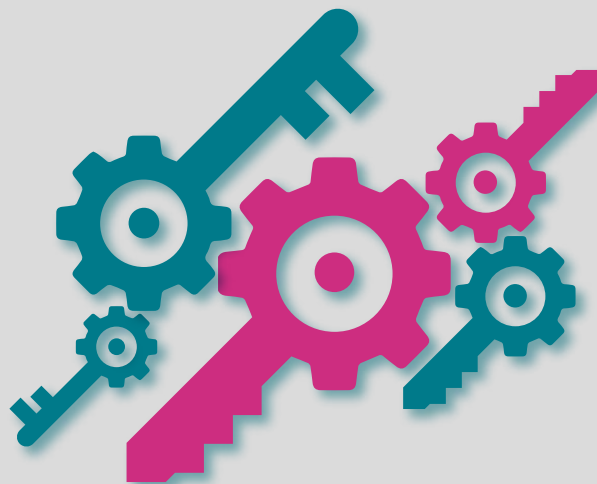


Our process

After your viewing please see below a guide to help you through the application process and what to expect in the lead up to move-in day. Most questions will be answered below however if you have any other queries please do get in touch.



Requesting an application form

Once you have viewed a property and decided that you wish to proceed you will need to reply to the viewing confirmation which you received at the time of booking the viewing. In your reply, please request an application and include the full names and email address of all applicants over the age of 18 who will be living at the property.

Paying the holding fee and signing the tenant guide

If successful, all applicants will receive an email from Goodlord. You will be asked to create a password (your email is your username) to set up a user profile. Once set up, you will be asked to enter your bank details to pay the holding deposit (one weeks rent). Once entered you will see a green tick appear, you will then be asked to view the tenant guide. Please read this carefully as it contains details regarding your tenancy. When you are happy with the details please sign the document. Once signed the holding deposit will be withdrawn from your account. In this email you may also see a draft copy of the tenancy agreement. This is not the final document so please do not print and sign this. Please remember your password as you will need this again to sign your tenancy agreement later on.



Referencing

After the holding fee has been paid, you will be able to submit your referencing details through the Goodlord System. They will require the following information:

- Bank details to complete a credit check
- Employment/income information
- Landlord information (if applicable)
- Additional information such as payslips, passport, visas, bank statements and Right to Rent checks may also be required.
- To help aid the financial checks, tenants can now opt in to an open banking check.

Photo ID and Right to rent

You will also be required to provide photo ID (driving licence, passport, UK ID card) and proof of current address (utility bill - excluding mobile phone bill, payslips or bank statement). A driving licence can be used as proof of address if you have not used it as your photo ID. We will require a 'Share code' to show your proof of residence. If you do not have a share code, please contact the agent to discuss.

IMPORTANT - For joint applicants the email you receive from Goodlord will be unique to you so please **DO NOT** forward this onto any other applicant. If you have any questions relating to the reference you should contact Goodlord in the first instance via their webchat.

If you provide false or misleading information which affects the landlord's decision to let the property to you, if you fail referencing due to inaccurate information, fail Right to Rent checks, withdraw your application or you fail to complete referencing and signing of the tenancy agreement before the deadline for agreement date as set in the tenant guide, your application will fail and you will lose your holding fee which will be retained by Peter Joy Estate Agents.



Final invoice

After we have completed referencing you will receive an invoice direct from Peter Joy detailing the remaining monies required. These include the first month's rent (minus the holding fee you have already paid) and deposit. This invoice will arrive at least three days before the tenancy start date and before the deadline for agreement date. If there is a long period between completing referencing and the deadline for agreement your invoice may not be sent out straight away as they are filed in date order.

Signing the tenancy agreement and deadline for agreement

All tenants, the Agent and/or Landlord must sign the tenancy agreement before the 'Deadline for agreement' which is detailed in the tenant guide. The Agent/Landlord are only able to sign the tenancy agreement when the tenant has returned satisfactory referencing and cleared funds have been received for the first month's rent (minus the holding fee) and deposit. If the tenant fails to complete referencing and the signing of the tenancy agreement before the deadline for agreement the landlord has the right to withdraw from the application, proceed with another applicant and you will lose your holding fee.

Pre-signing the inventory

As moving day approaches, we will prepare an inventory. This is created as close to the tenancy start date as possible to ensure it is as accurate as it can be and, because of this, it will be one of the last documents you will receive from us. A copy will be sent to you via Adobe Sign for pre-signing and must be completed before we can hand over the keys. Once signed you have five working days from your tenancy start date to make us aware of any notes you would like to add. We would recommend taking additional photos alongside your notes and emailing them back to lettings@peterjoy.co.uk where they will be reviewed. If we do not hear from you within five working day's the pre-signed inventory will be filed and no further amendments will be accepted.



Collecting the keys

Please contact the branch to arrange a convenient time to visit the office to collect keys.

Our address is;

Peter Joy Estate Agents, The Old Chapel, London Road, Brimscombe, Stroud, GL5 2SA

What three words ///regular.bungalows.spare

Before we can hand over keys we must have in our possession; completed referencing, cleared funds, signed tenancy agreement, signed inventory, photo ID and proof of address for all tenants.

You will be responsible for paying gas, oil (where applicable), electric, water and council tax for the duration of the tenancy unless otherwise stated in your tenancy agreement. Please note, as prospective tenants it is your responsibility to check and be aware of how utilities are provided to the property which may either be by the purchase of utility credits via a 'key' or similar system or payment based on the actual units used. Telecommunications companies will not accept instructions from third parties and therefore neither the landlord nor agent can be responsible for ensuring there is a working active line available to you. If you are moving into a property that has not had a telephone line or television aerial connected previously, it has been vacant for three months or the property does not have digital television reception, then it will be your responsibility to pay the providers connection fee and arrange for the provision of these services.

It is also the tenants responsibility to set up all utilities in their name (unless stated in the tenancy agreement). You will need to supply relevant companies with meter reads at both the start and end of the tenancy. You may incur additional charges from these companies if not set up or closed correctly.

Your rent, in cleared funds, is payable in advance and should reach our account on the rent due date as specified in your tenancy agreement. For example, if you move in on the 26th day of the month then the rent due date is the 26th of each and every month.

Rent is paid by Standing Order. We DO NOT operate a Direct Debit system. Standing Orders are your instructions to your bank to pay Peter Joy Estate Agents Ltd. They cannot be cancelled or changed by Peter Joy once set up. Only one Standing Order is acceptable for payment of rent; we cannot accept split payments.