

After you have moved into your home

Who is responsible for utility bills, council tax and the television licence during my tenancy?

You are.

As part of the check in process we will take photographic evidence of meter serial numbers and readings. These readings will be recorded in your inventory and provided to you at key collection. We will contact the utility suppliers and the relevant council tax office to inform them of your new tenancy.

You will however also need to contact the utility suppliers and council tax office to set up a payment plan.

You, as the tenant, are responsible for the payment of all related utility, council tax and television licence charges for the duration of the tenancy.

If your circumstances warrant a council tax discount/exemption you are responsible for contacting the relevant council tax office and informing them of these details. If you do not have a television in the property you are responsible for notifying the agency of this.

Can I switch the utility suppliers?

Yes.

You are free to switch utility providers providing you inform us of the new supplier details.

Who is responsible if the property I am renting has a Factor in place?

The landlord.

How do I pay my rent?

Rent is paid in advance on a monthly basis.

You will have been issued a Standing Order form at the point of electronically signing your Tenancy Agreement. As detailed in your Tenancy Agreement, we ask that you set up a monthly Standing Order with your bank two days prior to your rent due date. You **MUST** use the payment reference provided on the Standing Order form when sending up this transaction.

When will the rent leave my account?

Typically rent paid by Standing Order will leave your account 2 working days prior to the rental due date in order to clear into our Client Account on the rent due date.

If you are transferring funds from a non-UK bank account, please note this will take longer to clear. Generally, 7 working days should be allowed. You will also be liable for any charges associated with any payment made via a non-UK bank account.

What happens if my rent is paid late?

We may contact you by email, phone, text and letter if we do not receive your rent on time.

All charges associated with rent paid late can be found in your Tenancy Agreement.

If you experience any problems paying your rent, that may result in late payment, please let us know so we can keep the landlord updated. In our experience, positive and constructive dialogue is best for all parties so please let us know if you have any payment difficulties.