy Agreement including all rent arrears. The Guarantor will have to sign a legally binding Deed of Guarantee. A copy of the Tenancy Agreement will be provided to the Guarantor.

PROOF OF ID/ADDRESS DOCUMENTS

ID – current valid passport – this is to confirm your identity and nationality (to show us whether a visa is required). We will need to see the original passport before you move in.

Proof of Address – a document showing your name at your current address as stated on the application form. This document must be dated no more than 3 months earlier than the application and can be a utility bill, bank/credit card statement, phone bill or similar. Bank letters are only accepted if they state the account number and sort code. We will need to see the original document before you move in.

Visa – if your passport shows your nationality as outside of the EU, your visa or residence permit must be produced. Your visa should be valid for the duration of the full term of the Tenancy. We will need to see the original visa/permit before you move in.

Student tenants – must provide a copy of their student ID card and a letter from their university to show their course and the duration of the course.

RIGHT TO RENT

Under the Immigration Act 2014, all non EU tenants and occupiers that cannot provide a valid visa will be subject to a home office 'Right to Rent' check. If you have already submitted a visa application to the Home Office and are awaiting acceptance, you can provide us with your Home Office reference number and we can check with the Home Office your Right to Rent status – This process can take up to 72 hours depending on the level of applications.

LEVELS OF SERVICE

Chase Evans offers different levels of service to Landlords. You will be notified which level of service applies to your Tenancy.

Managed:

You should contact Chase Evans directly for all aspects of the tenancy – paying rent, reporting maintenance issues, renewals, deposit returns and general tenancy queries.

Non-Managed:

Rent Collection – You should pay rent to Chase Evans, but should contact the Landlord directly for all other aspects of the tenancy – reporting maintenance issues, renewals, deposit returns and general tenancy queries.

Let Only – You should contact the Landlord directly for all aspects of the tenancy – paying rent, reporting maintenance issues, renewals, deposit returns and general tenancy queries.

UTILITIES

As Tenant, you are responsible for the payment of council tax and all utility charges at the property for the duration of your tenancy. Where applicable, you will need to open accounts directly with the local council and the utility providers or utility management company. In some cases, the utility management company cannot arrange billing directly with tenants and may bill the owner. In such cases, we will arrange for the tenants to be invoiced accordingly.

Electricity – To find the service provider please contact the Supplier Query Line: 0800 029 4283 or visit www.ukpowernetworks.co.uk

Gas – To find the service provider please contact the Supplier Query Line: 0870 608 1524

Energy – In certain developments there is a central, communal supply of energy to provide space and water heating to the property via a Heat Interface Unit (HIU). As Tenant, you will be responsible for the payment of charges for the supply of this energy to the property. If you are moving into a property in a development with this system, we will provide you with full details.

Water – Thames Water moving home line is 0845 9200 888. In some cases the water rates will be included in the service charge for the property and payable by the Landlord. Chase Evans will be able to advise you on this.

If you change any of the existing utility providers, you must advise Chase Evans/Landlord of that change immediately.

Council Tax - You will need to contact your local authority/council to register for council tax. Chase Evans can advise you of your local authority.

Telephone - Where a previous Tenant has failed to cancel their telephone line you can either contact the Working Line Take Over team on 0800 111 4163 (BT) or order a new line with your chosen provider.

Television - It is your responsibility to ensure that the property has a valid TV License whether the television is supplied by yourself or the Landlord.

Insurance - The Landlord is responsible for insuring the structure of the property and also the contents belonging to the Landlord. Your belongings and anything you bring into the property will not be covered by the Landlord's insurance policy.

You are strongly advised to arrange your own insurance to cover all of your personal belongings and contents. You may also want to consider taking out accidental damage cover as part of your insurance to help protect your deposit from any damage done to the property or its contents during your tenancy.

THE TENANCY AGREEMENT

On acceptance of your offer, you will be sent a draft copy of our standard Tenancy Agreement. You are advised to read it carefully as this draft gives you the opportunity to check any terms or points that you do not understand and ask any questions before you sign the actual Tenancy Agreement.

The Tenancy Agreement signed between the Landlord and the Tenant contains the rights and responsibilities of each party during the Tenancy. The Tenancy Agreement is a binding contract between you and the Landlord. Do not sign it unless you agree to all that is stated within it.

The Landlord and the Tenant will be responsible for carrying out the promises they have made in the Tenancy Agreement. If the Tenant breaks any of those promises the Landlord can hold him to account. If damage has been caused, the Landlord may charge the Tenant for that damage, and either recover the money owed from the Tenancy Deposit paid, or take action against the Tenant through the courts to seek compensation. In some circumstances the Landlord will be entitled to ask the court to bring the Tenancy to an end.

Your responsibility for meeting all of the expectations of the Tenancy Agreement will continue until the agreement is terminated by mutual consent between the parties. Vacating the property and returning the keys does not necessarily terminate the agreement.

Tenancy Term

Your tenancy may be for a fixed term or it may have a break clause that allows you or the Landlord or both to terminate the tenancy before the end of the fixed term by giving notice. The tenancy can only be terminated at the end of the fixed term or in accordance with the break clause. You cannot leave or break the tenancy earlier unless the Landlord agrees.

Binding Date

Please be aware that once the Tenancy Agreement is signed by all parties and 'executed' by entering the binding date, the tenancy will be legally binding regardless of whether you have taken up occupancy. Tenants will receive a signed copy of their Tenancy Agreement on the day of move in.

Early Termination

If the Landlord does agree to an early termination of the tenancy, you must accept any reasonable conditions that the Landlord might apply. If you wish to leave the property before the end of the fixed term or break clause you remain liable for the rent, all of the obligations of the tenancy and the security of the property until the end of the fixed term or until another person enters into a new tenancy, whichever is the earlier.

The following costs may be due where a Tenant breaks the tenancy not in accordance with the natural term:

- Rent until break clause or fixed term date or until a new Tenant moves in
- Early termination fee of up to one calendar month's rent + VAT
- Deposit Registration Fee £60.00 inc VAT
- Tenancy Agreement Fee £120.00 inc VAT
- Check out Fee - see page 8 for current costs

Joint Tenancies: Sharing the Responsibilities

If you enter into a Tenancy Agreement jointly with other people you will all be bound by the promises that you have made. When you enter into a joint tenancy you do so 'Jointly and Severally', this means that not only are you responsible for your share of the rent, or your share of the other promises made in the tenancy, but also that the Landlord could hold any individual Tenant or Guarantor to account for any failure to comply with the obligations of the Tenancy Agreement by you or your co-tenants whether or not you feel you have kept your part of the bargain. This means that each person could be asked to pay the full rent arrears or other costs and losses that are outstanding.

A Joint Tenancy can only be terminated if all of the Tenants agree. An individual Tenant cannot give notice to end only his or her responsibilities for the Joint Tenancy. If an individual Tenant wishes to leave the tenancy, this will necessitate a Change of Occupant.

Change of Occupant

During the term of a joint tenancy, should one Tenant decide to vacate with the agreement of the Landlord & the other Tenants, it will be the remaining Tenant or joint tenants' responsibility to find a replacement Tenant or to agree to take the tenancy with a reduced number of joint tenants. This will effectively terminate the existing tenancy and create a new one.

Any new Tenants will have to pass the referencing process and if the number of Tenants is reduced, all existing Tenants will have to be re-referenced at the new rental share amounts (standard referencing fees will apply). On completion of referencing, a new tenancy will be created and an administration fee of £300.00 inc VAT will be payable. The referencing and administration fees must be paid before the change of occupancy commences.

If any charges or fees remain outstanding at the end of the Tenancy, the amount due will be deducted from the Tenancy Deposit held.

It is the responsibility of the joint tenants to agree the transfer of an apportionment of Tenancy Deposit monies between themselves. Chase Evans will not release any of the Tenancy Deposit monies held or collect additional Tenancy Deposit money from the new Tenant. Chase Evans will however arrange for the new Tenant's details to be updated with the relevant deposit protection scheme.

Periodic Tenancy

Following the end of the fixed term of your tenancy, if you do not enter into a further fixed term, it will become a periodic tenancy. Under a periodic tenancy all of the obligations of your original Tenancy Agreement will remain in force and you will be required to give one month's notice in writing to terminate the tenancy.

RENEWALS AND NOTICES

Prior to the end of the tenancy we will contact both the Landlord and yourself to see if both parties wish to continue the Tenancy for a further term. If both parties wish to renew, Chase Evans will negotiate the terms of the new tenancy. You will be informed in writing of the terms and any fees that would be payable by you.

You will need to make a firm decision in good time so that any new Tenancy Agreement can be prepared and signed by the parties prior to the renewal date. On renewal of the tenancy, you will be charged a renewal administration fee of £90.00 inc VAT which must be paid prior to the renewal date. If both parties are unable to agree to a new tenancy, the property may be put back on the market.

If any charges or fees remain outstanding at the end of the Tenancy, the amount due will be deducted from the Tenancy Deposit held.

Should the Landlord not wish to extend the tenancy a Notice may be served upon you at least 2 months before the end of your tenancy advising you of the date that you will be due to vacate the property. If you do not comply with the Notice, possession proceedings will be taken against you and you will be liable for all legal costs incurred.

Should you decide that you do not wish to extend the tenancy, the tenancy will terminate at the end of the fixed term. If instructed by the Landlord, the property will be put back on the market during the last two months of the term.

CHANGE OF CIRCUMSTANCES

If your circumstances change during the tenancy and/or if you start to receive housing benefit (or equivalent), you should inform your Landlord and the Agent immediately. Failure to notify a change in circumstances may result in notice to terminate the tenancy.

RENTAL PAYMENTS

When a tenancy is entered into by the Landlord and the Tenant, the Tenancy Agreement will require you to pay the rent by standing order. You will need to set up the standing order for rental payment with your bank using our bank account details as listed on page 2 of this guide. The payment date on the standing order mandate should be 3 days before the rent due date to ensure that the rent is received on time, the entire rent for the property must be paid from one account only and you should insert the QQ code as supplied to you as the reference. If your property is not managed by Chase Evans and you are paying rent directly to your landlord, you should arrange for the first monthly rental payment to be paid to Chase Evans and then all future payments to be paid to the bank account of your landlord (details of which will be supplied to you) by standing order.

If the rent is paid late, you will incur the following charges:

- i. Each and every written rent demand: £30.00 inc VAT
- ii. If a cheque issued by you has to be represented or is referred to drawer or a standing order is recalled and bank costs are incurred by the Landlord or the Agent, you will be charged £30.00 inc VAT on each occasion to cover the costs.

Failure to pay your rent on time may result in notice to terminate the tenancy and associated legal costs.

THE TENANCY DEPOSIT

The Tenancy Deposit must be paid by you on or before the start of the Tenancy and will be held in a separate client account by either the Landlord or Chase Evans or sent to an approved tenancy deposit protection scheme. The Tenancy Deposit will be returned at the end of the Tenancy after any deductions have been agreed between the parties for any damage or other breach of the Tenancy Agreement. No interest is payable to you on the Tenancy Deposit.

Whether the Tenancy Deposit is held by a deposit protection scheme, your Landlord or Chase Evans as stakeholder will depend upon the circumstances of the Tenancy, the service we are providing to the Landlord and/or the scheme of which either the Landlord or Chase Evans is a member. The way in which the Tenancy Deposit is held will be clearly shown on your Tenancy Agreement.

Government Approved Tenancy Deposit Protection (TDP) Schemes – Assured Shorthold Tenancies

Since 6th April 2007 all Tenancy Deposits held for an Assured Shorthold Tenancy must be protected by a government approved tenancy deposit protection (TDP) scheme.

The schemes are as follows:

MyDeposits (<https://www.mydeposits.co.uk>)

Deposit Protection Service (<http://www.depositprotection.com>)

Tenancy Deposit Scheme (<https://www.tenancydepositscheme.com>)

At the end of the Tenancy no deductions can be made from the Tenancy Deposit without the written consent of both parties. If there is a dispute regarding the deductions the dispute will be resolved by one of the above schemes who will adjudicate and decide how the Tenancy Deposit should be returned. Full details of the scheme which protects your Tenancy Deposit will be shown in your Tenancy Agreement. Further information can be obtained from the government website at <https://www.gov.uk/tenancy-deposit-protection>.

DEPOSIT PAID BY THIRD PARTY

If you are entering into an Assured Shorthold Tenancy and your Tenancy Deposit is being paid to us by someone other than yourself (a third party) you must inform us immediately and prior to the Tenancy Agreement being prepared and the Tenancy Deposit being paid. Any third party paying the Tenancy Deposit must be included in the deposit clause of the Tenancy Agreement as an 'Interested Party' and we must also protect the Tenancy Deposit under the name of the 'Interested Party'. A third party is anyone that is not the Tenant named in the Tenancy Agreement, so guarantors or permitted occupiers would be considered to be third parties and you should inform us if they are paying the Tenancy Deposit.

Where a third party is paying the deposit, we will need the following, before the Tenancy Agreement can be prepared:

- Full details of the third party
- A completed third party form (available on request)
- ID for the third party
- Proof of address for the third party

Deductions from the Deposit

Your Tenancy Agreement sets out exactly how the money will be dealt with at the end of the Tenancy and what you can expect to happen. The fact that a Tenancy Deposit has been paid does not mean that a Tenant can afford to ignore any other promise outlined in the Tenancy Agreement. The money paid as the Tenancy Deposit does not represent the limit of your liability to the Landlord for any breach of the Tenancy Agreement.

The Tenancy Deposit cannot be used to pay the rent for the last period of the Tenancy. It may however be used after the Tenancy has finished to compensate the Landlord if the Tenant has been in breach of his obligations under the Tenancy Agreement by failing to pay rent.

If you are a joint tenant it is up to you to decide how the returned Tenancy Deposit is to be allocated. At the end of the Tenancy the Landlord may choose to pay the remaining sum to one joint tenant or split the money between each person forming the Tenant. You must arrange for that sum to be divided properly between joint tenants. You might decide that one Tenant should have a smaller share of the returned Tenancy Deposit because he or she was responsible for more of the damage. That is up to you.

INVENTORY AND SCHEDULE OF CONDITION

An Inventory and/or Schedule of Condition should be prepared prior to the start of the Tenancy. This will detail the contents of the property and also describe the condition of those contents, the inside and outside of the property, the garden and any outbuildings as applicable. If Chase Evans manages the property, you will be given a copy of the Inventory after the Check-in, otherwise you will obtain a copy of any Inventory directly from the Landlord.

Check-In and Check-Out

Check-in and Check-out inspections are conducted at the commencement and termination of the Tenancy. Their purpose is to note the condition of the contents and property as detailed in the Inventory and provide an accurate comparative record which may be used to assess any compensation due to the Landlord for any loss or damage during the Tenancy. Any compensation will be deducted from the Tenancy Deposit following the written consent of both parties.

Where Chase Evans manages the property, we will arrange for an inventory clerk to check you into the property at the beginning of your Tenancy, which will also alert us to any minor repairs and maintenance that may be necessary. Where possible, we will also arrange for an inventory clerk to check the property with you when your Tenancy comes to an end. You should always attend the Check-in and Check-out as it is in your interest to do so for your protection. If you are unable to attend you should arrange for a third party to attend in your place.

The Landlord is responsible for the costs of preparing the Inventory and carrying out the Check-in inspection. You, as Tenant, are responsible for the cost of the Check-out inspection. This charge will be deducted from the Tenancy Deposit and is variable as below (prices as at November 2016 these are subject to change):

UNFURNISHED	CHECK OUT
Studio Apartment	£112.20 inc VAT
1 Bedroom	£112.20 inc VAT
2 Bedroom	£125.40 inc VAT
3 Bedroom	£138.60 inc VAT
4 Bedroom	£158.40 inc VAT
5 Bedroom	£178.20 inc VAT

FURNISHED	CHECK OUT
Studio Apartment	£132.00 inc VAT
1 Bedroom	£132.00 inc VAT
2 Bedroom	£145.20 inc VAT
3 Bedroom	£158.40 inc VAT
4 Bedroom	£204.60 inc VAT
5 Bedroom	£224.40 inc VAT

If you fail to attend the check-in or check-out inspection and we are forced to re-arrange the appointment, a charge of £60.00 inc VAT will be payable by you.

When we do not provide a full management service, the Landlord will make arrangements with you to check the property at the start and end of the Tenancy.

KEYS

One set of keys will be provided for each named Tenant/ Permitted Occupier. You should not have additional keys cut without the consent of the Landlord or the Agent. At the end of the Tenancy you must hand all keys (including fobs, remotes, permits and utility cards/keys) back to the Agent or the Landlord. If any are not returned you may be charged for replacing the locks and keys.

REPAIRS AND MAINTENANCE

During your Tenancy, it is your responsibility to promptly report any repairs or maintenance that may be required in the property. If the property is managed you should contact the Chase Evans maintenance department on 020 3869 2191 propertymanagement@chaseevans.co.uk, otherwise please liaise with your Landlord directly.

You should not, under any circumstances, instruct any contractor directly to attend the property, as this could result in you being held liable for any costs incurred relating to the call out and/or invalidating any warranties that may be in place.

If we do not hold keys to the property and we arrange for any repairs or maintenance to be carried out in your presence. There will be a charge of £60.00 inc VAT payable by you if we have to re-arrange an appointment because of your failure to attend.

If you are renting a property in a new build development it is likely that the property and its appliances will be under a warranty. In line with this, should a matter of maintenance or snagging be reported to Chase Evans, we will need to instruct the building developer or appliance manufacturer to attend the property on behalf of the landlord, in order to remedy the reported matter. Chase Evans are unable to instruct contractors as appointed by us to repair any issues that are under an active warranty, as to do so would invalidate the landlord's warranty policy.

For your information and for the purposes of transparency we would like to detail for your attention, that the developers and manufacturers operate under a separate framework with regards to response times than Chase Evans. Their set periods to resolve matters reported will depend upon their deemed level of urgency and noted availability, which could range from between 1 to 10 working days typically. Chase Evans however, will of course always push for any matters under warranty to be resolved as soon as is practically possible on behalf of yourself and the landlord.

PROPERTY VISITS

If Chase Evans manages the property we will carry out Property Visits on a periodic basis. The primary purpose of these visits is to identify any minor repairs or maintenance that may have become necessary. We will provide you with a minimum 24 hours written notice of any intended visit. As part of our management service, Chase Evans should hold keys to your property, which will be used to gain access if you are not present and have been notified.

If we do not hold keys to the property, we will arrange for access and the Property Visit to be carried out in your presence. Should we attend and you fail to keep the appointment a charge of £60.00 inc VAT will be payable by you for each missed appointment.

Where we do not provide a full management service, the Landlord will make arrangements directly with you for access to visit the property. A Landlord cannot access a property without providing the required notice in writing, except in an emergency.

END OF TENANCY

At the end of your Tenancy, the property should be left in a clean and tidy condition and be ready for immediate re-occupation. Particular attention should be paid to the carpets, windows, ovens, refrigerators, stains and marks to walls.

The property will be checked by an independent inventory company at the end of the Tenancy, no further access will be allowed into the property following the completion of the Check-out inspection. Should any areas require further cleaning you will be held liable for any additional cleaning charges incurred.

All personal possessions must be removed prior to the Check-out inspection as we take no responsibility for any personal items left in the property after the conclusion of the Tenancy. If any items are left in the property you will be held liable for the cost of removal and charged a daily rate of rent for the additional days until large bulky items can be removed.

TAXATION

Income Tax for Overseas Landlords

If you pay your rent direct to the Landlord and the Landlord's normal place of residence is not in the UK for more than six months in any tax year, under HMRC's Non-resident Landlord Scheme, it is your responsibility to calculate and deduct tax from your rent, to pay this to HMRC and to complete and submit annual reports to HMRC and your Landlord. To do this you will need to register for the Non-resident Landlord Scheme with HMRC within 30 days of the start of your Tenancy, calculate and deduct tax on a quarterly basis and pay this to HMRC within 30 days of each tax quarter day, complete and submit form NRL1 to HMRC and complete and supply certificate NRL6 to your Landlord each year by 5th July. You will also be required to keep records and copies for a period of 4 years.

If you do not comply with the Non-resident Landlord Scheme, you may become personally liable for any tax due. Further information can be found at www.hmrc.gov.uk/guidance/paying-tax-on-rent-to-landlords-abroad

Chase Evans will notify you if your Tenancy requires you to join the Non-resident Landlord Scheme.

Stamp Duty Land Tax ("SDLT")

If the rent for the whole of the fixed term of the Tenancy exceeds £125,000 you may have a liability to declare it to HMRC and pay SDLT. Further information can be obtained from the HMRC website at www.hmrc.gov.uk/sdlit/

PRIVACY

We are committed to safeguarding your privacy. We will only collect information required to provide you with the services, products, quotes or information that you have requested.

Personal information of both the Landlord and the Tenant will be retained by the Agent along with present and future addresses in addition to other contact details for each party which may be provided to each other, to utility suppliers, the local authority, authorised contractors, any credit agencies, reference agencies, legal advisers, debt collectors or other relevant party.

Our Privacy Policy can be found at <https://www.chaseevans.co.uk/privacy-policy> or may be requested from:

The Data Controller
Chase Evans Residential Ltd
Strata Tower
10 & 12 Walworth Rd
London SE1 6EE

By submitting your information, you consent to its use as set out in our Privacy Policy. If at any time you wish your personal details to be amended or removed from our records, or if you have opted in and you no longer wish to receive certain information, you can either write to us at the above address or alternatively email datacontroller@chaseevans.co.uk

COMPLAINTS

Chase Evans is a member of the Property Ombudsman Scheme, membership number T02100 (www.tpos.co.uk) and we are committed to providing the highest standards of service to all of our clients and customers. If you have any problems with our service you should refer to our Complaints Procedure which can be found at <http://www.chaseevans.co.uk/privacy-policy> or may be requested from:

The Customer Services Manager
Chase Evans Residential Ltd.
Strata Tower
10 & 12 Walworth Rd
London
SE1 6EE



Head Office & Property Management

T: +44 (0)20 3869 2190

E: strata@chaseevans.co.uk

Canary Wharf Office

T: +44 (0)20 7515 1000

E: canarywharf@chaseevans.co.uk

City & Aldgate Office

T: +44 (0)20 7247 3888

E: city@chaseevans.co.uk

Docklands Office

T: +44 (0)20 7510 8444

E: docklands@chaseevans.co.uk

Elephant & Castle Office

T: +44 (0)20 3869 2888

E: onetheelephant@chaseevans.co.uk

Greenwich Office

T: +44 (0)20 8853 8979

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T: +44 (0)20 7536 7900

E: panpeninsula@chaseevans.co.uk

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