

*INFORMATION
FOR
TENANTS*



PRIVATE SECTOR RENTING IN WALES

WHAT YOU NEED TO KNOW

Sunderlands

Residential Rural Commercial

HOW WE CAN HELP

The introduction of the Renting Homes (Wales) Act 2016 has brought several new legal requirements to the private renting sector.

At Sunderlands we have experienced staff who can give you pre contract advice and guidance to help you navigate the legal requirements, find the perfect property and address all your questions.

THE RENTAL PROCESS

Viewing Arrangements

In order to arrange a viewing you will need to complete our registration form which can be found on our website at www.sunderlands.co.uk/residential/registration. We will then be in touch with you to schedule an appointment.

Applying For A Property

Once you find a property you would like to rent, we will require additional information which can be provided through our application form. Your application will then be put to the landlord.

Referencing Procedure

If the landlord accepts your application, it will be on the basis of a successful referencing procedure for each applicant. Please note that any person intending to occupy the property over the age of 18, will need to complete the application form, referencing procedure and will be included on the occupation contract.

Referencing is carried out through a third-party provider called Vouch. We will register your email and contact number and Vouch will contact you directly to request the relevant information which may include, but is not limited to:

- Proof of identity
- Proof of residential address
- Credit Check (this will be carried out to check whether you have any adverse credit)
- Proof of income
- Employer reference
- Previous Landlord / Agent reference
- Self-employment (evidence of accounts verified by your accountant would be required)
- Guarantor details (if required)

Guarantor Requirements

In some circumstances, e.g. where you are unable to demonstrate enough income for the affordability requirements or you have adverse credit, a guarantor may be requested. If a guarantor is required, they will also need to complete an application form, referencing and credit checks, providing photographic I.D, proof of residence and proof of affordability.

A sample copy of the occupation contract is available on our website or on request.

Contract Length

Our standard occupation contract is for an initial fixed term of 6 months which will then become periodic at the end of the fixed period.

Under the new Renting Wales (2016) Act, providing you do not break the term of the contract, your landlord must give you at least 6 months' notice (a sections 173 notice in the Act) to end the contract.

Financial Liabilities

Prior to starting a contract of occupation, you will need to pay the first months' rent and a deposit equivalent to one month's rent into our client account. The total amount due will depend on the property applied for.

A full list of fees and costs is available on our website at www.sunderlands.co.uk/residential/lettings or on request.

We are a member of government approved deposit protection scheme. Details are available on our website or on request.

GETTING IN TOUCH

If you have any questions or queries, we want to hear from you. You can contact us on 01497 822522 or email hay@sunderlands.co.uk

Details for contact out of hours in case of emergency can be found in your contract pack.

COMPLAINTS HANDLING PROCEDURE

We are committed to providing a professional service to our clients. If you have any concerns, we need you to tell us about it. We are a member of The Property Ombudsman and a copy of our complaints handling procedure can be found on our website or provided on request.