

Why Rent With Newcombe Residential?

Newcombe Residential is an independent residential lettings and property management company whose sole aim is to provide an exceptional service to both landlords and tenants. We are not the same as the usual run of the mill letting agents as we pride ourselves on a level of professionalism seldom surpassed by our competitors. The technical knowledge at Newcombe Residential is second to none, thereby giving any prospective tenant the peace of mind that they will be dealt with expertly before, during and after a tenancy.

The Association Of Residential Letting Agents

At Newcombe Residential we take what we do extremely seriously and as such we aim to provide tenants with the reassurance that they will be dealt with fairly and professionally. To this end Newcombe Residential is one of a select number of Letting Agents in Gloucestershire who are members of The Association of Residential Letting Agents (ARLA), the industry's regulatory body.

ARLA membership is only available to agents who can prove that they have a thorough knowledge of the law relating to property letting and operate to professional standards. Members of ARLA have to comply with strict guidelines laid down which serve to protect tenants and owners and maintain a fair and professional level of service. ARLA members must hold all client monies in client accounts, separate from business monies, and these accounts are audited annually or at any time without prior notice. ARLA membership is therefore your guarantee of professional standards.

Should you require further information please visit the ARLA website at www.arla.co.uk.

Registering With Newcombe Residential

You can register in two ways, either by contacting our letting department on 01242 222972 or email us at info@nresidential.co.uk confirming your requirements and we will match you to our available properties. Alternatively you can search and view our apartments and houses for rent in Cheltenham and the surrounding area online and register interest in particular properties.

It is important that you give us as much information as possible about your budget, the type of property required, where you would like to live and when you wish to take occupancy. This will enable us to match you to the right properties first time. The rental market in Cheltenham is fast moving and we at Newcombe Residential send regular email and text alerts to enable prospective tenants to be kept fully informed of all new suitable properties as they become available.

How Do I Arrange To View Properties?

Having decided which properties you wish to view the next stage is to arrange a viewing. Viewings of our properties to rent in Cheltenham are always accompanied by a member of our staff and we prefer to meet you at the property if possible.

Viewings can be arranged for any weekday, subject to any restrictions from landlords or tenants, during our normal office hours of 9.00am – 5.30pm Mon-Fri. If a daytime viewing is not possible we do offer an out of hours viewing service, again subject to any restrictions from landlords or tenants. Viewings can also be arranged on Saturdays between 9.30am and 12.30pm. It is important to remember that in the winter months properties can be viewed much more successfully in daylight.

Securing A Property / Holding Fee

There is a strong rental market in Cheltenham and the surrounding area and quality apartments and houses to rent in Cheltenham do not stay on the market for long. If you identify a suitable property then we advise that you move quickly to secure the let.

Administration Fee

An administration fee to cover our tenant referencing, administration and documentation costs is added to your final invoice:

Single person	£195.00
Two persons	£290.00
Additional applicants	£95.00
Corporate Let	£295.00
Guarantor	£95.00

All fees are subject to VAT
at the applicable rate.

Administration fees apply to all named persons on the tenancy agreement aged over 18 years.

If the landlord pulls out of the let the administration fee is refundable. If you withdraw from the tenancy or knowingly misrepresent any information on the application form Newcombe Residential reserves the right to make relevant deductions to off-set the expenses incurred in processing the application to this point.

Deposit

A security deposit equivalent to six week's rent is required. The deposit (less £35.00 plus VAT at the applicable rate for the inventory/checkout) is returnable at the end of the tenancy providing the property is left in a clean and proper order, there are no damages and the tenancy has been conducted according to the relevant terms and conditions. A deposit equivalent to two month's rent is required if the Landlord is willing to accept domestic pets. This is to cover cleaning and deodorising of the floor coverings and soft furnishings at the end of the tenancy. The deposit will be registered with The Tenancy Deposit Scheme (TDS).

Rent

Rent is payable monthly in advance and due by Standing Order.

Will My Money Be Secure?

One of the greatest benefits to tenants of renting through an agent affiliated to ARLA is that the deposit, which the tenant pays against any damage to the property, is secured by a Clients' Funds Bonding Scheme. This means that no matter what happens to that company a tenant's funds will be secure.

In addition, your deposit will be registered with the Tenants Deposit Scheme(TDS) and you will receive a certificate on the commencement of your tenancy to confirm this.

References

All prospective joint tenants will be required to provide references and are obtained through Experian referencing agency.

Each person relating to the tenancy will be required to fill in a reference form and additionally, depending on your personal circumstances, the following may also be required.

Employed

1. Photographic ID for example a Passport or Driving Licence.
2. Proof of residency - to include one of the following;

A Driving Licence or a utility bill to include one of the following; gas, electric, water, telephone landline bill (not mobile), recent council tax bill (no older than 3 months prior to the start date of the tenancy).

3. Your most recent three months wage slips or a letter on headed paper from the Personnel/Human Resources Department of your employer confirming your address, start date of your employment and current salary. Please note that this letter must be signed and dated by the Payroll Department or the Financial Director and contain the printed name of the signatory.
4. A previous landlord's reference, if applicable (we will obtain this on your behalf).

Self Employed

1, 2 and 4 (if applicable) above AND

A minimum of 3 years' worth of filed accounts will be required (if the applicant has been self-employed for less than three years, they will require a guarantor) 3 years' worth of authenticated self-assessment tax calculation forms from the tax office (These are called SA302 or SA100 at the time of print).

OR,

A letter from your accountant confirming drawings, and the start date of the business.

Student

As 1, 2 and 4 (if applicable) above, and a guarantor.

Guarantor

If a guarantor is required he/she will need to provide 1,2 and 3 above.

No tenancy will be granted until satisfactory references have been received and approved.

Sign-Up

When the references are complete, we will draft the Tenancy Agreement and both parties will sign.

Inventory of Contents and Schedule of Condition

This important document provides a snapshot of the condition, contents and cleanliness of the property at the commencement of the tenancy. We expect the property to be returned in the same condition at the end of the tenancy with the exception that 'fair wear and tear' will have occurred. You will have the opportunity to make comment on the Inventory/Schedule of Condition at the commencement of the tenancy and when the document is agreed both parties will sign.

Insurance

As a condition of entering into a tenancy agreement, you must ensure you have sufficient means to cover your liability for accidental damage to the landlord's property, furniture, fixtures, and fittings.

What Information Will I Be Given When I Take Possession?

When the day arrives for you to take possession of your property we shall have already agreed a convenient time for you to visit our office to collect the keys and complete all the necessary paperwork.

The appointment will last for approximately 20 minutes and you will be given a Tenant's Pack which will help to guide you through your tenancy. Also included will be the relevant safety certificates (if applicable), an Energy Performance Certificate, copies of utility letters, and the Tenancy Deposit Certificate.

You will also be provided with a very detailed inventory describing the condition of the property and its contents. You will have the opportunity to check the inventory, make any relevant amendments, and return it to us within 48 hours.

Before we can release the keys, all parties aged 18 and over will need to have signed the tenancy agreement, and all remaining monies must be paid in full.

During The Tenancy

We will inform you at sign-up as to who you should contact if you have a property maintenance or other problem during the tenancy. If we are providing a property management service to the landlord then you will contact our office during working hours and we will provide an 'out of hours' number for genuine emergencies. If we are managing the property we will carry out periodic property inspection visits and these will be arranged with prior notice at a time which is convenient for you.

How Long Am I Committed For?

It will depend on the length of your tenancy agreement but if you have signed up for a fixed-term tenancy, you cannot end the tenancy until the end of the tenancy period unless there is a break clause. The most common fixed period is 6 months and in this instance you would be obligated for the first 6 months.

Should you wish to vacate you would need to give one month's notice in writing, ending no sooner than the initial 6 months. Should you decide to stay beyond the initial 6 months then this is perfectly acceptable, without the requirement to sign another contract. This is known as a 'statutory periodic tenancy' running on a month by month basis on the same terms and conditions. Should you wish to sign for a further fixed term, in order to secure your tenure, and the landlord agrees Newcombe residential will charge a fee of £35.00 for preparation of the new tenancy agreements.

If the landlord requires possession of the property (in the case of Assured Shorthold Tenancies) then he would have to provide you with 2 months' notice, again not expiring sooner than the initial 6 months. Please contact us if you would like more details.

Check-Out

When you have vacated the property we will complete a check-out inspection against the Inventory/Schedule of Condition to assess whether the property has been returned in a satisfactory condition. A fee of £35.00 plus VAT at the applicable rate will be deducted from your deposit to cover our costs of preparing the check-out report. In addition, deductions can be made from deposit monies at the end of the tenancy for damage to the property which does not constitute 'fair wear and tear' or for general cleaning and/or carpet/upholstery cleaning if the property is not returned in good clean condition. We will make every effort to act fairly in respect of deposit monies and to return the deposit as quickly as possible.

Any Questions?

Contact Newcombe Residential on 01242 222972 or email us at info@nresidential.co.uk and we will be happy to elaborate on any part of the process of becoming a tenant.