

# R A B Y

## Frequently asked questions for lettings

Aspect	Raby Policy
Term	Generally properties are offered for an initial term of 12 – 24 months.
Rent	Open market rent.  Raby will adopt the general presumption that houses, and cottages will be let at the prevailing open market rate. This will reflect any inherent disadvantages or benefits of the property, and the terms of the tenancy.
References	References will be conducted through a referencing agency and the obtaining of such references are not a guarantee of acceptance.
Rent reviews	Rents are reviewed every two years where they will be assessed against open market rent levels. Rent reviews will be undertaken in accordance with the terms of individual tenancy agreements.
Agreement	Properties will be let using an Assured Shorthold Tenancy Agreement.
Deposit	A deposit of an amount equivalent to 5 weeks rent will be held and regulated under an approved Tenancy Deposit Scheme for the length of the agreement.
Letting Fees	No letting fees will be charged to applicants.  A holding deposit equivalent to 1 week's rent will be taken while referencing is undertaken and if successful this can be used to form the property deposit. If you are unsuccessful due to a decision Raby has taken the holding deposit will be returned within 7 days. If you are unsuccessful due to failing references having miss informed Raby from the outset the deposit will be taken to cover the costs incurred.
Repairs and maintenance	The Landlord and Tenant responsibilities will be set out in the agreement.  In general terms Raby will be responsible for the main structure and will carry out external decoration.  The tenant will be responsible for maintaining the internal decoration, as well as keeping clear all gutters and drains and keeping the property in day to day repair.  Raby' residential tenants take pride in how their gardens are presented, and Tenants are encouraged to make their best efforts to keep gardens adequately maintained.
Insurance	Raby will insure the buildings for the usual risks although the tenant will be responsible for insuring their contents and taking out Tenant's Liability Insurance should they choose to do so.

Outgoings	Tenants are to be wholly responsible for all Council Tax charges along with gas, water/foul drainage, electricity, TV Licence (if applicable) and telephone accounts associated with the property.
Selection of tenants	<p>In selecting tenants for vacant properties, we will first consider our need to house staff for operational purposes.</p> <p>Raby will take the following factors into account in selecting tenants for all lettings.</p> <ul style="list-style-type: none"> <li>· The ability of the person to pay the rent and the running costs of the property (determined through financial references and a credit check)</li> <li>· The compatibility of the tenant with the nature of the property e.g. its location, size, number of rooms, accessibility, garage/parking, garden etc</li> <li>· The need for tenants to be sympathetic to the nature and situation of the property and the aim to protect its character.</li> </ul>
Relationship with tenants	<p>Raby conducts its relationships and business with the following key values at its core;</p> <p><b>Core Estate</b> – safeguarding our core heritage and property assets  <b>Family ownership</b> – Continuity of ownership for the benefit of future generations  <b>Sustainability</b> – a dynamic business that supports our values  <b>Community</b> – investing in our people and our local community  <b>Natural Environment</b> – Conservation and enhancement of our natural capital  <b>Amenity and Enjoyment</b> – Fulfilment and enjoyment for all</p> <p>Raby values the role of its tenants in the care of the buildings they occupy and we want to build lasting relationships with good tenants to help form a successful community.</p> <p>Raby adopts a fair and reasonable approach as a landlord and we are open and transparent in the management of our residential property. We will aim to provide decent homes for people to live in.</p>
Management of your personal information	<p>In compliance with the Data Protection Act and the General Data Protection Regulation, all personal information that you provide to us is kept safe and secure, treated confidentially and is not passed to third parties for commercial purposes.</p> <p>If you would like to know more about what we do with your information, please visit <a href="https://www.raby.co.uk/tenancy-privacy-policy/">https://www.raby.co.uk/tenancy-privacy-policy/</a> .</p>