

Information for Tenants

Your step-by-step guide to renting with us

Emsleys Lettings and Property Management

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TENANTS GUIDE

Contents

How the Letting Process Works	1
Holding Deposit & Offer Letter	2
Referencing	2
Right to Rent & ID	2
Your Deposit	2
Making Payments	3
Inventory, Check-In & Check-Out	3
Your Tenancy Agreement	3
Ending Your Tenancy	3
Pets	4
Notices & Disputes	4
Permitted Charges (Tenant Fees Act 2019)	4
Lets to Companies	5
Commission Disclosure	5

How the Letting Process Works

Here's everything you need to know, from finding your new home to getting your keys:

- 1 Browse our available properties on our website, Rightmove or Zoopla and shortlist any you'd like to view.
- 2 Email us with your chosen property or properties.
- 3 We'll send you a link to a Viewing Application Form — and a Pet Request Form if applicable. Please complete and return these to us.
- 4 If the landlord offers you a viewing, we'll be in touch to arrange a convenient time. Please note that if the property is currently occupied, available times may be limited.
- 5 If you'd like to proceed after your viewing, email us at PropertyManagement@emsleysestateagents.co.uk to confirm your interest.
- 6 We'll let the landlord know you'd like to rent the property.
- 7 We'll ask you to provide ID to confirm your Right to Rent in the UK. If you are not a UK or Irish passport holder, you'll need your share code from the Home Office.
Once your Right to Rent is verified, HomeLet will send you an offer letter, the tenancy agreement, and EPC. At this point you'll be asked to pay a holding deposit equal to one week's rent. Referencing is carried out by HomeLet (homelet.co.uk). They'll contact each tenant directly by email — please respond to them promptly.
- 8
- 9 When referencing is complete, we'll confirm your check-in date and send draft paperwork for you to review before signing.
- 10 Prior to check-in, transfer the remaining rent and deposit to us by bank transfer. We cannot accept card payments.
- 11 All tenants must visit our office with original ID documents before keys can be released.

Holding Deposit & Offer Letter

Once the landlord has accepted your offer, we'll ask you to pay a holding deposit equivalent to one week's rent. At the same time, we'll send you an offer letter and ask to see your ID. Along with the offer letter you will receive:

- A blank tenancy agreement for your review
- The Energy Performance Certificate (EPC) for the property
- Any other useful information to help you understand the process

i Please note:

By paying the holding deposit, you confirm that you have read and accepted the offer as detailed. Payment of the holding deposit is acceptance of your offer.

When is the holding deposit refunded?

The holding deposit will be returned to you if:

- The landlord withdraws from the letting, or
- The property is re-marketed because referencing could not be completed

You will have 15 days to complete referencing: after this time, the Landlord may re-market the property.

⚠ The holding deposit will NOT be returned if:

- You withdraw from renting the property
- You fail referencing and the landlord chooses not to continue

Referencing

Referencing is carried out by HomeLet (homelet.co.uk), who will contact you directly by email. They will check your credit history and affordability for the property.

💡 Our advice:

Check your credit file before referencing begins and let us know of any issues straightaway. Please respond to HomeLet promptly — delays can affect your application.

Right to Rent & ID

It is a legal requirement for letting agents and landlords to verify your Right to Rent in the UK before a tenancy can begin. We must check the immigration status of every person aged 18 or over who will be living at the property, even if they are not named on the tenancy agreement.

For more information, visit: [gov.uk/view-right-to-rent](https://www.gov.uk/view-right-to-rent)

All adult occupiers must visit our office in person with original ID documents before keys are handed over.

Proof of Address

To comply with anti-money laundering regulations, we also need proof of your current address — a utility bill or bank statement dated within the last three months. Originals must be brought to us in person.

Your Deposit

A deposit equivalent to five weeks' rent (or an amount agreed with your landlord) is payable before your tenancy begins. Your deposit will be registered with a government-approved Tenancy Deposit Scheme, and you will receive full details with your tenancy agreement. Registration will be confirmed within 30 days of your tenancy start date.

No Deposit Option — Reposit™

Some of our properties offer the Reposit™ scheme as an alternative to a traditional deposit. You'll need to meet their qualifying criteria and pay a one-off premium of one week's rent. This is less than a standard deposit, but unlike a deposit it is not refundable.

If you owe money when you leave (rent arrears, unpaid bills, or property damage), Reposit will pay the landlord and you will need to repay Reposit. Smart deposits under this scheme do not need to be protected in a government-backed scheme.

Find out more at: www.reposit.co.uk/tenants

Making Payments

All payments must be made by bank transfer. We are unable to accept credit or debit card payments.

Your first month's rent and deposit are due before check-in. We will not take multiple advance rental payments — all payments must be made monthly after you have signed the tenancy agreement.

If affordability is a concern, you may be able to provide a guarantor. The guarantor must pass referencing and sign a Deed of Guarantee, which remains in place until checkout procedures are finalised.

Inventory, Check-In & Check-Out

Where Emsleys is instructed to prepare a detailed inventory, you will receive a copy at the start of your tenancy. You have 7 working days to review it and return it with any comments or amendments. If we don't hear from you within 7 days, the inventory will be deemed accepted.

The same inventory is used when you leave, allowing for fair wear and tear based on how long you've lived there. We strongly encourage tenants to arrange a thorough professional clean before vacating.

Where the landlord manages the property themselves, they will handle the check-out. If Emsleys arranged the deposit but the landlord is managing, the landlord will conduct the check-out and handle any disputes. We will provide you with scheme details at the start of your tenancy.

Your Tenancy Agreement

Your tenancy agreement sets out all the terms of your rental. Please read it carefully before signing — it is a legally binding document. If you have any questions, raise them before signing. We will ask you to sign before any money changes hands.

Ending Your Tenancy

All our tenancies run on a rolling month-to-month basis. To end your tenancy, you must give at least two months' written notice to your landlord and/or agent. The end date must align with your payment date — for example, if you pay rent on the 2nd of each month, your notice must end on the 1st.

Early Termination

If your landlord agrees to an early surrender, you will be liable for rent and bills up to the day before a new tenancy begins, plus a £50 (inc. VAT) administration fee for the Deed of Surrender. Both parties must sign the Deed, witnessed accordingly. You will also be required to attend the final inspection.

Pets

You can request permission from your landlord to keep a pet. Complete the Pet Request Form with full details of the pet's type, age and size. The landlord will respond within 28 working days.

If permission is granted, a pet policy must be signed and we may ask to see your damage insurance. If you believe permission has been unreasonably refused, you may refer the matter to the First-tier Tribunal.

Things to consider:

Think carefully about your property type — flats in blocks may have restrictions on noise or communal grounds. Some leasehold properties do not permit pets at all. Pet damage insurance, agreeing to cleaning schedules, and discussing restrictions upfront can all help make a pet approval more likely.

Notices & Disputes

If instructed by your landlord, Emsleys will serve a Section 8 notice giving you appropriate notice to vacate the property.

Where we manage the property, Emsleys will do our best to mediate any disputes that arise between you and your landlord. You may also contact the bodies referenced in the Government's How to Rent Guide for additional support.

Permitted Charges (Tenant Fees Act 2019)

The following charges are permitted under the Tenant Fees Act 2019 for assured shorthold tenancies:

Charge	Detail
Rent	As set out in the tenancy agreement.
Tenancy deposit	Equivalent to 5 weeks' rent (or Reposit scheme if offered and you qualify).
Holding deposit	Equivalent to one week's rent.
Default payment	Replacement cost of lost keys/security devices plus £30 (inc. VAT) administration fee.
Tenancy variation	£50 (inc. VAT) per change — e.g. name change, rent date, adding or removing pets.
Early termination	Landlord's reasonable remarketing costs plus a £50 administration fee for the Deed of Surrender.
Council Tax	Payable to the end date of your tenancy.
Utilities	Gas, electricity, water, LPG or oil — payable throughout your tenancy.
TV Licence	Payable throughout your tenancy.
Communication services (broadband, telephone etc)	Payable throughout your tenancy.

Lets to Companies

If the tenant is a company, the following charges apply:

Charge	Detail
Reference fee	£150 (inc. VAT) per tenancy.
Right to Rent check	£50 per occupier (for permitted occupiers).
Reference on vacation	£50 (inc. VAT) per tenant. Tenant consent required.

Commission Disclosure

Emsleys Lettings and Property Management may receive commission from Reposit, HelpTheMove, and HomeLet if you choose to use any of their products or services.

Emsleys Estate Agents is a trading name of Emsleys Estate Agents Limited, registered in England & Wales (Company No. 08699665). Registered office: Colton Mill, Bullerthorpe Lane, Leeds, LS15 9JN.