



Tenant information

If you're looking to rent your first property or you are a seasoned tenant seeking larger houses to rent in West Wiltshire, we make sure that we listen to your requirements and do our utmost to find the ideal property.

We have a team of negotiators on hand to assist with our requirements and will guide you through the process of renting step by step. We pride ourselves on communication and want you to enjoy living in your new home.

Registering your details:

Initially, you'll need to register with us, after which we can let you know the properties we have available that may be suitable for you.

In order to register your details, we will require the following information:

- Full names of all adult tenants
- Address
- Contact details including phone numbers and email addresses
- Your requirements in terms of property type, size, location etc...
- Furnished or Unfurnished
- Ideal move date
- Employment status
- If you have any pets

When considering your rent budget, the following affordability calculator may help you:

MONTHLY RENT	MINIMUM SALARY	MINIMUM SALARY (GUARANTOR)
£500	£15,000	£16,500
£600	£18,000	£19,800
£700	£21,000	£23,100
£800	£24,000	£26,400
£900	£27,000	£29,700
£1000	£30,000	£33,000
£1100	£33,000	£36,300
£1200	£36,000	£39,600

Viewing your new home:

Once you have decided on which properties you wish to view, please get in touch with us via email or phone and we will book a viewing in for you.

We will agree a suitable time for you to view the property and will try to accommodate your availability as best we can.

We allow 15 minutes per viewing; therefore, if you are running late, please call the office so that we can make alternative arrangements or wait for you, subject to our diary commitments.

Applying for a property:

Once you have viewed the property and wish to apply for your new home, we will send an application form for you to complete online, and we will require you to provide the following information:

- Passport for identification and Visa/Home office share code (if applicable)
- Proof of address (recent utility bill or bank statement)
- Last three years address history
- Employment details (if self-employed, you will need your accountants' details)
- Current landlord details
- UK bank account details

Once your application is received, we will then confirm the terms with the landlord. If all parties agree, you will need to pay a holding deposit equivalent to one week's rent.

Referencing:

As soon as your holding deposit has been received, we will send your details across to our third-party referencing provider, Rent4Sure. They will email you directly with an online referencing form for you to complete. Please be prepared to assist in collecting your references by notifying your landlord and employer and providing any additional documents requested to support your application.

If you require a guarantor, they will also need to complete an application form like that above. In addition, your guarantor must be aware that accept legal and financial responsibility for the total rent of the property (not just your share) should you fail to pay your rent and all other terms outlined in the agreement.

Tenancy Agreement:

The majority of our tenancy agreements are Assured Shorthold Tenancies (AST) and there include the names of all tenants who will be joint and severally liable for the duration of the agreement. Once the references have returned as satisfactory, we will issue the tenancy agreement to all parties for electronic signature via DocuSign. **Please ensure that you read this agreement carefully as it is a legally binding document.**

Completion monies:

In addition to receiving the tenancy agreement, you will receive an invoice confirming the rent due at the start of the tenancy and the deposit. This invoice must be received in cleared funds in our account at least 48 hours prior to the tenancy commencement to ensure that your move isn't delayed.

Move in day:

On the day of your move, we will make an appointment for you to collect keys from our Trowbridge office. We will provide you with copies of the below documents:

- Tenancy Agreement
- Tenancy deposit registration certificate
- Safety Certificates for your new home

- Inventory & Schedule of Condition
- Keys, one set per tenant

Please note that all tenants will be required to bring their passport to this appointment as we are legally required to check the original documents. We cannot release keys until we have satisfied this check under the Immigration Act 2016.

You will also receive our Guide to Renting, which will explain who to contact during your tenancy.

During your tenancy:

If Davies & Davies are managing your property, you will need to continue to pay your rent to us each month on the anniversary of your tenancy start date. You will also need to report any maintenance issues as soon as they arise using the following link:

<https://daviesanddavieswiltshire.fixflo.com/Auth/HomeIssueCreate>.

Our maintenance team are on hand to assist with any queries or concerns you may have and can be contacted on 01225 353200 or maintenance@daviesanddavies.co.uk.

If your landlord is managing your property, you will have been notified of this prior to moving into the property and you will be provided with their name and contact details. Please arrange to pay your rent and discuss any maintenance issues with them directly.

Please note Davies & Davies are unable to instruct any works to be carried out at a property without the landlord's prior consent.