



## TENANT'S GUIDE





Register your interest with us



Iconic Property Group have produced this document to answer as many questions as possible and help you with the preparation of the rental process ahead of you. We believe that if you are aware of the process your rental experience will be less stressful.

Our aim is to provide you with the best possible experience in your rental process and we have your best interest in mind.





When registering your interest in our properties we will ask detailed questions to best suit properties to your requirements. Remember the more information you are able to give us, the easier it is for us to match a property with your requirements.

All of our latest properties are listed in all major web portals as well as our website:  
[www.iconiclets.co.uk](http://www.iconiclets.co.uk)

Details of the consultant assisting you is:

Property consultant name:

Telephone number:

Email Address:

#### Things To Remember

1. The property address
2. Consultants name & contact number
3. Search local area & make notes
4. Ask for local amenities and supermarkets
5. Ask for transport links and parking
6. Check the water pressure in the property
7. Inform us of any requests to be put forward to the landlord prior to your offer being put forward to the landlord.
8. Inform us if you are looking to bring in a pet.





### Arrange to view a property

Want to arrange a viewing for one of our properties?

We are here to arrange a viewing for any of our available properties. We will answer questions you have on the property you are viewing as well as local amenities, schools, transport links and area statistics.

If you are not familiar with the area we are more than happy to assist you in finding the property you are viewing.



### Viewings Arranged

- 1.
- 2.
- 3.
- 4.





## **Renting With Iconic Property Group**

When you have found the property you would like to rent you are required to forward a formal offer via email to the property consultant you are working with. This formal offer would include a profile of the applicant(s) along with their move in date. A security deposit of 2 weeks rent would also be required along with the applicants ID(s) to secure the property.

Your property consultant will provide you with a holding deposit receipt upon confirmation of payment.

Once we have received your email containing the relevant information we will formally forward your offer to the landlord.



Once the offer has been formally forwarded we will come back to you with feedback from the landlord.



## Required Documents

If your offer is accepted you will need to provide the following:

- Proof of ID (Passport/Driver's License)
- 3 months bank statement
- Employer reference
- 3 years address history
- Current landlord details
- Accountant details (If you are self-employed)
- Guarantor details (If required)

If you are a student we would also require the following:

- Guarantor ID (Passport/Driver's License)
- Guarantor income details
- Guarantor proof of address



When referencing has been processed we will send you an email with the details of the contract. We will assist you throughout the referencing process to ensure the process is completed without any outstanding issues.

Once all the references have come back to us with a positive outcome we will prepare the tenancy agreement.

If there are any problems with your referencing we will inform you immediately and advise you on your options.



## Before you move in

Before you move in, you must have the following:

- A Signed Tenancy Agreement (Signed by all tenants and witnessed).
- Cleared payments of initial monies (The initial monies include the security deposit, agreed rent in advance, tenancy set up cost, check in fee).
- Ask to see a valid gas safety certificate.
- Ask to see a valid energy performance certificate (EPC), this shows the energy performance of the property.
- Once tenancy agreement has been signed, one of our team member will take you to the property for check in and inventory
- You will receive keys to the property (1 set per tenant).





## When moved in

Once you have moved into your new property please ensure to carry out the following:

- Contact your local council (With dates and names of other people who you have moved in with).
- Set up your utility bills (It is the tenant's responsibility to set up gas, water and electricity bills unless otherwise stated).
- Read the meters on the day you move in and give the readings to the supplier, to make sure you get an accurate first bill. You are responsible for the bills on the day you take ownership or responsibility for the property, even if you don't move in on that day
- Pay your old supplier's final bill when you get it.
- Check your monthly rental payments have been set up (This would need to be set up as a standing order to the account provided in the tenancy agreement).

## If you're new property has a prepayment meter

If the property has a prepayment energy meter (where you pay for your gas or electricity before you use it), you should ask the supplier to send you a new prepayment card or key so that you can top up your energy credit.



Now that everything is set up settle in and enjoy your new home.





## Administration fees

Iconic Property Group charge a tenancy set up cost of £175 + VAT per applicant upon creation of a legally binding tenancy application. Additional guarantor reference checks are charged at £79.99 + VAT per guarantor.

An administration fee of £50 will be charged by Iconic Lets Ltd. should there be a need to send a letter for late or non-payment of rent.

A reference may be requested by the tenant at any time. The administration fee for this service is £30 and is payable upon request.

Should the tenancy be terminated by the tenant(s) before the end of the tenancy and the landlord agrees, the tenant(s) are liable for the repayment of the commission which is paid to Iconic Lets Ltd. by the landlord for the remainder of the tenancy, unless the tenant(s) exercise their break clause which is mentioned of the tenancy agreement.

If there are any outstanding charges at the end of the tenancy, Iconic Lets Ltd. will deduct the amount due from the deposit.



## Check in fee

1 Bedroom	£120 + VAT
2 Bedroom	£130 + VAT
3 Bedroom	£140 + VAT
4 Bedroom	£170 + VAT

Once everything is ready, we will hand you the keys to your new property either in branch or at the property. If you are present at the time of check in you will be able to sign a copy of the inventory.



## Customer Care

We at Iconic Property Group aim to serve all our tenants with the best service possible. We have a quarterly customer care award which is awarded to the team member that has provided the best customer service based on their customer feedback and reviews.

If you have received great customer service by one of our team members we would be delighted to hear about it. Please email our customer care team on: [customercare@iconiclets.co.uk](mailto:customercare@iconiclets.co.uk).

We receive very few complaints, however we understand that sometimes things don't go exactly to plan and can occasionally go wrong. If this becomes the case, we would prefer that you try to resolve the situation with the member of our team you have been dealing with or the lettings manager, but if they are unable to resolve the situation you may write to our customer care team at: [customercare@iconiclets.co.uk](mailto:customercare@iconiclets.co.uk).





## Referrals

Hopefully you can see that we take great pride in the service we deliver and aim to rent every property we are instructed on. This means we are always keen for more instructions so we can help more tenants like yourself. If you know of anyone who has a property to let we would be delighted if you would refer them to us. As a thank you we will send you a cheque for £50 when we get instructed.

Please speak to any member of our team for more details.

