

Oakdene
PROPERTIES



Provision & Management of
Accommodation & Concierge Services

Customer Guide

A step by step
explanation



Customer Guide



To Find a Property

The first step is to contact us, complete our application procedures and provide details of the accommodation you desire.

We then search our database for suitable properties for you to view.

If non urgent we log your details so that we can contact you as soon as suitable properties become available. It is wise to start looking about two months before you wish to move as our properties are reserved quickly.

Our Tenancies are generally granted for a minimum term of 12 months, however, there may be exceptions to this.

To View

Viewings will be arranged at times to suit you, including evenings and weekends. You will be accompanied by a member of staff who will be knowledgeable, courteous, friendly and polite, and answer any questions that you may have.

Reserving the Property

Once you have decided on a property you will need to reserve it by paying a Reservation Fee of £100. Assuming the Tenancy goes ahead this will be refunded to you, minus the Administration Fee referred to below, within 14 days of your having moved in.

If you decide not to proceed for any reason, or if you fail to provide complete and accurate information in your application, the Reservation Fee will be forfeited.



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If we deem it inappropriate to progress your application, we reserve the right to inform you of this without giving a reason. When we deem it inappropriate to proceed, the Reservation Fee will be refunded in full.

Reservation fees are payable in cash. Personal cheques cannot be accepted.

Application & Administration Fees

As a minimum, we will require:

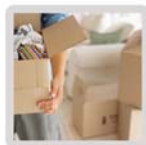
- Satisfactory references from your Employer, and both your current and previous Landlord
- Verification of your last three years' addresses
- Confirmation of personal details
- A copy of your Passport, Driving Licence and latest utility bill
- Copies of the last six months Bank Statements and if you are self-employed a copy of your most recent Trading and Profit and Loss Account, Balance Sheet and Accountant's details.

We may also require a Guarantor. In addition, a Credit Check may be undertaken and we may use the services of an Independent Referencing Company to obtain and evaluate any references. If you are from overseas we will need to see your Work Permit.

We cannot accept an application where you are in arrears with rental payments.

A non-refundable Application Fee is taken from all who apply to rent a property to cover administration and referencing costs.

Our robust referencing procedure usually takes three working days.



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Fees

There is a Referencing Fee of £50 for single applications, £75 for couples/families and £25 for Guarantors.

This charge is non-refundable even if the Tenancy does not proceed, and must be paid in full, in cash, before the application is progressed. Personal cheques cannot be accepted.

There is also an Administration Fee of £75 to cover the costs of preparing the Tenancy Agreement and Check In.

These fees are payable each time a new Tenancy Agreement is entered into.

Housing Benefit

If you are claiming Housing Benefit you must have a Guarantor who is both working and a home owner, and with sufficient income to pay the rental should the need arise.

Rents

Rents are quoted per calendar month and payable monthly in advance.

You will also normally be responsible for all Utility bills including Council Tax, Water Rates, Gas, Electricity and Telephone costs; in some cases this may also include a Service Charge. You will always be made aware of any Service Charges prior to signing any Agreement.

The first months' rent is payable by cheque in advance and thereafter via Standing Order on the first of the month or the nearest working day to it.



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Deposits

A Deposit of not less than one month's rent will be taken, and is protected by the Deposit Protection Service. Its Terms and Conditions and Alternative Dispute Resolution Rules governing the protection of the deposit, including the repayment process, can be found at www.depositprotection.com.

Check-In

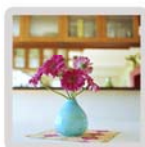
At Check-In we will guide you through the workings of the property, provide appropriate instruction manuals, relevant safety Certificates, keys and security information, discuss contact procedures and provide the Inventory and Schedule of Condition which is a permanent record of the property and its contents. We each sign this document to confirm our agreement to its content; a copy is also provided to you.

We take Utility meter readings and inform all the necessary Utility providers, however, we cannot authorise a telephone account for you and you will be responsible for paying any connection charges.

You will also be responsible for ensuring that the telephone line is not lost, and must not arrange for the line to be removed or altered to another address.

How Long Will It Take?

Please expect two weeks from making your initial application to completion of all documentation. Your Check-In date can usually be booked in shortly after this time.



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Important Notes

Contents Insurance

You are responsible for the safe-keeping of the property, its contents and for insuring your own contents. You should, therefore, take out appropriate Insurance cover. Our Brokers can offer you a very competitive rate to include Accidental Damage; just enquire for full details.

Safety

All of our properties are Electrically Safety checked, comply with Gas Safety (Installation and Use) Regulations and applicable furniture and furnishings comply with the provisions of the Furniture and Furnishings (Fire) (Safety) Regulations 1988 and 1993 Amendment.

Pets

Pets are only permitted with our written approval, and you must inform us if you have any pets when you make your application; you must also tell us should you obtain a pet during your tenancy as this must first be agreed with us. We reserve the right to decline any such request or apply special terms to your Tenancy Agreement.



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For Further Information

Please do not hesitate to contact a member of the Team should you require any further information.

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