

Important Information for Tenants

Once you have found your new home and the Landlord has accepted your offer to rent, we will ask you to pay your holding deposit. Upon receipt of the monies, we will start the referencing process, which is managed by Vouch, they will email you an application form to complete. You will then be sent a draft Tenancy Agreement to approve. As soon as referencing has been successfully completed, you will be invited to sign the Tenancy Agreement. The referencing, Tenancy Agreement and all associated paperwork must be completed within 15 days of paying the Holding Deposit.

What is the Holding Deposit?

This is payable to Jago and Jago in order to secure a property and is equal to one week's rent. Should you proceed with the Tenancy, your Holding Deposit will be credited to the first month's rent. If you decide not to proceed with the tenancy at any time during the 15-day period, your Holding Deposit will be retained by Jago and Jago. Your holding deposit will be retained by Jago and Jago if:

- You decided not to proceed with the tenancy.
- You are unreasonably slow in responding to any reasonable request made by Jago and Jago during the 15-day period.
- You have provided us with false or misleading information as part of your tenancy application.
- You fail the Right to Rent checks.

If the Landlord decides not to proceed with the tenancy for reasons unrelated to the above, however, then your Holding Deposit will be refunded to you in full within 7 days.

Tenancy Agreement

You will be provided with a draft copy of the proposed Tenancy Agreement. You should read this carefully to ensure that you agree with the content before signing it. If you are unsure about the meaning of any clause, you should take independent legal advice. You should be ready to sign your Tenancy Agreement once referencing has completed.

Referencing Prior to the tenancy being offered

Credit, employer, previous landlord and bank references may be obtained in respect of all tenants by professional referencing agencies acting on our behalf. The Tenancy will not proceed if you or your Co-Tenant's references fail. Your Tenancy can only proceed upon the completion of satisfactory references. For this reason, any commitments you make relating to your prospective Tenancy are at your own risk.

What payments are needed before you can move in?

Before the start date of your Tenancy and prior to collection of the keys, you must pay to Jago and Jago:

- The deposit, which is the equivalent of 5 weeks' rent (rents of under £50,000 per year), or 6 weeks' rent (rents of over £50,000 per year and Company Lets).
- The outstanding balance of your first rent payment.

The above monies must be received in CLEARED FUNDS by prior to the start date of your Tenancy. We do not accept payment by credit cards or cheques.

Although your payment is not due until (at the latest) the day before your Tenancy start date, please note that you will not be issued with a countersigned Tenancy Agreement until we have received

your rent and deposit monies in cleared funds. If you require a countersigned Tenancy Agreement before your Tenancy begins, you will need to make your payment accordingly.

What documents do you need to produce to prove your 'Right to Rent' in the UK?

We are required by law to verify your 'Right to Rent' in the UK. Once you have submitted your Vouch referencing form, we will inform you what documentation you need to show us before your Tenancy can start. We will need to see the original documents; photocopies and scans are not acceptable. You must be present either in person or by video link when we check the documents; a friend or co-tenant cannot do this on your behalf. Please note that failure to provide the necessary documents by your start date may result in your Tenancy being delayed.

What happens if your circumstances change?

Once signed and completed the Tenancy Agreement represents a legally binding contract by which you agree to pay rent for the property for the agreed fixed term. If your circumstances change after the Tenancy Agreement has been signed, we will do our best to help you. We can remarket the property and your obligation to pay rent, and any other monies payable under the Tenancy Agreement, will cease when another Tenant takes up occupation. You will be liable to pay any re-letting costs incurred by the Landlord due to the early termination of your Tenancy.

Is there anything else I should know?

You will not be asked to pay any fees or charges in connection with your application. If you proceed with the Tenancy, however, under our standard Assured Shorthold Tenancy Agreement, you may be required to pay certain fees for any breach of the tenancy agreement, in line with the Tenant Fees Act 2019. By entering into a tenancy with Jago and Jago, you are agreeing that your personal data will be used in line with our Privacy Policy, which can be found at: www.jagoandjago.co.uk

Important obligations in your Tenancy Agreement

- No pets are allowed unless otherwise agreed in the Tenancy Agreement.
- Smoking is not allowed unless otherwise agreed in the Tenancy Agreement.
- Sharers are jointly and severally liable for all terms set out in the Tenancy Agreement, including rent arrears.

IMPORTANT NOTE

The information provided by these notes has no contractual effect but is intended to help clarify the process by which we let properties on behalf of our landlords. Your legal obligations are set out in detail in the tenancy agreement and it is that document which defines these, and which takes precedence if there is any conflict or confusion.