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# RENTING A PROPERTY WITH JACKSON-STOPS

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PROPERTY EXPERTS SINCE 1910



JACKSON-STOPS



IRREPLACEABLE PERSONAL SERVICE

## The extensive **JACKSON-STOPS NETWORK**

We operate from our well-established network of offices in the City, central London, south west London and Surrey, covering a wide geographical area. All of our offices are linked through industry specific software, which ensures that you see the widest possible range of suitable properties available.

With offices in the prime areas of Mayfair, Chelsea, Pimlico, Holland Park, Richmond, Teddington, Weybridge and Wimbledon, as well as key central locations in The City, Bloomsbury, Southbank and the West End, we are positioned perfectly to help in these locations and their surrounding areas.

*'Everyone in the office is so pleasant and professional. You don't just feel like another client to them. They are all so personable and welcoming.'*

Independent Feefo review ★★★★★

### Step 1: **WHAT, WHERE & WHEN**

At the beginning of your property search, you need to decide:

- Your budget
- What type of property you would like to rent
- Which areas you would like to rent in
- When you need to move by
- How long you plan to rent
- How many people will be living at the property



### Step 2: **GET IN TOUCH WITH US**

A good relationship and strong communication with your agent is key to finding the right home. Our friendly and experienced local teams are ready to help make the process as simple as possible, to provide you with sound advice and excellent service.

When you get in touch, we will discuss your new living requirements in detail, register you on our database and offer a selection of properties available. We can then arrange a convenient appointment for you to view suitable properties you are interested in.

#### **CLIENT MONEY PROTECTION (CMP)**

We hold tenancy monies under the RICS CMP Scheme, which means that all tenancy-related monies are protected. We also protect your deposit under the TDS if your tenancy is an AST.



### Step 3: **GET OUT & VIEW**

For your convenience, property viewing appointments can be arranged during extended opening times to suit you, including early mornings, evenings and on Saturdays. We can also arrange appointments for you to view multiple properties in one time slot.

You will be accompanied to all properties by our experienced and qualified lettings negotiators. Your local team can provide information about transport links, the location of the property in relation to your place of work, schools, as well as key shopping, entertainment and leisure amenities in the area.

## Step 4: MAKING AN OFFER

Once you have found a property you would like to rent we will ask you to complete an Application to Rent form and assess your status.

You will be asked to provide identification as evidence of your right to remain in the UK, in accordance with the Immigration Act 2014. This will be passed to the landlord to carry out subsequent checks at renewal if the property is not managed, or if the landlord requests it. Please contact your local team for further details.

Subject to contract and formal reference approval from the landlord we will confirm, in principle:

- the tenancy terms and conditions
- a proposed moving-in date
- an agreed tenancy term
- the monthly rent payable, tenancy deposit terms and other tenancy costs, which are listed in our Application to Rent form.



## Step 5: PAYMENT OF INTENT

When the terms for your chosen property are agreed, you will be required to pay a payment of intent to secure your new home.

The terms and conditions of the payment of intent will be provided to you before requesting payment.



## Step 6: REFERENCING AND FEES

References are obtained for all tenants and are requested through a specialist third party tenancy referencing company. Certain personal information, your residential history, income and employment details will be required to complete the referencing process.

You will be responsible for the cost of referencing. The landlord reserves the right to obtain company reference searches for company lets. All referencing reports are sent to the landlord for approval.

### FEES INFORMATION

You can find details of the fees we charge and what these cover in the Application to Rent form, or visit our website. Naturally, our teams are always happy to discuss this with you and answer any questions you may have.



## Step 7: SIGNING THE TENANCY AGREEMENT

### TENANCY AGREEMENT

When satisfactory references have been obtained, we will prepare a tenancy agreement between the landlord and tenant. This must be signed by all parties prior to commencement of the tenancy. For company lets, a Non-Housing Act Tenancy Agreement may be required.

### SIGNING OF THE AGREEMENT

You will be presented with the tenancy agreement and all tenancy-related documents for completion and signature via post, email or by digital signature. We can explain each of these documents in more detail before progressing further.

### CONTRACT INFORMATION

A tenancy agreement is a legally binding document.

You must ensure you understand all documents and the terms and conditions of your agreement. Whilst we are available to assist you, if you have any concerns you must seek independent legal advice before entering into any form of legal agreement.

### MOVE IN FUNDS

We must be in receipt of cleared funds for the first month's rent and a tenancy deposit a week before the tenancy starts, as well as any other fees detailed in the move in invoice.

## Step 8: PREPARING TO MOVE

The tenancy paperwork process can take time, therefore all references should be completed as soon as possible and we ask that the tenancy agreement is signed at your earliest convenience so the property is secured for you.

We will help to expedite this as quickly as possible for you.

## Step 9: MOVING IN

On the first day of the tenancy an inventory check-in appointment will be carried out with an independent inventory clerk.

Either Jackson-Stops or the inventory clerk will contact you to hand over the keys. Instructions and manuals will be provided (if available from the landlord). The check-in for the property entails you and an independent inventory clerk inspecting all areas of the property against a property inventory. Keys will only be handed over to you once the move in monies are cleared, references have been signed off and the tenancy agreement has been signed by both parties. At this point your tenancy will commence and you can move into your new home.

### USEFUL INFORMATION

#### RENTAL PAYMENTS

Rental payments are required in advance and must be paid each month, quarterly, or six-monthly by banker's standing order, on or before the rent due date.

#### STANDING ORDER INFORMATION

It is the tenant's responsibility to check that a standing order for rental payments has been set up correctly with a bank. Late rental payments may incur a charge. At the end of the tenancy it is the tenant's responsibility to cancel the standing order arrangement. We do not accept responsibility for incorrect payments made.

#### TENANCY DEPOSIT

A tenancy deposit equal to six weeks' rent is usually payable. The deposit is paid by you to Jackson-Stops, the landlord's agent, and will be registered with, and provided to, the Tenant Deposit Service (TDS), if the tenancy is a Housing Act tenancy. The deposit is protected by the Housing Act 2004. You can find further details on the TDS website.

#### UTILITY CHARGES AND HOUSEHOLD BILLS

As a tenant, you are likely to be responsible for paying all utilities and household running expenses, i.e. gas, electricity, water, council tax, telephone and TV licence charges. If the property is managed by Jackson-Stops, our property management staff will be happy to assist you with any relevant information about utility charges and household running costs.

#### TENANT INSURANCE

We advise tenants to take out appropriate insurance protection before commencing a tenancy. Tenants' Contents Insurance policies do not just cover your own possessions. It may be possible to have other benefits such as protection against damaging your landlord's property or you having an accident that could render you temporarily homeless.



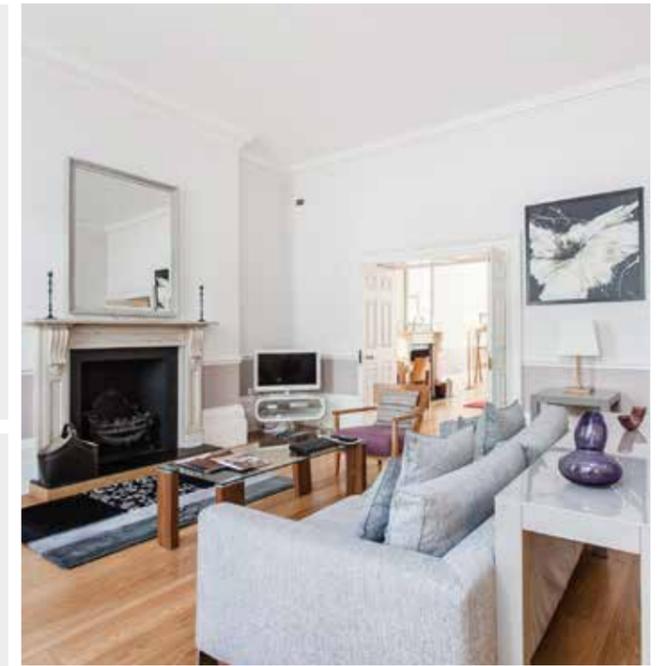
## Step 10: TENANT FEEDBACK

We endeavour to maintain the highest levels of service possible at all times.

We may ask you to complete an independent review of our service, which helps us to assess and improve the way we work.

## Step 11: ONGOING RESPONSIBILITIES

Be aware of your responsibilities as a tenant. Please report any concerns you have about the property to the landlord, or to us if we are managing it.



*'Very on the ball and quick and efficient customer service.'*

Independent Feefo review ★★★★★



## Step 12: RENEWING YOUR TENANCY OR MOVING OUT

Most tenancy agreements are arranged for a 'fixed term' period. At the end of the agreed fixed term you are required to move out of the property, or you might receive an offer to renew.

Most landlords would welcome the opportunity to renew the existing tenancy if you wish to continue your stay. If you do wish to extend, and the landlord agrees, we will prepare renewal documents for you to sign in advance of your tenancy expiry, subject to agreement of the rental amount.

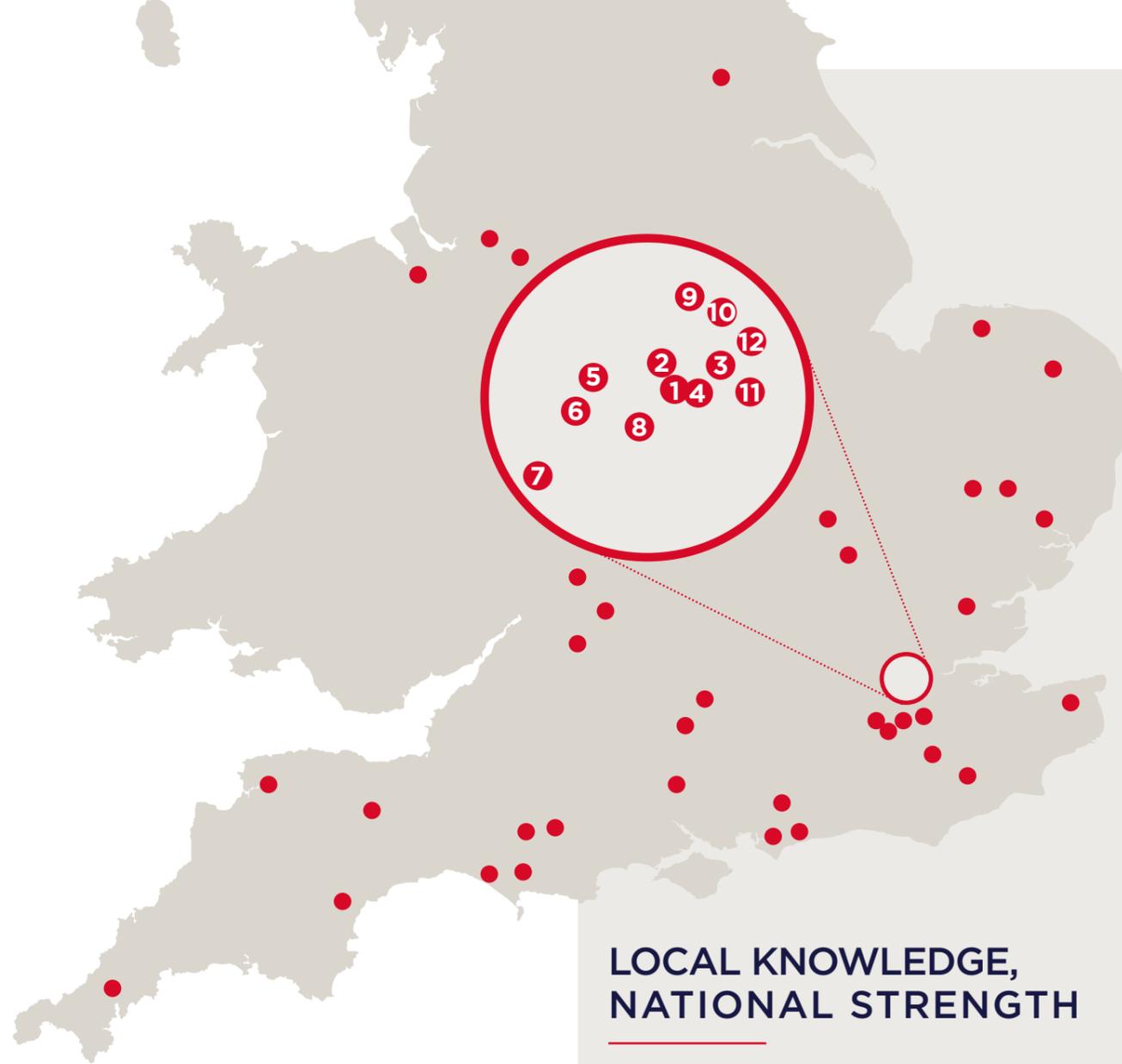
### MOVING OUT

Either the Landlord or Jackson-Stops will arrange a check-out inspection of the property with you and an independent inventory clerk. During the appointment a record of the condition and contents of the property will be made in accordance with the check-in at the beginning of the tenancy. We or the landlord will ask you to pay for any damage you have caused during the tenancy term from your own funds and/or the tenancy deposit held against the tenancy.

The check-out cost will be deducted from your deposit. If there are no deductions to be made your deposit will be returned to you in full, less the cost of the check-out.

### AND FINALLY...

Remember we are here to help, please do ask us questions at any time.



## LOCAL KNOWLEDGE, NATIONAL STRENGTH

London and beyond

Our London Residential network provides coverage across prime locations in central and south west London and Surrey, backed by associated Frank Harris & Company offices in The City, Bloomsbury, South Bank and the West End.

Our network allows us to introduce potential buyers from across the country and beyond.

Backed by a national network of over forty five offices throughout the UK and with international presence.

### OUR LONDON OFFICES

- |   |              |
|---|--------------|
| 1 Chelsea                               | 5 Richmond   |
| 2 Holland Park                          | 6 Teddington |
| 3 Mayfair                               | 7 Weybridge  |
| 4 Pimlico,<br>Westminster<br>& St James | 8 Wimbledon  |

with associated Frank Harris & Company offices in:

- |              |               |
|--------------|---------------|
| 9 Bloomsbury | 11 South Bank |
| 10 West End  | 12 The City   |

### South East

- Arundel
- Canterbury
- Chichester
- Cranbrook
- Dorking
- Goring-on-Thames
- Midhurst
- Newbury
- Oxford
- Reigate
- Sevenoaks
- Tunbridge Wells
- Winchester

### East Anglia

- Burnham Market
- Bury St Edmunds
- Chelmsford
- Ipswich
- Newmarket
- Norwich

### West Country

- Barnstaple
- Bridport
- Dorchester
- Exeter
- Shaftesbury
- Sherborne
- Taunton
- Truro

### North West & NorthWales

- Chester
- Hale
- Wilmslow

### Yorkshire & North East

- York

### Central

- Northampton
- Woburn
- Cotswolds, Midlands  
& Oxfordshire
- Burford
- Chipping Campden
- Cirencester

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**JACKSON-STOPS**