

Private Lettings FAQs

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1. Do you accept applicants in receipt of Housing benefit/Universal credit?

Depending on your affordability, housing benefit/universal credit applicants may be considered. If you receive benefits, you are still responsible for ensuring your rent is paid as its due regardless of when you receive your benefit payments. Please feel free to contact us so that we can talk to you about your own personal circumstances and the property you're interested in.

2. Do you accept pets?

Any conditions relating to pets will be shown on the property advert. Where permission is granted for pets this will be subject to an additional deposit, generally we try to be as flexible as possible and keep restrictions to a minimum. Where pets are agreed you will be required to have a professional clean to all carpets when you vacate the property. Some of our properties are not suitable for pets, due to property type, size and location.

3. Can I see the property?

Yes. We can arrange for you to view the property, during office hours Monday to Friday. Please contact us so that we can arrange this for you.

4. How do I apply?

Once you have found a property that you are interested in and a viewing has been arranged, you will be invited to complete an application form. To hold the property whilst referencing is completed you will need to pay a Holding Fee of £100 (if your application is successful this will be deducted from your first month's rent) We complete a full reference check, including credit referencing.

5. What happens next?

We use an agency to verify applications to ensure your confidentiality under the Data Protection Act. The credit referencing agency will check your credentials and in turn send a report to us either approving or declining your application. They will ask you to provide details of the following:

- Bank Account
 - Employer (or accountant details if self-employed)
 - Contact details of previous landlord
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In the situation where the applicant cannot supply these details or is declined after they have been credit checked a guarantor may be required to guarantee the tenancy on the tenants behalf. Should you suspect that you may be declined, it would speed up the process if you provided a guarantor when you first apply.

6. What do I have to pay up front?

We require one month's rent in advance along with a security deposit. The balance of monies i.e. the first month's rent and security deposit must be paid in full prior the handover of the keys. All monies must be paid either by credit/debit card. If you have been granted permission to keep a pet at the property we require a further deposit.

7. What happens to my deposit?

The deposit will be held until the property is returned in the same condition (except fair wear and tear) as it was when the tenancy commenced and all financial obligations on the property have been met. If the property needs cleaning or maintenance (except fair wear and tear) in order to bring it to a lettable condition, these monies will be deducted from

your deposit. Some tenants find instructing a professional cleaner at the end of the tenancy works best for them.

8. Is my deposit safe?

Yes. Your deposit will be registered with a [Tenancy Deposit Scheme](#). This means that any disputes about repayment at the end of your tenancy are dealt with by an independent third party. There are also strict timescales for the return of your deposit. We will give you full details of the scheme that we use when you sign your tenancy agreement.

9. How soon can I move in?

It will depend on two factors, when the property becomes available and is ready after any void works required, and how quickly your referencing is complete. Once complete we will arrange a convenient appointment to release the keys at the property. This allows you to ask any questions or raise concerns you might have in person.

10. How long can I stay?

The tenancy, which is usually for a fixed term of twelve months, is referred to as an assured shorthold tenancy agreement, however Flagship Private Lettings can offer a longer fixed term depending on your circumstances. If we do not give notice at the end of the fixed term, you may stay on the basis of a Statutory Periodic Tenancy. This means that you have a month-to-month tenancy and must give us two month's written notice if you wish to leave. If you do not give a full two month's notice you will risk forfeiting your deposit. We must always give you two month's notice to vacate.

11. What am I responsible for paying for at the property?

You are responsible for paying the rent, which must be paid in advance on the due date stated in your tenancy agreement by monthly direct debit. All utility bills, TV licence and council tax must be paid directly to the external companies for the duration of your occupation and you are responsible for notifying them that you are moving in and out of the property.

12. Do I need to take out contents insurance?

Yes. The landlord is responsible for making sure the building is insured but this does not include your personal belongings. We strongly recommend that you take out a policy for your own contents.
