

Payment of rent

The first instalment of rent must be paid in clear funds when you sign the tenancy agreement. Thereafter, rent is payable by standing order (unless agreed otherwise) to arrive on the due date stated in the tenancy agreement. The full rent must be paid by a single standing order, we are unable to accept multiple standing orders.

Unpaid Rent Interest at 3% above the Bank of England Base Rate from Rent Due Date until paid in order to pursue non-payment of rent.

Security Deposit (per tenancy. Rent under £50,000 per year)

A deposit equivalent of up to a maximum of 5 weeks rent shall be paid in cleared funds to us on the landlord's behalf which will be held by the landlord on the terms of a statutory deposit protection scheme pursuant to the Housing Act 2004 Section 212.

Abidins exclude liability in relation to loss caused by the insolvency of a financial institution which holds deposits in its contracts with landlords and tenants.

All deposit deductions must be agreed in writing by both landlord and tenant upon the termination of the tenancy. The tenancy agreement entered into is between the landlord and the tenant, therefore, the tenant cannot hold Abidins liable for any deductions made from the deposit which may fall into dispute.

We act purely as agent for the landlord and as such do not accept liability of any kind should the landlord fail to properly secure such deposit.

Arranging your tenancy

Once you've viewed a property and want to proceed, we'll negotiate on your behalf, agree a tenancy all parties are happy with and move on to the referencing procedure.

A refundable holding deposit of one weeks rent is payable in order to reserve a property.

The holding deposit will then go towards your first month's rent payment.

We use Rentshield Direct & Creditsafe to conduct credit checks and obtain relevant references to verify you as a tenant.

We will take up references based on the details that you have provided us.

You are responsible for any charges levied by your bank in relation to obtaining a reference

We will guide you through this process and we'll always be available to help if you have any queries at any point throughout your tenancy.

Before the tenancy can proceed you need to provide us with a photo ID in the form of a passport or EU driving license.

Property Inventory

Abidins will be instructed by the landlord to make arrangements to carry out an inventory of the property. The landlord will be responsible for this cost. In some cases the Landlord will prepare their own inventory also at their own cost.

24/7 Management

At the start of the tenancy we will advise you who is responsible for managing the property. This is not always Abidins. Where we are not managing the property we cannot authorise any repairs or maintenance or guarantee the speed at which repairs will be carried out. Where we are managing the property, we may obtain the landlords consent before proceeding with a repair.

Where we manage a property and hold keys, we can usually provide access to contractors (with your consent). However, where we do not hold keys or the contractor is not willing to collect keys, it is your responsibility to provide access.

Abidins Ltd

Registered In England no. 8142687

Registered Office: 15 Overton Road, Leyton, London, E10 7NN

Insurance

It is your responsibility to insure your own belongings throughout the tenancy.

Utilities

You will be responsible for the payment of gas, electricity, water, telephone accounts including council tax at the property during the tenancy. It is your responsibility to notify the relevant companies and local authority that you are moving into or out of the property. You must ensure that valid television license remains in place for the duration of the tenancy.

Keys

You will be liable to pay the Landlords reasonable cost of replacing any keys or damaged locks that require replacement as a result of loss or damage howsoever caused (fair wear and tear excluded).

Anti-Money Laundering Regulations

Abidins is subject to the Money Laundering Regulations 2017. We will need to obtain and hold evidence confirming your identity, proof of your address and source/destination of funds. We will be unable to proceed with any instruction until we are in receipt of this information and have completed a satisfactory AML check. Your identity may be subject to an electronic identity check, which may leave a soft footprint on your credit report.

Tenant Protection

We are registered members of The Property Ombudsman (Membership Number D8139), The Deposit Protection Service, Client Money Protect (Membership Number CMP003054) and The Chartered Trading Standards Institute ensuring the highest level of customer service.

Complaints Procedure

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it.

This will help us to improve our standards. If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the time frames set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

What will happen next?

We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.

A formal written response regarding our findings will be sent to you within 15 working days of sending the acknowledgment letter.

If you remain dissatisfied, you can contact the Property Ombudsman to request an independent review –The Property Ombudsman Ltd, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP – 01722 333 306 – www.tpos.co.uk
Please note the following: You will need to submit your complaint to the Property Ombudsman within 12 months of receiving our final viewpoint letter, including evidence to support your case. The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before submitted for an independent review.

Abidins Ltd

Registered In England no. 8142687

Registered Office: 15 Overton Road, Leyton, London, E10 7NN