

Lettings guide for tenants in London and the Home Counties



WHY RENT THROUGH KNIGHT FRANK

WHY SHOULD I CHOOSE AN ARLA LICENSED AGENT?

You may need to rent after relocating from abroad, or you might have work commitments which keep you away from home during the week. You may be looking to rent your property and would like a market appraisal. Whatever your situation, our lettings agents are well versed in the world of property rentals.

As ARLA members, we provide short and long term lettings in London and parts of the Home Counties with a wide range of houses, flats, studio apartments and cottages to rent in some of the most desirable locations in London and the South East.

If you don't quite know what type of property to look for or what area will suit both your work or leisure needs, we'll take the time to get to know your preferences, identifying locations and properties best suited to your current and future needs. Your ideal property may be just a click away.

ARLA LICENSED AGENT

By working with Knight Frank, an ARLA licensed agent, you can be sure you are dealing with an experienced and professional agent.

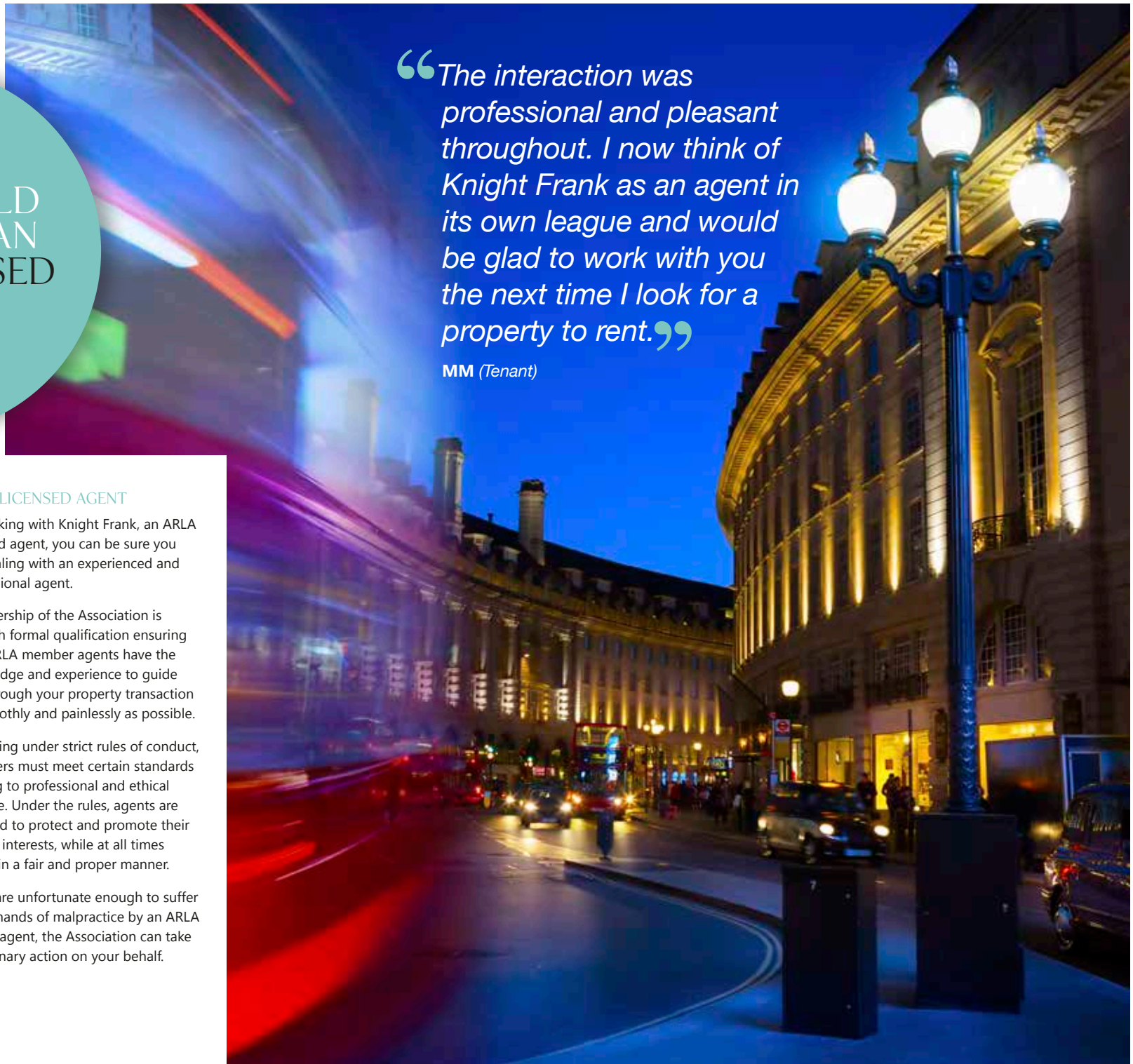
Membership of the Association is through formal qualification ensuring that ARLA member agents have the knowledge and experience to guide you through your property transaction as smoothly and painlessly as possible.

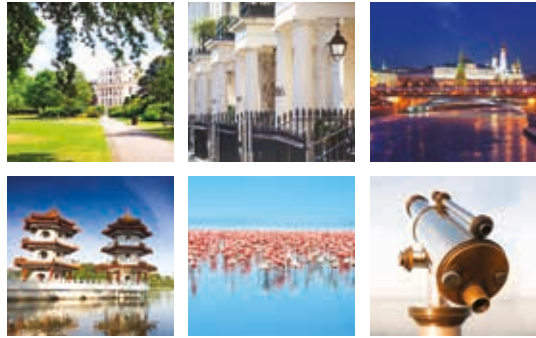
Operating under strict rules of conduct, members must meet certain standards relating to professional and ethical practice. Under the rules, agents are required to protect and promote their clients' interests, while at all times acting in a fair and proper manner.

If you are unfortunate enough to suffer at the hands of malpractice by an ARLA letting agent, the Association can take disciplinary action on your behalf.

“The interaction was professional and pleasant throughout. I now think of Knight Frank as an agent in its own league and would be glad to work with you the next time I look for a property to rent.”

MM (Tenant)





PEOPLE

We put people at the heart of what we do.

TRACK RECORD

Tenants come back to us again and again.

TECHNOLOGY

We constantly make it easier to find the right property, whether through our ground-breaking iPad app, our multi-lingual website or our network of lettings offices throughout London and the Home Counties.

RESEARCH

We lead the field in understanding key drivers of the residential property market.

LOCAL AND NATIONAL REACH

We match tenants to properties in the UK and around the world.

The additional services we provide include:

- ◆ Multi-lingual global search and ability to do business in multiple languages
- ◆ A unique iPad app to take advantage of increasing numbers of people that search from mobile devices

RESIDENTIAL CORPORATE SERVICES – RENTAL HOMESearch

Relocating to London? We specialise in finding just the right rental property for you. With Knight Frank offices in every prime residential area of London and the Home Counties, we offer a single dedicated point of contact, leaving you free to concentrate on business matters.

“The whole process was efficient and we felt very well looked after.”

RM (Tenant)

KNIGHT FRANK LETTINGS OFFICES

- ◆ Ascot
- ◆ Barnes
- ◆ Battersea
- ◆ Beaconsfield
- ◆ Belgravia
- ◆ Canary Wharf
- ◆ Chelsea
- ◆ Chiswick
- ◆ Clapham
- ◆ Cobham
- ◆ Esher
- ◆ Fulham
- ◆ Guildford
- ◆ Hampstead
- ◆ Henley
- ◆ Hyde Park
- ◆ Islington
- ◆ Kensington
- ◆ King's Cross
- ◆ Knightsbridge
- ◆ Marylebone
- ◆ Mayfair
- ◆ Notting Hill
- ◆ Riverside
- ◆ South Kensington
- ◆ St John's Wood
- ◆ Tower Bridge
- ◆ Wapping
- ◆ Wimbledon

WHY
KNIGHT FRANK

OVER
335
OFFICES
52
COUNTRIES

“The Knight Frank lettings team are a pleasure to work with. It is refreshing to work with an agent who knows what they are doing. Despite being part of a large global organisation with an extensive client list, we feel we are provided with a bespoke service not expected by a company of this size.”

LD (Tenant)

Arranging a tenancy through Knight Frank is very straightforward. Below we have given some guidance on how the process works, but for further information do not hesitate to contact your local Knight Frank office.

ARRANGING A TENANCY

1 FINDING THE RIGHT PROPERTY

Register with Knight Frank and take advantage of our extensive database of exclusive rental properties throughout London and the Home Counties. You can register by calling one of our letting offices, or register online with My Knight Frank to receive email alerts of new properties as they become available to rent.

2 VIEWING PROPERTIES

We endeavour to arrange appointments that are convenient to you during weekdays, evenings and on Saturdays.

3 MAKING AN OFFER

As soon as you have found a suitable property and communicated an offer to us, we submit it to the landlord for consideration. Any offer made is subject to satisfactory references being received, receipt of cleared funds, and a tenancy agreement being completed.

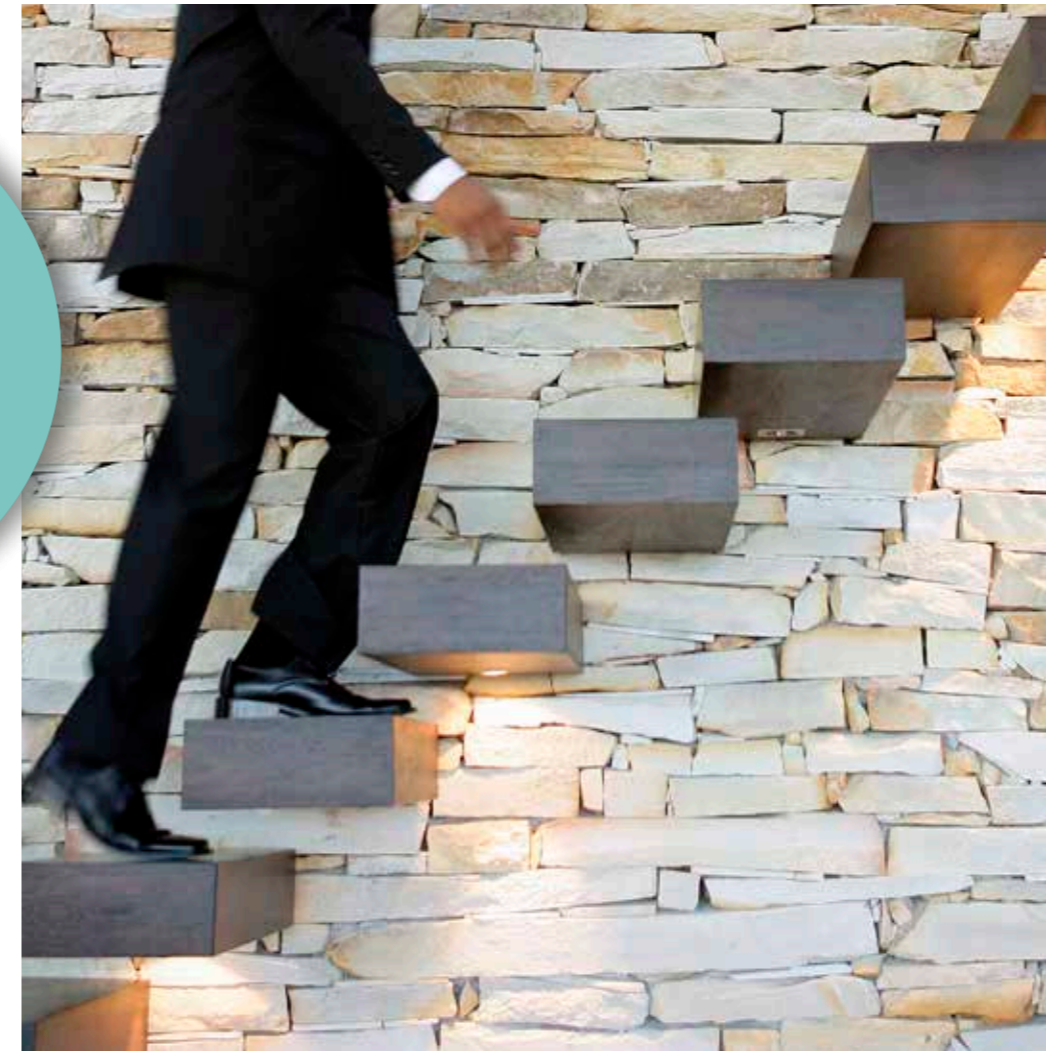
As properties are offered as seen, (except for the possessions of any current tenant) it is important that if you require the landlord to provide any extra items or make any alterations, ie. to carpets or décor, that any conditions of your offer are put in writing and given to the negotiator before the offer is put forward.

4 ACCEPTANCE OF YOUR OFFER AND REFERENCES

When your offer has been accepted, you will be sent a confirmation of your offer and we will apply for references.

In order to obtain references, Knight Frank will either use a referencing company or apply direct for references. In both cases, you will be asked for personal details, employment details and details of your previous landlord. If a referencing company is used, your details will be sent to them and a reply is usually received within 48 hours.

If Knight Frank apply direct for references, we ask that you advise your referees that they will be contacted by us and ask that a prompt reply is given to our enquiry. All references are subject to the landlord's approval prior to the start of the tenancy. In the event that a guarantor is required, he will be referenced in the same way.



5 THE TENANCY AGREEMENT

Once all terms have been agreed by both parties and satisfactory references have been received, the draft Tenancy Agreement is forwarded to you and the landlord for signature. The Tenancy Agreement is the legal contract between you and the landlord. It is important to read it carefully to ensure the details are correct, and that you understand all the terms included.

Once the document has been agreed, you and the landlord will both need to sign it and have your signatures witnessed. When both signed parts are received by Knight Frank, the document is dated and it becomes a legally binding contract.

6 AN INDEPENDENT INVENTORY

Before the tenancy begins, an inventory is prepared detailing the contents and condition of the property. This is carried out by an independent inventory clerk and a copy supplied to both landlord and tenant.

7 RENT AND DEPOSIT

Prior to the tenancy commencing, we provide you with a statement showing the initial monies due. This will include the first rental payment, normally one month or quarter in advance depending upon the terms agreed. The tenancy agreement fee and the deposit, usually the equivalent of six weeks' rent, are collected at the same time.

All the funds need to be cleared prior to the start of the tenancy. You will also be required to set up a standing order for future rental payments.

As a member of the Tenancy Deposit Scheme (TDS), we seek to ensure that:

- Your deposit is protected throughout your tenancy
- The deposit is returned promptly at the end of the tenancy, where there is no dispute
- Deposit disputes are dealt with fairly and quickly

8 COMPLETION AND CHECK-IN

Once the tenancy agreement has been signed and cleared funds have been received in respect of the rent, deposit and other charges, the tenancy can proceed.

On the day the tenancy commences, you will be checked into the property by an independent inventory clerk and the keys handed over to you. At check-in the contents and condition of the property will be checked. If there is gas in the property you will be given a Gas Safety Certificate which will be renewed annually. You will also be given details of who to contact during your tenancy for management issues. This will normally be either the landlord or the Knight Frank Property Management Team.



TENANT CHARGES

As well as paying rent, as agreed (usually quarterly or monthly in advance), you will also have to pay the following:

BEFORE THE TENANCY STARTS

- ◆ Deposit (usually equivalent to six weeks' rent)
- ◆ Tenancy Agreement fee (£276 inclusive of VAT)
- ◆ Reference fee (£48 inclusive of VAT per tenant)
- ◆ Bank reference fee (refer to your bank as charges vary)
- ◆ Deposit protection (£24 per annum inclusive of VAT)
- ◆ Stamp Duty (on tenancies where the total rent payable to the landlord exceeds £125,000)

DURING THE TENANCY

- ◆ Utilities (gas, electricity, water and telephone)
- ◆ Council Tax
- ◆ Television Licence
- ◆ Installation of cable/satellite (if permitted and applicable)
- ◆ Subscription to cable/satellite supplier
- ◆ Insurance (for your personal and own contents)
- ◆ Garden maintenance

AT THE END OF THE TENANCY

- ◆ Professional cleaning of the property
- ◆ Inventory check-out
- ◆ Dilapidations (as agreed)

CONTACT



Tim Hyatt

Head of Residential Lettings
+44 20 7861 5044
tim.hyatt@knightfrank.com



Ruth Barr

*Head of South West London
and Home Counties Lettings*
+44 20 8946 9811
ruth.barr@knightfrank.com



David Mumby

Head of Central London Lettings
+44 20 7871 4111
david.mumby@knightfrank.com



Juliet Hill

Head of Central London Lettings
+44 20 7861 1784
juliet.hill@knightfrank.com



Gary Hall

Head of North and East London Lettings
+44 20 7480 4474
gary.hall@knightfrank.com



Jemma Scott

Head of Residential Corporate Services
+44 20 7861 5329
jemma.scott@knightfrank.com

55 Baker Street
London
W1U 8AN

KnightFrank.co.uk/lettings

