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# Tenant guide to property management



## Step one: Preparing for move-in

Once your offer has been accepted and your references completed, your property manager will introduce themselves and provide contact details. If agreed, they will then begin preparing your property for move-in. This will include carrying out any works which have been negotiated as part of your offer, organising a professional clean, and ensuring all required compliance certificates are in place. You'll be able to access all important updates and information relating to the property management process—from ourselves and the landlord—and have access to report maintenance issues, through the My Knight Frank portal. If you don't yet have a My Knight Frank account, please speak to one of our dedicated agents to register for the portal.

## Step two: Moving in

From the start of your tenancy your property manager will be available to deal with any queries, and you'll be given details of our out-of-hours contractor. Upon receipt of the

inventory and check-in, we will notify utility suppliers and the local council of your move in, and provide them with your meter readings. We recommend you contact the suppliers directly to set up your billing accounts.

## Step three: Your responsibilities

Once you have moved in to your new home, your property manager will be your main point of contact for any related queries, including any maintenance issues. It is your responsibility as the tenant to ensure we are notified of any issues at the property so that we are able to assist where necessary.

## Step four: Ongoing maintenance

If one of our verified Safe Contractors needs to visit after an issue is reported, we will contact the landlord for instruction and organise a time that's suitable for you. Once at the property, a quote may be required, which will need to be agreed with the landlord. Work may be carried out at the time, or a revisit may be arranged.

## Step five: Property visits

At least twice a year a property visit will be carried out. The purpose of these visits is to report on the current condition of the property and it is not our intention to intrude on your privacy. The report from this visit will be shared with the landlord, allowing them to raise any concerns they may have. If there is any problem with the property you feel we should pay particular attention to, we would be grateful if you could bring this to our attention prior to the visit. Please raise any issues with your property manager as they arise.

# Glossary

## ARLA

The Association of Residential Letting Agents and is a professional and regulatory body for letting agents in the UK.

## Break Clause

A clause that can be inserted into the tenancy agreement, which allows either the tenant or landlord to bring the contract to an end before the end of the fixed term (Not applicable to APTs). This only applies to Tenancies which fall outside of the Housing Act.

## Cleared funds

Monies are considered to be cleared funds the next working day after they are received in Knight Frank's account.

## Commission

Our remuneration for letting (and managing, if applicable) the property and is a percentage of the rent. It is payable by the landlord to Knight Frank as long as the tenancy continues.

## Company Let

Tenancy to a company rather than to an individual.

## Consent to Let

The landlord needs to make sure the mortgagee, leasehold, freeholder, joint owners, lender, insurers or Superior Landlords have provided consent to let.

## Contractor

A person or company that is employed by Knight Frank to work on a particular project.

## Deposit

The money held by the Agent or the Landlord in a stakeholder capacity during the Tenancy in case the Tenant fails to comply with the terms of the Tenancy Agreement.

## Dilapidations

The charges made to the tenant at the end of the tenancy for any damages or failure to comply with conditions of the tenancy agreement, which are deducted from the deposit before it is returned to the tenant.

## Electrical Installation Condition Report

A report carried out at least every five years by a qualified electrician to show that fixed electrical installations in the property are in good condition and meet current safety standards.

## Energy Performance Certificate (EPC)

A certificate showing a property's energy efficiency. This gives an indication of fuel bills and is presented as two graphs: energy efficiency and environmental impact. Each is graded from A to G (with A being the best rating) and is valid for ten years. It is illegal to rent a property with an "F" or "G" rating.

## Fixtures and Fittings

References to any of the landlord's fixtures, fittings, furnishings, or effects, floor, ceiling or wall coverings in the property.

## Furnished

Means a property where all furniture is provided, white goods will be supplied in most rental properties.

## Gas Safety Record

An annual gas safety check carried out by an authorised GasSafe registered engineer. The Gas Safety Record needs to be given to the tenant before they move in to the property, and each time it is renewed annually.

## Guarantor

The person or company who agrees to cover and compensate the landlord for any loss, damage, costs or other expenses that the tenant is unable to meet that are his obligations under the tenancy agreement.

## Head Lease

The document which sets out the promises the landlord has made to his superior landlord. The promises contained in this Head Lease will bind the tenant if he has prior knowledge of those promises.

## Holding Deposit

A fee taken to secure the property and remove it from the market for a limited time. This fee is taken after an offer is accepted.

## Housing Health and Safety

Rating System HHSRS is the official procedure for assessing the health and safety risks in residential properties in England and Wales.

## House in Multiple Occupation (HMO)

Where the property is inhabited by three or more tenants who are not of the same family and there are certain things a landlord must do to comply with legislation.

## Inventory Clerk

The person or company appointed by the landlord or the Agent on behalf of the landlord to compile the inventory and schedule of condition prior to the start of the Tenancy; and if relevant to conduct the check in at the start of the Tenancy and the check out at termination.

## Inventory and Schedule of Condition

The document drawn up prior to the start of the tenancy by an independent inventory clerk and is a detailed report of the fixtures and fittings item by item, their condition and the visual state of the property

## Jointly and severally liable

Each person will be responsible for complying with the obligations and paying all charges and costs, both individually and together.

## Know Your Client (KYC)

A check carried out to comply with Money Laundering regulations.

## Landlord

The person or company that has the legal right to let the property.

## Land Registry

A government office that stores records of land ownership and any charges against the property, such as a mortgage.

## Local Authority

An organisation that is officially responsible for all the public services and facilities in the borough or town. This is who council tax is paid to.

## Non-Resident Landlord (NRL)

A landlord who lives abroad for more than six months of the year.

## Notice

Served on the landlord or the tenant according to the terms of the tenancy agreement.

## Occupier

Means any person authorised by the landlord or tenant to live in the property. The occupier has no tenant rights; the tenant is legally responsible for granting vacant possession and any costs incurred in doing so at the end of the tenancy.

## Part-furnished

A property let with some furnishing in place, white goods will be supplied in most rental properties.

## Portable Appliance Test (PAT)

A test carried out on electrical appliances in a property to ensure all electrical appliances in the property are safe.

## Property

Means and includes any part or parts of the building boundaries fences garden and outbuildings belonging to the Landlord unless they have been specifically excluded from the Tenancy. When the Tenancy is part of a larger building the property includes the use of common access ways and facilities.

## Right to Rent

A check carried out to determine a tenant's right to rent in England.

## Referencing

A process carried out to check credit, income and previous landlord references on tenants, permitted occupiers and guarantors.

## Reference Fee

A fee charged for referencing.

## Option to Renew

The tenant's option to renew the tenancy for a further fixed term as agreed by the landlord (Not applicable to APTs).

## Rent

The total sum payable by the tenant to the landlord for the duration of the tenancy, usually excluding utilities and council tax.

## Stakeholder

The person who holds the deposit (usually Knight Frank); deductions can only be made from the deposit at the end of the tenancy with written consent of the landlord and the tenant.

## Subject to contract

Terms are not legally binding until the exchange of contracts.

## Superior Landlord

The person who owns the interest in the property which gives him the right to possession of the property at the end of the landlord's lease of the property.

## Tenant

The individual or company renting a property under the agreed terms of a tenancy agreement.

## Tenancy

The full period during which the tenant rents the property from the landlord.

## Tenancy Agreement

The written contract between the landlord and tenant setting out the terms of the tenancy including the rent and includes any extension or renewal of the original tenancy agreement.

## Tenancy Deposit Scheme

Knight Frank is a member of the tenancy deposit protection scheme which is administered by Tenancy Deposit Scheme ("TDS"). If Knight Frank hold the deposit, we will do so under the terms of the TDS (APTs only).

## Title deeds

The ownership documents describing the property and land owned, as well as any rights and conditions attached to it.

## Utilities

The services such as water, gas and electricity that are provided to a property often by various suppliers.

## VAT

All charges are subject to VAT charged at the prevailing rate.

## ZDG

Zero Deposit Guarantee sold through Zero Deposit ("ZD"), a trading name of Global Property Ventures Limited, and provided by Great Lakes Insurance SE, which the Tenant may (at his option) purchase as a substitute for the Deposit. The terms and conditions of the ZDG are set out in detail in the ZDG documentation provided to the Landlord and the Tenant by ZD.