



Office Check List - Housing Benefit Room Only

You cannot proceed through the next section (gate) until the previous section is 100% complete

If a gate cannot be completed, it requires sign off by regional manager before proceeding

Do not rush

Information		
Rent Schedule		
From	To	Total Rent per Rent Period
Start of Tenancy (08/08/2014)	End of Tenancy (07/08/2015)	Payment of £500.00 per calendar month
Deposit Required		£250.00
Start Date		08/08/2014
Term		12 months, commencing on 08/08/2014 and ending on 07/08/2015
Council Tax Band / Annual Amount		
Has council inspected the property and approved for HB		Yes <input type="checkbox"/>

Gate 1		
Admin fee £99.00 Paid		Yes <input type="checkbox"/>
Copy of housing benefit form completed Proof of benefit		Yes <input type="checkbox"/> Uploaded to LetMC <input type="checkbox"/>
One reference (letter from a person you have known for a minimum 5 years with valid address and phone number.)		Yes <input type="checkbox"/> Uploaded to LetMC <input type="checkbox"/>



Gate 1 (Cont...)	
Copy of 3 months bank statement	Yes <input type="checkbox"/> Uploaded to LetMC <input type="checkbox"/>
Copy of photo ID	Yes <input type="checkbox"/> Uploaded to LetMC <input type="checkbox"/>
National Insurance Number	Yes <input type="checkbox"/> Uploaded to LetMC <input type="checkbox"/>
Proof of current address	Yes <input type="checkbox"/> Uploaded to LetMC <input type="checkbox"/>
Proof of funds for deposit/council confirmation	Yes <input type="checkbox"/> Uploaded to LetMC <input type="checkbox"/>
Proof of funds is available to pay whole 6 month top up for rent (Council Tax)	Yes <input type="checkbox"/> Uploaded to LetMC <input type="checkbox"/>
Credit check tenant	Yes <input type="checkbox"/>

Gate 2			
Gate 1 100% complete	<table border="1"> <tr> <td>Yes <input type="checkbox"/></td> <td>No <input type="checkbox"/> Why not Signed off by regional manager</td> </tr> </table>	Yes <input type="checkbox"/>	No <input type="checkbox"/> Why not Signed off by regional manager
Yes <input type="checkbox"/>	No <input type="checkbox"/> Why not Signed off by regional manager		
Family members completed guarantor form completed	Yes <input type="checkbox"/> Entered on LetMC <input type="checkbox"/>		
Guarantor's details entered on LetMC	Yes <input type="checkbox"/>		
Guarantor's phone number entered on LetMC	Yes <input type="checkbox"/>		
Call guarantor to confirm they understand their responsibility and add note	Yes <input type="checkbox"/>		
3 months bank statements for guarantor	Yes <input type="checkbox"/>		
Photo ID of guarantor	Yes <input type="checkbox"/>		
Guarantor credit check score	Yes <input type="checkbox"/>		

Before signing a tenancy agreement

Gate 3		
Gate 2 100% complete	Yes <input type="checkbox"/>	No <input type="checkbox"/> Why not Signed off by regional manager
Deposit payment been received	Yes <input type="checkbox"/>	
Top up rent for the whole tenancy term been paid	Yes <input type="checkbox"/>	
Signed tenancy cover sheet with disclosure agreement and tenancy agreement	Yes <input type="checkbox"/>	
Confirmation of direct payments to Pinnacle	Yes <input type="checkbox"/>	
Issue ALL PAY card (if applicable)	Yes <input type="checkbox"/>	
Tenant bank account details entered on LetMC	Yes <input type="checkbox"/>	
Two copies of tenancy agreement signed by tenant (not by agent)	Yes <input type="checkbox"/>	

Before agent signing agreement and issuing the keys

Gate 4		
Gate 3 100% complete	Yes <input type="checkbox"/>	No <input type="checkbox"/> Why not Signed off by regional manager
Booked first months change of circumstances meeting	Yes <input type="checkbox"/>	
Check & test tenant mobile phone number	Yes <input type="checkbox"/>	

Gate 4 (Cont...)	
Login to USwitch.com and set up utilities Note: Check if other tenants have set up bills.	Yes <input type="checkbox"/>
Complete Welsh Water online form	Yes <input type="checkbox"/>
Explained section 21 will be issued circumstances <ul style="list-style-type: none"> • Miss meeting • Revoke disclosure agreement • Don't top up utility meter / pay utilities • Cancel direct payments • Breach HMO regulations • Failure to pay top up rent • Changing mobile number without notifying us 	Yes <input type="checkbox"/>
Explained when we make guarantor pay <ul style="list-style-type: none"> • Don't pay rent • Cancel direct payments • If there is claw back 	Yes <input type="checkbox"/>
Give contact details of Housing Benefit property manager	Yes <input type="checkbox"/>
Signed grant forms (if applicable) <ul style="list-style-type: none"> • Welsh water • Furniture charities 	Yes <input type="checkbox"/>

Sign agreement and issue keys



REPORTING MAINTENANCE

This property is managed by Pinnacle, to report maintenance please:

- Logon to www.pinnacle-group.com/maintenance/
- Click the Report Maintenance button
- Follow the on screen instructions

and to get an update please:

- Logon to www.pinnacle-group.com
- Click Login Tab
- Create an Account/Login with your email address

Housing Benefit Room Only

Tenancy Agreement Cover Sheet



PINNACLE[®]
letting agents
Gwasanaeth Cymraeg ar Gael

Date: ____ / ____ / ____

Property: 123 Test Street, Testville, TE00 0ST

Pre-Tenancy Declaration

We the undersigned have fully read and understood the terms and conditions laid out in the 'Assured Shorthold Tenancy' agreement we are about to sign.

We have had time to seek independent legal advice and ask "Company Marketing Name" employees about anything to which we are unsure.

We understand that the document we are about to sign is legally binding and breach of any terms or conditions could lead to court action. We fully understand that this is a fixed term 'Assured Shorthold Tenancy' agreement and that rent is payable for the full term even if I choose not to live in the Property. We understand that we can not give notice to cancel this 'Assured Shorthold Tenancy' agreement.

We understand that if I:

- Miss a rent payment
- Cancel direct payments
- Miss the bi-monthly meeting
- Refuse access to property (after notification has been provided)
- Fail to keep the utilities connected or topped up
- Revoke the Disclosure Agreement
- Do not pay top up rent

Then the Lordlord / Agent will immediately serve notice to end the agreement.

Disclosure Declaration

Under the Freedom of Information Act 2000, I the tenant, authorise the local authority to discuss with the landlord and the landlords letting agent the details of the housing benefit or council tax claims made at any time in the relation to this property.

Tenancy Declaration Agreement

I can confirm, that this tenancy does not overlap another tenancy agreement and I have not or will not be receiving an overlap of local housing authority benefit payments.

SIGNED by the Landlord or an authorised person of "Company Marketing Name" as agent for the Landlord

Agent or Landlord Sign Here

(1) **SIGNED** A Test Tenant
(The Tenant)

A Test Tenant Sign Here



Housing Benefit Room Only Assured Shorthold Tenancy Agreement

For letting residential dwelling house at:
123 Test Street, Testville, TE00 0ST

Tenancy Reference: inst-267

THIS AGREEMENT is made on the date specified below BETWEEN the Landlord and the Tenant. It is intended that the tenancy created by this Agreement is an assured shorthold tenancy within the meaning of the Housing Act 1988, as amended by the Housing Act 1996.

Date ___ / ___ / _____ (Date of Signing)

Landlord Ms K Test Landlord
C/O "Company Marketing Name"
3-5 Fanny Street
Cathays
CF24 4EG

Note: Any notice under Section 48 of the Landlord and Tenant Act 1987 can be served on the Landlord at the address above

Tenant Ms A Test Tenant
Pre Tenancy 1
Pre Tenancy 2
Pre Tenancy 3
PR3 7EN

Property 123 Test Street, Testville, TE00 0ST

Contents The fixtures and fittings at the Property together with any furniture, carpets, curtains and other effects listed in the Inventory.

Term For the term of 12 months , commencing on 08/08/2014 and ending on 07/08/2015

Rent	From	To	Total Rent per Rent Period
	Start of Tenancy (08/08/2014)	End of Tenancy (07/08/2015)	Payment of £500.00 per calendar month

Payment Payment is required by Standing Order in advance on the first working day of each rental period.

Deposit A deposit of £250.00 to be held by the Landlord as Stakeholder and protected by the MyDeposits (TDSL) scheme.

1. The Landlord agrees to let and the Tenant agrees to take the Room, access to communal areas and Contents for the Term at the Rent payable above
2. The Tenant pays the Deposit as security for the performance of the Tenant's obligations and to compensate the Landlord for any breach of those obligations.

3. The Tenant agrees with the agent:

- 3.1 To allow the local housing authority to pay Housing Benefit rent directly to us, the Landlord / Agent, and to pay the rent on the days and in the manner specified in this Agreement.
- 3.2 Understands that if the Tenant cancels their Direct Payment, the Landlord / Agent will immediately serve a Section 21 notice to end the Tenancy Agreement.
- 3.3 Understands that if the Tenant cancels their Direct Payment, the Landlord / Agent will immediately enforce the Guarantor Agreement to pay rents due.
- 3.4 To pay for the following services consumed on or supplied to the Property during the Term:-
Television Licence, Gas,

and not to do anything that may cause the disconnection of these services. If the utility services are disconnected or metered supplies have no credits, the Landlord / Agent will immediately serve a Section 21 notice to end the Tenancy Agreement. The Tenants' information will be passed onto local authorities, utility and broadband companies and future Tenants for the purpose of confirming payment of services consumed. The Tenant understands that administration costs will be due if services are put into the name of the Landlord, the Agent or are disconnected.
- 3.5 Not to do damage or injure the Property or make any alteration in or addition to them including decorating or fixing items to walls without the prior written consent of the Landlord.
- 3.6 To deliver up the Property at the end of the Term in the same good and clean state of repair and condition as it was at the beginning of the Term and make good or pay for the repair of or replace all such items of the Contents as shall be broken, lost, damaged or destroyed during the tenancy (fair wear and tear and damage by accidental fire excepted).
- 3.7 To keep the Property in a clean and tidy condition and complete repair during the Term including communal areas, windows and garden not allow mail to collect in the hallway.
- 3.8 To keep the Property heated adequately in order to avoid damage by freezing conditions and to keep the property sufficiently aired to avoid damage by condensation or similar.
- 3.9 To leave the Contents at the end of the tenancy in the same places in which they were positioned at the commencement of the tenancy according to the Inventory.
- 3.10 Not to assign sublet or otherwise part with possession of the whole or part of the Property.
- 3.11 To use the Property as a single private dwelling and not to use it or any part of it for any other purpose including any illegal or immoral purposes.
- 3.12 Not to do or permit or suffer to be done in or on the Property anything which may be a nuisance or annoyance to the Landlord or to the co-tenants or occupiers of any adjoining property or which may void any insurance of the Property or cause the premiums to increase.
- 3.13 To permit the Landlord or the Agent upon reasonable notice (24 hours) at reasonable hours (save in an emergency) to enter the Property to view the state and condition or carry out works of maintenance or repair.
- 3.14 To permit the Landlord or the Agent upon reasonable notice (24 hours) at reasonable hours to enter the Room with prospective tenants, purchasers, surveyors or local authority officers, and to take photos for marketing purposes.
- 3.15 Not to keep any animals or birds on the Property without the Landlord's written consent.
- 3.16 Not to alter or change or install any locks in or about the Property without the prior written consent of the Landlord and to inform the Landlord of any alteration is made to the code of any burglar or fire alarm.
- 3.17 To fasten all locks to all doors and windows and activate any burglar alarm whenever the Property is left unattended.
- 3.18 To forward any mail or official notice addressed to the Landlord or his agent within 7 days.
- 3.19 To notify the Landlord if the Tenant intends to leave the Property vacant for a period in excess of 28 consecutive days.
- 3.20 To give the Landlord at least one month's notice in writing when the Tenant wishes to end the Tenancy at the expiration of the term certain. To avoid confusion, one months notice cannot be given within the fixed term of this Tenancy Agreement. This is not required if the Landlord has already given the Tenant two month's notice to end the Tenancy at the expiration of the term certain.
- 3.21 To give the Landlord at least one month's notice in writing once the Tenancy has ended and continued as a periodic tenancy. To avoid confusion, one months notice cannot be given within the fixed term of this Tenancy Agreement. Should the Tenant provide less than one month's notice the Landlord reserves the right to charge the full rent for the notice period.
- 3.22 The initial fixed term tenancy may be renewed or extended by the preparation of a brand new agreement, signed by both Landlord (or his agent) and Tenant(s). New administration fees will be charged for the preparation of this document but may be offered at a discounted rate.
- 3.23 To return all keys for the Property to the Landlord or his Agent on the last day of the tenancy and to provide forwarding addresses for all vacating tenants.
- 3.24 To provide in writing or by email details of any changes in contact details including email address and mobile phone

numbers within 10 days of the change.

- 3.25 To hold, maintain for the Term and provide the Landlord or his Agent on request, a copy of insurance that the Landlord or his Agent considers adequate to protect any accidental damage caused by the Tenant to the furniture, fixtures and fittings at the Property as described in the inventory.
- 3.26 To submit in writing details of any disagreement with the Landlord's decision on deductions from the Deposit. The Tenant should detail the issue in question, provide additional information that validates the dispute and propose a resolution.
- 3.27 To place refuse on the street for collection on the prescribed collection day and ensure that the area used to store refuse is maintained in a clean and tidy condition
- 3.28 To be responsible from the first day of term for ensuring that any appliances using gas, electricity or water are set according to the Tenants preferences.
- 3.29 To keep all electrical appliances and apparatus in good working order and to pay for the repair or replacement of any such item which has been misused or damaged during the term
- 3.30 To perform and observe any obligation on the part of the Tenant arising under the Local Government Finance Act 1992 or regulations to pay Council Tax or any like tax from time to time in force and indemnify the Landlord against any such obligation which the Landlord may incur during the tenancy including any council tax due by reason of the Tenant's ceasing to be resident in the Property
- 3.31 Within seven days of the receipt by the Tenant of any notice given under the Party Wall Act 1996 or any similar acts to give a copy to the Landlord or his agent and not to take any steps regarding the acts unless required so to do by the Landlord or his agent.
- 3.32 To not keep bicycles inside the Property.
- 3.33 To not light or use any candles, joss sticks or similar in the Property.
- 3.34 To not smoke in the Property
- 3.35 To attend a meeting every two months at our Cardiff branch, at 3-5 Fanny Street, Cathays, CF24 4EG for a 'Change in Circumstances' meeting. If the Tenants does not attend the meeting, the Landlord / Agent will immediately serve a Section 21 notice to end the Tenancy Agreement.
- 3.36 Understands if they revoke the Disclosure Agreement between the Tenant and the Landlord / Agent, the Landlord / Agent will immediately serve a Section 21 notice to end the Tenancy Agreement.
- 3.37 Understands if they leave mid-tenancy, the Landlord / Agent will immediately inform the local housing authority that the Tenant has made themselves homeless, which may jeopardise the Tenant's options for local housing authority support in the future.
- 3.38 To permit the Landlord / Agent to use the Tenant's first name in marketing of other rooms available within the property.

4. The Landlord agrees with the Tenant as follows:

- 4.1 To pay for all assessments and outgoings in respect of the Property (other than those mentioned in 3.4 above) and keep in repair the structure and exterior of the Property and to keep in good repair and proper working order the installations for the supply of water, gas and electricity and the installation in the Property for space heating or heating water as required by Section 11 of the Landlord and Tenant Act 1985.
- 4.2 That the Tenant paying the Rent and performing the agreements on the part of the Tenant may quietly possess and enjoy the Property during the Term without any unlawful interruption from the Landlord or his agent.
- 4.3 To pay for the following services consumed on or supplied to the Property during the Term :

Council Tax / Rates, Electricity, Telephone, Water,

5. The Landlord and the Tenant agree:

- 5.1 Notice is hereby given that possession might be recovered under Ground 1, Schedule 2 of the Housing Act 1988 if applicable. That is, that the Landlord used to live in the property as his or her main home or intends to occupy the Property as his or her only or main home.
- 5.2 The tenancy may be brought to an end if the mortgagee requires possession on default of the borrower under Ground 2, Schedule 2, of the Housing Act 1988.
- 5.3 Any notice served by the Landlord on the Tenant shall be sufficiently served if sent by standard first or second class post to the Tenant at the Property or the last known address of the Tenant or left at the Property addressed to the Tenant.
- 5.4 The Landlord may re-enter the Property and immediately thereupon the tenancy shall absolutely determine without prejudice to the other rights and remedies of the Landlord if the Tenant has not complied with any obligations in this

Agreement or should the Rent be in arrears by more than fourteen days (whether legally demanded or not).

- 5.5 To allow the Agents representative to enter the property communal areas:
- check communal areas are kept clear and clean;
 - check the property continues to meet local authority House in Multiple Occupancy (HMO) requirements;
 - check meter readings, and connection of utility supplies;
 - confirm the housing benefit Tenant still occupies the Property;
 - check postal items for utility demands, disconnection notices and any court summons.

5.6 Any damage within communal areas must be reported immediately and which co-tenant caused the damage

If the damage is not reported then the claim for damages will be shared across all tenant's deposits.

5.7 If your room contains the pre-pay / standard utility meters and a supply is suspended. We will first contact you to gain access, and if unsuccessful we may be required to access the room to re-connect the supply / add pre-pay credits.

6. Special Conditions

NONE

SIGNED by the Landlord or an authorised person of "Company Marketing Name" as agent for the Landlord

Agent or Landlord Sign Here

(1) **SIGNED** A Test Tenant
(The Tenant)

A Test Tenant Sign Here



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Annex A to Tenancy Agreement

for 123 Test Street, Testville, TE00 0ST

LANDLORD

Name: Ms K Test Landlord,

LANDLORD AGENT

Address: "Company Marketing Name"
3-5 Fanny Street
Cathays
CF24 4EG

Telephone Number: 029 2064 0200
Email: test@example.com
Fax: 0870 7625399

TENANT(S)

Name: Ms A Test Tenant
Address: Pre Tenancy 1
Pre Tenancy 2
Pre Tenancy 3
PR3 7EN

Telephone Number:
Email: katie.hatton@letmc.com
Fax:

TENANCY DEPOSIT SOLUTIONS LIMITED (MYDEPOSITS)

Deposit: £250.00

Circumstances when all or any part of the deposit may be retained:
Refer to Clause(s) of Tenancy Agreement.

Documentation explaining how the Deposit is protected by the Housing Act 2004 will be provided to the Tenant, available to download from <http://www.mydeposits.co.uk/sites/default/files/Mydeposits%20Prescribed%20Information.pdf>

The name, address and contact details of the Scheme Administrator of the Tenancy Deposit Scheme that is safeguarding your tenancy deposit is:

mydeposits
3rd Floor, Kingmaker House
Station Road
New Barnet
Hertfordshire
EN5 1NZ

Phone 0871 703 0552

Email customerservices@mydeposits.co.uk

The Landlord confirms that the information provided to the Agent and the Tenant is accurate to the best of his knowledge and

belief.

The Tenant has been given the opportunity to examine this information and to confirm by signing this document that the information is accurate to the best of the Landlord's knowledge and belief.

The Tenant confirms by signing this document that the Landlord confirms that the information contained is accurate to the best of the Landlord's knowledge and belief.



Guarantor Agreement

The Guarantor

Ms A Test Guarantor of
Guarantor Address 1, Guarantor Address 2, Guarantor Address 3, GU42 4NT
T: 9999999999 M: 8888888888 E: guarantor@test.com

Is guaranteeing the rent for Ms A Test Tenant of 123 Test Street, Testville, TE00 0ST

From	To	Total Rent per Rent Period
Start of Tenancy (08/08/2014)	End of Tenancy (07/08/2015)	Payment of £500.00 per calendar month

My family relationship with Ms A Test Tenant is

I can confirm that

- I will act as a Guarantor as stated in this agreement.
- I have had an opportunity to read and accept the Tenancy Agreement.
- I accept that in the event that the Tenant does not pay rent, you will contact me and I will make immediate payment.
- I understand that I will remain as a guarantor for a period of 6 years (local housing authority claw back period) from the start of this Tenancy Agreement and will pay any rents paid, that are subsequently clawed back by the local housing authority within these six years.
- I will with immediate effect pay rent if the Tenant cancels the direct payment arrangement.
- I will pay for any deposits damages

I also give you

- Permission to carry out a credit check on the address provided
- Provide a copy of Photo ID
- 3 months bank statements

SIGNED by Ms A Test Guarantor (*Guarantor for Ms A Test Tenant*)

Guarantor Sign Here





PINNACLE[®]
letting agents

Gwasanaeth Cymraeg ar Gael

Cardiff (registered address), 3-5 Fanny Street, Cathays, CF24 4EG
• T: 029 2064 0200 • F: 0870 7625399 • test@example.com

Tenancy Declaration Agreement

I A Test Tenant of , can confirm as of 08/08/2014 that I do not contractually have another Tenancy Agreement that I am responsible for paying rent.

SIGNED by A Test Tenant

Tenant Sign Here



ALMA



enquiries@pinnacle-group.com
www.pinnacle-group.com
registered in England and Wales
Company Reg 3355056
VAT No 752 9998 64



Setting up your utilities and broadband

When you move in you will need to setup accounts with utility suppliers and broadband companies, the options are:

Gas, Electric and Water

Glide.uk.com – individually pay for only your share of the bills.

Uswitch.com – setup a joint house account or individually be responsible for a utility supplier.

Avoid Falling Out:

From Pinnacle's tenant surveys, you've told us that after moving in, sorting bills out with housemates is one of the biggest issues and reason why you may fall out with each other. Using a company like Glide overcomes this for you.

Advice:

Whatever option you go with, we recommend you submit quarterly meter readings to avoid unexpected large bills, and check their fair usage policies.

Advice: To keep your home warm set your thermostat to 19 degrees, and for a couple of hours in the morning, an hour around lunch time and three hours in the evening.

Broadband

Virginmedia.com – cable and fibre optic broadband and TV

Sky.com – broadband and satellite TV

BT.com - broadband and TV

Worth Knowing:

Companies like Virgin Broadband do 9 month deals that are great for students, no need to pay over the summer.

Avoid Panic:

We recommend you get your broadband order in early, at peak times it can take a couple of weeks before they can connect. 2 weeks without the internet is not a good thing.

Information

To help setup your bills and broadband, we do pass on your contact details* to Glide and Virgin who will contact you.

Remember, it is your choice which utility and broadband supplier you use, neither the Letting agent or Landlord can insist on who you choose to use.

*As set out in the Tenancy Agreement

