

• RESIDENTIAL LETTINGS & STUDENT ACCOMMODATION SPECIALISTS •

THE PROPERTY PAD



Application Guide



*So, you have found
the place for you!*

What should I do now?

The first step is to submit your application.

You will need to visit our office - 53, Havelock Road, Hastings, East Sussex TN34 1BE.

This usually takes around 20 minutes, a member of the team will talk you through the process moving forwards and provide you with a full breakdown of Fees & Move In Monies.



The Property Pad Limited
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Registered Company Number: 9644762
Registered Address: 23, St Leonards Road,
Bexhill-on-Sea, East Sussex TN40 1HH

What should I take with me?

Photo ID Passport/Drivers Licence (Government Issue)	
Proof of Address Last Council Tax Bill/Utility Bill	
Bank Statements Last 2x months for your main current account	
Entitlement Letters Any additional income such as; Tax Credits/Child Benefit etc.	
Tenancy Agreement For your current property	
Salary Details Last 2x months payslips, Payroll Number, Contract of Employment	
Employment/Accountant Reference Information Contact Name, Number & Email Address of Employer/Accountant	
Landlord Reference Information Contact Name, Number & Email Address of Landlord/Agent	
Next of Kin Name, Address, Number & Email Address	

What fees will I have to pay at this stage?

Most agents charge some sort of fee to cover the costs incurred for referencing and administration, alongside a Holding Fee which essentially holds the property for a period of time whilst referencing takes place. Please find below details of our fees -

Application Fee Per Applicant	£150 Inclusive of VAT
Guarantor Fee Per Guarantor (if required)	£150 Inclusive of VAT
Holding Fee Per Application, NOT per Applicant	£100 VAT not applicable

You will also be given information on how and when to pay your First Month's Rent and Deposit. We break the payments down, so once the initial fees have been paid you will be left with an Interim Balance and a Final Balance.

Payments can be received in the following ways -

Cash (Please note: we are unable to take cash payments at the viewing, any cash payments must be made in our office)

Debit/Credit Card (please note: there will be a sur-charge of 1.5% for debit card payments and 2.3% for credit card payments)

Bank Transfer (please note: if you plan to pay the Final Balance via bank transfer, this payment must be made at least 48 hours prior to the Tenancy Start Date) -

Bank:	NatWest	Sort Code:	60-10-15
Account Name:	The Property Pad Limited	Account Number:	87893479

You will be given a reference for any payments made via Bank Transfer.

Important Information

Every person living at the property over the age of 18 will be classed as a Tenant and will need to be referenced alongside paying an Application Fee, regardless of the level of referencing carried out.

The Application Fee(s) & Guarantor Fee(s) are classed as non-refundable fees, regardless of the circumstances in which the tenancy may not proceed. To clarify, this would mean that if the tenancy did not proceed for ANY reason, the Application Fee(s) and Guarantor Fee(s) would NOT be refunded.

The Holding Fee is essentially a pre-payment of the first month's rent and acts as security to hold the property on a "Pending Application" basis for up to 28 days.

Should the tenancy not proceed due to one of the following reasons, the Holding Fee WILL NOT be refunded -

- Applicant(s) decide to not proceed with the tenancy for ANY reason
- The referencing process is deemed unsuccessful due to un-disclosed information from the applicant(s) prior to the commencement of the referencing process
- Failure to provide full, accurate and correct information as requested
- Any other reasonable set of circumstances to decline the Applicant(s) such as; misconduct, unwillingness to co-operate etc.

Should the tenancy not proceed due to the Landlord withdrawing, at no fault of the Applicant(s) the full Holding Fee WILL be refunded.

What happens next?

Once we have been given the requested information, the referencing process can begin.

Credit Check - We start by carrying out a Credit Check to confirm your financial status. You will need to complete a form either in the office or via email and once submitted the report usually comes back instantly.

Employment/Accountant Reference - We will contact your Employer/Accountant requesting information about your income, length of time with the company, stability of position etc.

Landlord Reference - We will contact your Landlord/Agent requesting details about your tenancy such as; rent amount, any arrears, condition of property etc.

On occasion you may be requested to provide us with further information which could strengthen your application. If you have been requested to provide a Guarantor for the tenancy, the referencing process is the same.

Quick Note -

We are finding more and more that people's circumstances just aren't "straight forward" and sometimes their situation doesn't always fit the standard referencing procedure. Please talk to us about your individual circumstances before starting an application. The more information you can give us, the easier it will be for us to determine the outcome of your application. We enjoy building good relationships with our Tenants and it all starts at the application stage, it's so much easier when Applicants are open, honest and upfront with us from the very start.

How Long does it take?

We aim to carry out the referencing process as swiftly as possible. The main reasons for a delay are usually lack of information provided by the Applicant(s) or references not being sent back promptly. It usually helps if the referees are expecting the request for information, so please notify your referees that we will be in contact. Some referees will require written confirmation from you before responding, please establish this prior to us making a request for information.

When can I move in?

Once the referencing process is complete and the Landlord has confirmed they are happy to proceed, we will book a time for you to come into the office to complete the move in. You will need to provide us with your bank account details to enable us to draw up a Standing Order Mandate for your future rental payments.

"So, the referencing is complete, you have paid across your Interim and Final Balances, the paperwork has been drawn up, all that's left is for you to pick up the keys (then the real hard work begins!)"

The Final Step

We will need everyone who is classed as a Tenant to come into the office together. A member of the team will guide you through the paperwork to ensure that you fully understand your responsibilities as Tenant(s). Once ALL of the paperwork has been signed by ALL of the Tenants, you will be given your move in pack. The process usually takes around 20 minutes and once complete - ***the keys are yours!***

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