



FAQS

The Application Process

Q – I have viewed a property how to I apply?

If you have viewed a property and wish to make an offer you will need to fill out the online application form. Once received we will discuss your application with the landlord. If you have any queries about the property you viewed, or the application form please contact Gareth on 01865 510000

Q – What are right to rent checks?

We are required by law to certify that we have seen your original documentation that proves you have the right to reside in the UK. Each adult that will be living in the property needs to provide proof of identity, evidence of their right to reside in the UK and proof of address.

Proof of Identity and right to be in the UK - A list of acceptable documents can be found <https://www.gov.uk/government/publications/right-to-rent-landlords-code-of-practice/code-of-practice-on-illegal-immigrants-and-private-rented-accommodation-for-tenancies-starting-on-or-after-1-february-2016>

Q – How long do references take?

This can vary depending on your employers, current landlords and how swiftly evidence is provided on request.

Q – How long can we let for?

A normal tenancy can vary from 6-36 months. This will depend on a variety of factors. If you are interested in a particular property call Gareth on 01865 510000 to discuss.

Q – Do you allow pets?

This will vary on a property by property basis. Pets will only be allowed with express consent from the landlord. Head leases for blocks of flats usually prohibit the keeping of pets. To check if you would be able to keep a pet please call 01865 510000

Move In

Q – I have passed referencing, when can I expect a tenancy agreement?

Within one week will draft your tenancy, you will receive an electric copy of this via DocuSign for both you and your landlord to sign.

Q – When Do I pay my first month's rent and deposit?

Once referencing has passed we will send you an invoice for your rent and deposit. This needs to be cleared in our account 5 days before moving in so that we can register the deposit and process the rent.

Q – Where do I get the keys on my move in day?

If we manage the property, we will arrange for an independent inventory clerk to meet you at the property to run through the inventory and hand over the keys, a time will be confirmed with you prior to move in. If we do not manage the property, the landlord will make arrangements for the keys to be handed over. If you are not sure if we manage the property, please call 01865 510000

Maintenance

Q – How do I report maintenance issues in my property?

If you are in a property managed by WEST – The Property Consultancy you should report any maintenance issues via Fix Flo (<https://west-thepropertyconsultancy.fixflo.com>). If you unable to use the Fix Flo system, please call 01865 510000.

If you are in a property which is not managed by us, you should contact your landlord directly.

Q - What do I do if I smell gas?

Please call the National Gas Emergency Services immediately on 0800 111 999. Once they have been informed please notify Chris on 07515984476

Q – What do I do if I have a plumbing emergency?

If you have a major leak turn the water off at the stop cock immediately. Contact Chris on 07515984476.

Q - What do I do if I have a gas emergency?

If your boiler breaks down and you are without heating AND are in a vulnerable position e.g. the temperature is below freezing and you have very young children, contact Chris on 07515984476.

Q - What do I do if I have an electrical emergency?

If you are without power, check that there are no issues in your local area by calling 105 and check the fuse board. If the problem is isolated to your property contact Chris on 07515984476.

Moving Out

Q – How much notice do I need to give at the end of my lease?

The standard notice period is 2 months however please check your tenancy as this may vary. If you need any advice on this matter, please contact the office on 01865 510000

Q – What is the process for getting my deposit back?

Once you have given notice Helen will send you a deposit return form, please ensure this is returned before you vacate as this will speed up the process. At the end of your tenancy an independent inventory clerk will carry out a check out report, we will then discuss with you and the landlord any deductions. Deposit can only be returned once agreed with both parties.

Q – What if I want to dispute my deposit return?

Firstly, it is very rare that an agreement is not reached without disputes however the TDS will adjudicate on any disputed amounts; we will return the amount not in dispute and submit all evidence to the TDS for their independent adjudication. Both parties will be able to provide evidence to the TDS for consideration. The dispute process takes approximately 6-8 weeks.