

Renting

The renting process begins.

Registering

The first step is to register with us, you can either do this by telephone on 0845 652 1428 or by email, we will can then discuss your property requirements, or if you register by email we will forward to you a questionnaire to enable us to make sure we match available property to your needs. We then do our best to take the hassle out of finding a property to rent. You won't need to keep revisiting our website because we do the hard work for you and keep you alerted by email and sms messages.

Accompanied Viewings

Viewings are a limited opportunity and therefore should be undertaken seriously. All our viewings are accompanied by a member of our team, and we do our best to arrange times to view the property which are convenient to you. However, it might be necessary to take a flexible approach in the time arrangement of viewings. Tenants do not have the same vested interest as a home seller might have, and do not really want people viewing the property too late. They want to relax too. Sometimes an existing tenant will give us specific times only convenient to them. We may have to give the tenants 24 hours notice of intended viewings. We do our best to make sure you have as much detail about the property before you visit.

Reserving a Property & Fees

When you want to reserve a property with us we will require you to pay a reservation fee, equivalent to £300 this is to guarantee (subject to references) that the property is yours, and we will no longer actively market the property to other people. We use the initial reservation fee to carry out referencing and administration, the balance of any monies is transferred and will be allocated as a deposit. There is an administration charge plus referencing costs, if you cancel your application. In any circumstances where the fee is refundable we will send you a cheque within 10 days.

References

Before we can create a tenancy agreement, we will need to take up references. These are done by a third party on our behalf, and for your convenience these can be done online via our website link (if you need a hard copy we can supply these in PDF format) We have to satisfy our landlord that you are able to pay the rent. All information needs to be completed in FULL. The application is subject to the Landlords acceptance. If through any reason on the tenants part they fail the referencing or do not complete, the amount will be forfeited in favour of Igloolets. If application forms are not returned in 72 hours it will be taken that the tenant has withdrawn interest in the property and the reservation fee shall be forfeited in favour of Igloolets

Guarantors

In some circumstances, we may well ask for a guarantor for the rent, this is normally the case when the tenant is either a student or has only been employed for a short period of time, or where the affordability is border line. The Guarantor will need to be a homeowner, with a clean credit history and also be employed. If you require further explanation please contact us at the office.

Deposits

We normally take a deposit equal to one month and one week, this will be returned to you at the end of the tenancy, subject to the rules of the Tenancy Deposit Protection Scheme, and the findings of the independent inventory check out report. As per legislation, where relevant, your deposit will be held by a third party as part of the TDPS, if the property is managed by Igloolets your deposit will be held by DPS scheme www.depositprotection.com

Rent

All rents are collected on the 1st of every month, therefore depending on when you agree to commence the tenancy, rent will be payable in advance and proportional. .i.e. either 3 weeks or 5 weeks in advance.

All payments must be in cleared funds before the commencement of the tenancy, and before you are allowed access to the property. Please allow yourself sufficient time for cheques to clear.

Tenancy Agreement

A copy of the tenancy agreement can be downloaded from this site in PDF format, please go to the bottom of this page, for a downloadable list of documents. The agreement will be between you and the Landlord. The agreement is usually an Assured Shorthold Tenancy agreement. Most rental agreements are for 6 months. Please read the agreement carefully and seek legal advice if you are unsure of its content.

Generally you should note the following points:-

- The tenancy agreement is between you and the Landlord, Igloolets are not party to the agreement, and cannot arbitrate its terms.
- All tenants have joint and severable liability to the terms of the Tenancy agreement
- When a guarantor has entered into the agreement, in the event of the tenant defaulting on payment or fail to fulfil any obligations within the agreement, the guarantor will be liable to accept the responsibility.

Utilities

In most cases unless informed in writing otherwise, the tenant is liable to pay Council Tax, Water rates, Gas, Electricity and telephone/Broadband. We will give you as much assistance as we can prior to the commencement of the tenancy to set up these accounts. But due to the Data Protection Act we are **unable** to ACTUALLY set up these accounts on your behalf. Utilities companies and telephone providers ideally should be applied for at least 4 days before moving in.

Keys

We ask the Landlord to provide sufficient keys for all tenants on the agreement. We will not release keys to the property before we are satisfied that all paperwork has been completed and all necessary funds has been received and cleared. We will contact you prior to the move in date to finalise arrangements when and where you can receive keys to the property. Igloo lets often retain a set which may be used in emergencies.

Moving into the property, Inventory and check in

To safeguard all parties to the agreement's interests, an independent inventory clerk is appointed to check you into the property and go through the condition of the property and inventory where appropriate. This is by a prearranged appointment, we ask you to be on time, as cancelled or re-arranged appointment times are chargeable by the independent clerk. The Landlord pays for the check in and tenants pay for the check out. Since both the Landlord and tenant pay, the clerk is therefore independent from both parties, enabling them to give an unbiased opinion. They will explain the relevant paperwork at the time of check in. Please be advised that you will not be allowed to put any items into the property until you have signed off the check in report. The clerk will liaise with you prior to the move in date with regards to date and time and you should allow up to 1 hour for the check in.

Moving in pack

We provide as much information as we can regarding the property, along with other useful information, about what to do in certain situations. Such as lost keys, Repairs and maintenance, Property inspections and Tenants responsibilities etc.

FAQ's

PROFESSIONAL FAQ's

PRE-TENANCY

Q. How long are the tenancy agreements for? A. Normally 6 months but this depends on the property.

Q. Do you do credit checks? A. Yes we often use an independent agency to carry out these checks

Q. Are all properties furnished? A. No, most professional properties are unfurnished, but often have a Cooker and Fridge, depending on the property also a Freezer and or a washing machine facility

Q. Are pets allowed? A. Unfortunately not.

Q. Are there any administration fees? A. Yes, but these are one off payments and very competitive.

Q. Is there a bond? A. Yes and this is returned to you at the end of the agreement. The amount will depend on the specific property and as above will not need to be paid again should you choose to continue your contract with Igloloets.com in the same property.

Q. Do you do viewings on Saturdays and Sundays? A. Yes we are open for viewings on Saturdays from 9:30am to 4pm by prior appointment only.

Q. How long in advance do we need to book if we want to look at some houses? A. We need 24 hours to inform current tenants of viewings on properties. To arrange a viewing just call us on 0845 652 1428

Q. Do we meet you at the property or do we need to come to the office? A. Usually at the property but we can meet anywhere at your convenience.

Q. Can I get my own furniture? A. Yes if it is an unfurnished property. Please make sure you remove any personal items before you leave.

TENANCY

Q. Can I leave the contract earlier should I want to? A. On an Assured Short hold Tenancy Agreement, you're legally bound until the end of your tenancy period. We can however discuss ending your tenancy if you have a replacement. Please contact one of our lettings consultants to discuss this.

Q. What happens if something breaks down? A. Igloolets has their own maintenance contracted operatives that not only will attend to repairs, but also provide a 24 hour emergency call out service.

Q. How often do we have to pay rent? A. Tenants pay rent monthly.

Q. How do I pay the rent? A. Rent is paid by standing order your account. Your rent will be paid automatically once this has been set up.

Q. Can I pay my rent using post-dated cheques? A. Standing Orders are a more efficient way of paying and collecting your rent. If there is a reason why you are unable to set up a SO, then we'll be happy to listen and try and help you.

Q. What happens if I fall into arrears? A. Please refer to your tenancy agreement for details on charges that could be applied. The sooner you let us know of any extenuating circumstances the quicker we can try and work with you. We don't like charging you fines, and we're sure that you also don't like the embarrassment (and cost) of not paying your rent on time. We are obliged to notify your co-tenants of any outstanding rental payments as the tenants are Jointly Liable for outstanding amounts

POST TENANCY

Q. How long does it usually take to get my bond back? A. At the end of the agreement, we will endeavour to return your deposit within legal timescale and all the necessary paperwork, being completed.

STUDENTS FAQ's

PRE-TENANCY

Q. How long in advance do we need to book if we want to look at some houses?A. We need 24 hours to inform current tenants of viewings on properties. To arrange a viewing just telephone our office, on 0845 652 1428 or email the team at admin@igloolets.com to register your interest

Q. Do we meet you at the property or do we need to come to the office? A. You will need to meet at the property, but you need to confirm the appoint at least 2 hours before, or we will not attend, we do our best to SMS you at the beginning of the day to remind you.

Q. Do you do viewings on Saturday? A. Yes we are open for viewings on Saturdays but this is by appointment only.

Q. Are all properties furnished? A. Yes, all properties come furnished including kitchen appliances.

Q. In two or more bedroom properties, can more than one person live in the same room? A. No, the price is per person in relation to the number of bedrooms in the house.

Q. Do you have any houses where I can just rent one room? A. Yes we have individuals rooms to let within shared student houses. In these you will have your own room, but will share communal facilities.

Q. What is an Energy Performance Certificate? A. This is a document that indicates how energy efficient and environmentally friendly the property is.

Q. Do I need a TV licence? A. It is your responsibility to purchase a TV licence; it is against Television Licensing authority law to be without a TV licence for any TV's within your property.

Q. Should I take out contents insurance? A. Yes, you are responsible for insuring any personal possessions within your property. Due to our relationship with Endsleigh, Igloolets is able to offer you a competitive contents insurance policy. Please contact our office for further details.

Q. Are pets allowed? A. Unfortunately not.

Q. Do you provide kitchen utensils or do we need to bring our own? A. Our properties are fully furnished, but we do NOT provide items such as kitchen utensils and bedding, therefore you will need to bring these with you when you move in.

Q. Is the internet installed? A. This varies from property to property. Please enquire at our office.

Q. Do you offer a Summer discount? A. Generally we don't, but this very much depends on the particular house that you're interested in, please ask during the viewing.

Q. Can I bring my own furniture? A. To ensure that both health and safety regulations are maintained at all times, we request that tenants do not bring their own furniture. All furniture or furnishings brought into the property must comply with the Furniture and Furnishings Safety Regulations and electrical goods should have been PAT tested (Portable Appliance testing). The Tenant is responsible for removal of any personal items at the end of the tenancy.

Q. How long are the tenancy agreements for? A. Normally for a fixed term of 12 months but this depends on the property.

Q. Are there any administration fees? A. Yes, but these are one off payments and should you choose to stay with Igloolets.com for the following year, you will be offered a substantial discount on our normal fees (This is to cover the necessary legal paperwork)

Q. Do I need to pay a deposit? A. Yes a deposit is a returnable sum and the amount payable will depend on the specific property. As above, the deposit will not need to be paid again should you choose to continue your contract with Igloolets.com in the same property.

Q. What is the best way of paying the deposit? A. You can pay the deposit by cheque (7 clear days before the commencement of tenancy) or by Online bank transfer

Q. When should I pay the deposit? A. You should pay the deposit at the time of signing the Contract (see above)

Q. Who looks after my deposit? A. The deposit is safeguarded by DPS

Q. Do you do credit checks? A. Not usually, although we do require every tenant to have a guarantor. This needs to be someone that is a UK resident, a homeowner and fully employed.

Q. What if I am unable to provide a guarantor? A. If you do not have anyone who can act as a guarantor, please speak to a member of the lettings team and we will see if any alternative arrangements can be made.

Q. I am an International student and my parents live abroad so I am unable to provide a guarantor. What can I do ? A. Please talk to a member of the lettings team to discuss making alternative arrangements.

Q. What agreements do I need to sign? A. You would sign a Fixed Term Assured Shorthold Tenancy Agreement. Once signed, the Contract is legally binding on all parties and you are liable for rental payments for the full period of the Contract. Please speak to a member of the lettings team if you require any further information regarding the Agreement.

Q. What if I do not understand the Contract? A. If there are any aspects of the Contract you do not understand, a member of the lettings team would be more than happy to go through the terms with you.

Q. How do I ensure I get the keys? A. In order to fulfil our requirements, each tenant needs to complete an application form and provide us with photo ID, return the surety forms and additional supporting documents, complete a Standing Order mandate and pay any admin fees, deposit and rent. Please note this must be done for all tenants under the joint and several Assured Shorthold Tenancy Agreement. Once this process is complete, we can issue keys to you on the day your tenancy starts.

TENANCY

Q. What happens on the day I move in? If you do not need to collect your keys on the 1st then it may be advisable to collect them later in the week when the waiting time will be reduced. If you do need to collect keys on the 1st, please note that the keys to the property will not normally be available any earlier than 2pm. We have brought in many new procedures in order to try to reduce your waiting time. We will issue all sets of keys to one person, providing the contractual terms have been met. It may be advisable to discuss this with all your housemates and decide who will be the most suitable person to collect the keys. (i.e. don't pick the lucky person who will be going off to Ibiza for two months)!!! The person who collects the keys will receive a 'Moving in Pack' which will detail what you need to do at the beginning of your Tenancy.

Q. How do I notify you of any problems with the property at the start of the tenancy? An inspector will visit your Property following the return of all of the keys from the previous Tenants to record the condition and any damage caused to the property. You will also be issued with an Inventory and Schedule of Condition which is a detailed list of all items and their condition throughout the Property. You should check that all items listed on the inventory are present and are in the condition described on the inventory, record any damages and return the inventory to the office within 7 days. . We will use this inventory when you vacate your home at the end of the tenancy, so it is important to make sure it is returned to us.

Q. How often do we have to pay rent? A.You pay in monthly instalments.

Q. How do I pay the rent? A. Rent is payable by standing order. A Standard Order is a preauthorised payment under which an account holder authorises a bank to pay a fixed amount such as a rent payment directly to a landlord (or his appointed agent), for example, at regular intervals. Your rent will be collected automatically once this has been set up.

Q. Why do you take the rent out of my account early when it is not due until the 1st? A. It is essential that we have cleared funds in our account by the 1st day of the due date. This period usually allows us to collect rental payments to reach our account in time.

Q. Can my parents pay for my rent? A. Anyone can pay rent on your behalf. However, the legal responsibility lies with you.

Q. Can I pay my rent when I receive my student loan? A. You can make a substantial payment if you wish i.e - quarterly, we are a private company with no association to the Student Loans Company. The rent is payable as per the terms of your signed Tenancy Agreement.

Q. How do I go about registering the utility bills in my name? A. Take a note of the meter readings and serial numbers and contact the utility provider to register the gas, electric and water in your name. We will also require a copy of this information.

Q. Can I decorate? A. It may be possible for you to decorate certain rooms in houses. It is critical that you get written permission from the Manager at the office first. There will be obvious conditions such as ensuring that the decoration is done in a good workman like manner and that paint is not splashed around on carpets or other furniture.

Q. What happens if something breaks down? A. You should contact the office and give them as much information as possible regarding the problem. They will allocate the job on a priority basis. A tradesman will be attending your property. They have a set of your keys so you do not need to be present at the time, if it is not convenient. We also provide a 24 hour emergency call out service.

Q. Who is responsible for changing light bulbs in my property? A. This is the tenant's responsibility and you should make sure all light bulbs are working when you leave the property.

Q. Who is responsible for tending to my garden? A. It is the tenant's responsibility to tend to the garden. This includes maintaining the grass, hedges, weeding and generally keeping the garden tidy. If you do not maintain the garden to a satisfactory level then we have been instructed to maintain this for you and will charge you for this service. We will carry out a gardening round every 4-6 weeks throughout the growing season which is generally between April and the end of October

Q. Can I put a lock on my bedroom door? A. We understand the need for privacy however locks on internal doors create a whole series of issues so unfortunately we cannot allow this. If a lock is put on a door then it will be removed and the tenant will be charged for the removal and any damage to the doors.

Q. My neighbours are playing loud music all night and keeping me awake. What can I do? A. Tenants are requested at all times to have respect and consideration for all residents within their property and their neighbours. They are requested to refrain from playing loud music and the use of abusive language/behaviour. We will speak to them but if the problem continues, you can also seek advice from Bristol City Council's Environmental Health dept. noise service.

Q. Can I leave the contract earlier? A. On an Assured Short hold Tenancy Agreement, you're legally bound until the end of your tenancy period. We can however consider ending your tenancy if you have a replacement. This individual will need to meet all of our criteria and be able to provide full guarantor details prior to the process being complete. There is an admin fee of £115 chargeable to the outgoing tenant. If you need any further information on this process please contact a member of the lettings team.

Q. What happens if I fall into arrears? A. If you are experiencing difficulties paying your rent don't ignore the problem and hope it will go away. The sooner you let us know of any extenuating circumstances the quicker we can try and work with you. Please refer to your tenancy agreement for details on charges that could be applied. We don't like charging you fees, and we're sure that you also don't like the embarrassment (and cost) of not paying your rent on time. Please contact your Property Consultant to discuss the situation.

Q. Can I deduct my deposit from my last rent payment? A. Unfortunately not as the rent and deposit are quite separate. The final instalment of rent is payable in full by Standing Order t as per the terms of the contract.

Q. Can the final utility bills be paid out of the deposit? A. No. If the bills are in the names of the tenants, it is the tenant's responsibility to ensure the final utility bills are settled in full.

Q. What should I do with the keys at the end of the tenancy? A. You should return the keys to our office no later than 12 noon on the last day of your tenancy. If the keys aren't returned, the new tenants will not be able

to move in, so it is of major importance to return all keys within the allowed timescale. If a housemate is leaving early then please collect their keys before they depart. If your keys are not returned, you may be charged for the locks to be changed, or you may even have to pay to house the new tenants in a hotel until all keys have been returned - a hassle and expense that can be avoided with planning.

POST-TENANCY

Q. How do I get my deposit back? A. Please make sure that all tenants have cleared their account with no outstanding rent payments or charges; this will help to ensure your deposits are dealt with more promptly. All utility companies i.e. gas, electric, water, telephone and council tax need to be contacted with meter readings and forwarding addresses prior to vacating the property. Make sure the date of the meter readings/billing corresponds to the end of your tenancy, as these details are imperative for the return of your deposit.

Q. Will I get my full deposit back? A. We want to re-imburse your deposit in full so please make sure the property is returned to us in a condition that is clean, lettable and without damage, exceeding wear & tear. Cleaning and removal charges are the most common deductions made against deposits. Some housemates may depart early, leaving the remaining tenants to clean and clear the rest of the house. This can lead to a rushed job and monies being deducted for additional cleaning to bring the property back up to standard. What ever you do, don't have your moving out party the night before, it could be very costly!!!

Q. When can I expect to receive my deposit? A. The deposit will be returned following expiry of the Tenancy (and the return of the keys) subject to any deduction that the Landlord is entitled to make from it and proof provided that all charges for utilities have been paid by the Tenant. Payment of the deposit or any balance of it will be made within 10 working days of the Landlord and the Tenant agreeing the allocation of the deposit.

Q. How is my bond paid back? A. The deposit will be paid to you by cheque or directly into your bank account upon completion of the deposit return process. Please provide us with a forwarding address and your bank details.

Q. How can I ensure I receive all my post after the tenancy has ended? A. You need to ensure that all your forwarding addresses are provided to all necessary sources e.g banks, insurance, credit card, utility companies. You don't want new tenants knowing all of your personal details so the easiest way to do this is through Royal Mail's 'Home Redirections Service' (www.royalmail.com) to forward mail from your old address to your new one. You will not be able to re-enter the property once your tenancy has ended so make sure this is done a few weeks in advance.