

evolve

LETTINGS



A complete guide
to renting

www.evolvelets.co.uk

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evolve
LETTINGS

*Our team are
knowledgeable and
respected property
professionals*

About us

Evolve is an independent agency with branches in Bramham, West Yorkshire and Whitby, North Yorkshire. We specialise in the letting and management of residential properties and offer a new and exciting alternative to traditional high street letting agencies and online agents.

We provide our customers with the unique advantage of having their own dedicated, expert agent allowing us to build trust with all our clients through a friendly and personalised service. Our team are knowledgeable and respected property professionals with over 60 years' combined experience in the industry.

Importantly, we all share a passion for delivering exceptional customer service. The relationships we build with both our landlords and tenants are central to our business.

Our aims



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To listen to our customers and ensure that our service is ever-evolving, so that we can continually meet and exceed expectations.



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To provide a simple, smooth service to all our customers focusing on the highest levels of personal customer service throughout the letting journey.



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To create positive, long-term partnerships by caring about our customers and ensuring they enjoy dealing with us.



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To ensure the comfort and safety of our customers during their tenancy, we will address maintenance issues promptly and provide clear communication.

Finding your dream property

We understand how important it is to find the right rental property. We aim to make your search as smooth as possible. Here's how we can help...



Available properties

Explore our up-to-date property listings to find a wide range of properties to suit your needs. Our listings include detailed information, photos and virtual tours, making it easy to get a feel for the property before you even step inside.

Visit the 'Properties' page on our website or contact us to join our mailing list and we will send you regular updates on properties that match your search criteria.

To make your search as efficient as possible, we encourage you to provide us with as much information as you can right from the start.

- Consider which area would you like to live in and what features of a property are important to you.
- Do you need to be close to schools or good transport links?
- Is having amenities close by important to you?



- How many bedrooms do you need?
- Do you need an unfurnished or furnished property?
- Do you need a garage or off-street parking?
- Would you like a garden?



Expert guidance

Our dedicated agents will guide you through the rental process, providing you with expert guidance every step of the way.

From arranging viewings to explaining tenancy agreements, we are committed to helping you find the perfect place to call home.

We will take time to understand your unique preferences and specific requirements so that we can match you with properties that suit your needs.

Before you start

It is sensible to be clear on all of your outgoings before you start your search to help you work out a budget for your rental property. Examples include:

- rent
- council tax – sometimes included in the rent
- utilities – gas, electricity and water – sometimes included in the rent
- telephone and broadband
- TV licence
- contents insurance – you will be responsible for arranging contents insurance for your own possessions. The landlord covers the building and their own contents.

We have provided some suggestions above. This list is not exhaustive, and you should consider what other personal monthly outgoings you have in order to establish what you can afford.

Evolve is pleased to be partnered with Goodlord who offer specialised insurance for tenants which will also cover for accidental damage to landlords' contents, buildings and fixtures and fittings. Please let us know if you would like us to ask them to contact you for a free, no obligation quote.

Deposit

The deposit collected will be equivalent to five weeks' rent. So, for example, if the rent is £1,000pcm then the deposit payable will be £1,150pcm. There are deposit-free options available for some properties. Please contact us if you would like further information on this scheme. The deposit is refundable at the end of the tenancy subject to the rent being paid and the property being returned in good condition.

How long do you want the tenancy for?

Most tenancies are for a fixed term of six or 12 months. However, it is possible to negotiate a longer tenancy, so if you would like more security it is worth asking whether a landlord is willing to agree to a longer fixed period.

Do you have your documents ready?

We will need to confirm your identity, right to rent in the UK, credit history, employment status and income.

Do you have the right to rent in the UK?

Landlords in England must check that anyone aged 18 or over has the right to rent before the start date of the tenancy agreement. Further information on how to prove your right to rent to a landlord can be found at Prove your right to rent in England: Overview – GOV.UK (www.gov.uk).

Will you need a guarantor?

A landlord may require a guarantor if a tenant's income is lower than required. Guarantors will need to earn sufficient to cover their own financial commitments as well as your rent. Please contact us if you think this might apply to you and we can provide you with more information.

Viewings

Arrange to view a selection of our properties to help with your decision about which property is right for you. You can book viewings through our website or by calling one of the Evolve Team who will be happy to help.



Prior to arranging a viewing, you should also consider what Council Tax band the property falls under and what the energy efficiency rating of the property is. This information can be found on the property listings on our website.

Please also check if there are any rules about smoking and pets at properties you may be considering. Leasehold properties are more likely to have rules set by the Management Company. For example commercial vehicles can be prohibited from being parked in the development car park, so it is sensible to check with us before arranging to view.



Application support

Once you have found the property you love, the team at Evolve will assist you in completing your application swiftly and efficiently, ensuring you have the best chance of securing your desired rental. A link to our application form for the property you are interested in will be provided to you.



On receipt of your completed form, we will contact the landlord of the property you are interested in to discuss your application and confirm their acceptance.

We understand the importance of timely communication during the application process. Our team is responsive and available to address any questions or concerns you may have, ensuring a smooth experience.

Holding deposit

Once your application has been accepted by the landlord, you will be asked to pay a holding deposit to reserve the property while your references are carried out. This will be equivalent to one week's rent for the property you are applying for.

Referencing

After your application has been approved, there is a simple and easy online process to follow – from referencing to payments and signing your tenancy agreement – all designed to help you get moving quickly.

This part of the process is carried out by a company called Goodlord who will contact you directly and will perform the following checks, as required:

- credit check
- landlord/agent reference, if you are currently renting
- written employment reference
- written accountant reference or recent accounts, if you are self-employed
- proof of pension and/or savings.

An open banking check is also an option to verify income and can be used for ease and speed.

Tenancy agreement

The tenancy agreement is a contract between you and your landlord. Once referencing is passed you will be issued with an assured shorthold tenancy (AST) agreement, along with the following mandatory documents relating to your tenancy:

- Department for Communities and Local Government How to Rent Guide
- How to rent: the checklist for renting in England (Easy Read version)
- How to rent a safe home: a guide for current and prospective tenants in England
- Energy Performance Certificate
- Electrical Installation Condition Report
- Gas safety certificate, if applicable
- Deposit Scheme terms & conditions
- Deposit Scheme prescribed information.

You should read all the documents provided to you carefully, prior to signing, to ensure that you are clear as to your obligations and responsibilities as they are legally binding. An example of our Tenancy Agreement can be found on our website.

Rent

Rent is normally paid monthly in advance so you will need to pay your first month's rent and deposit in advance of the tenancy commencing. We will need confirmation of cleared funds before keys are released, so please ensure you leave adequate time for the transfer, especially if you are paying rent in advance as larger sums can take longer to clear.

Deposit

You will pay a deposit equivalent to five weeks' rent before you move into the property. This is held against breaches of the tenancy agreement including non-payment of rent or damage to the property or its fixtures and furnishings.

It is a legal requirement for all deposits to be protected by a tenancy deposit Scheme. Evolve uses the MyDeposits custodial scheme to protect deposits for properties that we manage. The deposit will be returned to you when you leave the property, provided you have left it in good condition and that you have no outstanding charges or rent owing.

If you are renting through a private landlord you should ask them which tenancy deposit scheme they use to ensure that they are complying with government regulations.

Inventory

Prior to moving into the property you will be issued with an inventory and schedule of condition. This document will list all the items at the property together with a comment on their condition and will be supported by time and date-stamped photos. You should check it thoroughly as it will be referred back to when you vacate and will be used to determine whether any deductions should be made from your deposit.

Utilities

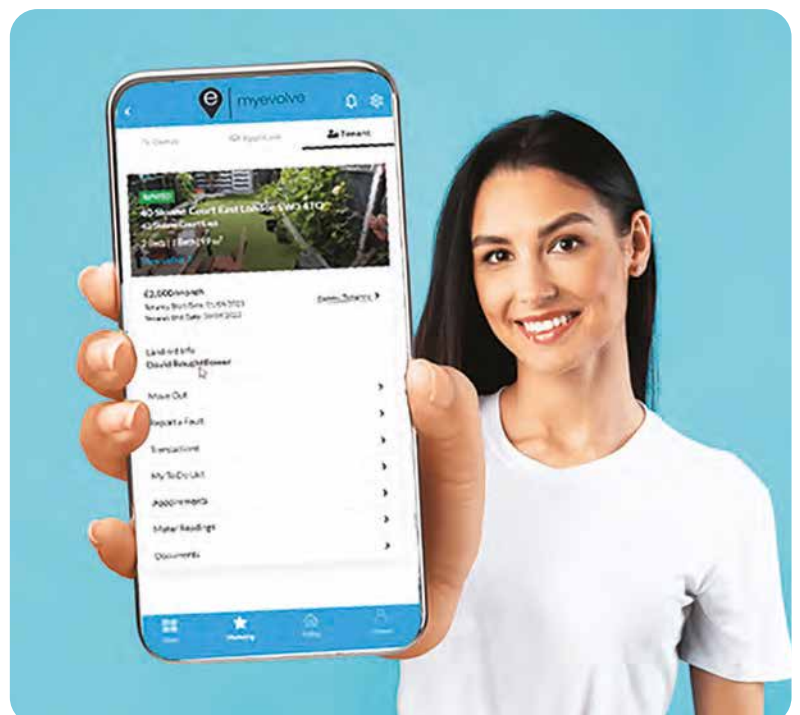
We will take meter readings before you move into the property and these will be provided to you on your inventory. These will be shared with Goodlord who will contact gas, electricity and water providers and the Council Tax office to confirm your move-in date, provide opening readings and set up accounts in your name. The process will be repeated at the end of your tenancy to close your accounts.

| myevolve for tenants

Our user-friendly tenant portal allows you 24/7 access to important documents. It enables you to communicate with our team, including to report repairs, giving you complete transparency and peace of mind.

You can:

- ✓ submit offers and renewal requests, track tenancy progression, report faults and upload meter readings and documents
- ✓ stay on top of every transaction with an overview of rent and deposits paid
- ✓ find key details and events, such as viewings, property inspections, tenancy dates and more.



Tenant support

Your satisfaction is essential to us and we are here to ensure your renting experience is a positive one. Here's how we can help.



Reporting a repair

We are committed to ensuring your home remains a safe and comfortable place to live. Whether it is a minor fix or a major repair, you can trust us to handle it promptly and professionally.

We operate an online maintenance and reporting system allowing you the convenience of being able to report repairs at any time of the day or night and enabling us to deal with issues promptly and efficiently for you.

Simply log in to your 'myevolve' online portal and fill out a form with details on the repair, including its location and any additional information that may be helpful. You can also attach photos if applicable.

We encourage you to provide as much information as possible to help us understand the issue and so that we can instruct the relevant contractor to attend.



For urgent or emergency repairs that require immediate attention, please contact us by phone without delay



What happens next?

Once you have reported a repair, our dedicated maintenance team will take over.

Here is what you can expect:

- we will assess the issue and determine the appropriate course of action through discussions with your landlord
- if necessary, we will arrange for a qualified contractor to carry out the repair work
- you will receive updates on the progress of the repair, including estimated completion times
- once the repair is complete, we will ensure it meets our high-quality standards before closing the request.

Cost liability

While we are committed to promptly addressing any maintenance or repair requests, it is essential to clarify that in some cases, tenants may be liable for the cost of repairs or replacements. These cases typically involve:

- **misuse or negligence**
 - if damage occurs due to misuse, neglect, or failure to follow the provided instructions for appliances or fixtures, tenants may be held responsible for repair or replacement costs
- **user error**
 - accidental damage resulting from user error, such as accidental spills on carpets or damage to walls, may also be the tenant's responsibility.

We value transparency and fairness in the interactions we have with our tenants and in the event that repairs are deemed the tenant's responsibility, we will communicate this clearly and provide a detailed explanation of the associated costs.



*Urgent
assistance
when you
need it
most*

Emergency out-of-hours service

We understand that emergencies can happen at any time and so we also operate an out-of-hours emergency service to provide you with swift assistance outside of normal office hours.

During an emergency, your safety is paramount. If the situation escalates or becomes life-threatening, please contact the relevant emergency services immediately.

Once the emergency is under control, we will work diligently to complete the necessary repairs and restore your peace of mind. We understand that emergencies can be stressful, and our goal is to make the situation as manageable as possible.

Report an emergency out-of-hours repair

In the event of an emergency outside of normal hours, please call our office number **01937 221401** and **select option 1***. This will divert you to a member of the Evolve team who are authorised to arrange for a contractor to attend to emergency repairs out of normal office hours.

Where the problem is not an emergency, you should either report the repair online or wait until our office is next open.

Please note a genuine emergency represents either an immediate danger to your safety and/or an issue which might cause additional, unnecessary damage to the property if not attended to immediately.

*except where you have been advised that the property has a British Gas service contract (or similar) in which case you should contact them. Call British Gas on **0845 9500 400**.

Examples of genuine emergencies

- **Gas leaks** – if you can smell gas or suspect a gas leak, you should leave the property immediately and call National Grid on 0800 111 999.
- **Water leaks** – in cases where severe water leaks or burst pipes that cannot be contained or stopped by turning off an isolation valve or stop tap.
- **Break-ins** – if doors and/or windows need to be secured.
- **Total loss of heating or hot water** – in extreme weather conditions.
- **Electrical faults** – any electrical issues that pose a risk of fire or electrical shock are considered emergencies.
- **No water** – call Yorkshire Water on 0345 1242424.

Provide essential details

When you call our emergency out-of-hours service, please be prepared to provide the following details:

- your name and contact number
- your property address, including any specific unit or apartment number
- a clear and concise description of the emergency issue
- any immediate actions you have taken to contain the situation (for example, turning off utilities).

Await assistance

Once you have reported the emergency, our emergency response team will take immediate action. They will assess the situation and, if necessary, dispatch a qualified contractor to address the issue as quickly as possible. You will be kept informed of the progress, and we will provide you with an estimated time for resolution.

Our priority is your safety and the security of the property. We will ensure that the necessary repairs are carried out to make the situation safe and secure.

Conditions of use

This service is available for genuine emergencies which cannot wait until our office opens. Tenants have an obligation to assess whether the issue is a true emergency.

If a repair is logged as an emergency and later deemed to be something that could have been dealt with during normal working hours, then the cost of the call out can be passed back to the tenant.

We do not want you to take risks with your personal safety so if you are unsure, please contact a member of our team who will discuss the issue with you and provide further advice before instructing a contractor to attend.

Routine inspections

Routine inspections will be carried out during your tenancy to ensure the property is being looked after and to check if there are any maintenance or health and safety issues.

You do not need to be present for this appointment but will be given sufficient prior notice of our intention to visit your property.





Renewing your tenancy

We are committed to making the tenancy renewal process as smooth as possible for you.

As your tenancy approaches its end date, we will guide you through the process, making it easy to extend your stay in your current property or explore other options that may better suit your evolving needs.

It is standard practice for rents to be reviewed every 12 months, so it is worth bearing this in mind when you are budgeting for a rental property and as your renewal approaches. We will advise you of any intended increase and negotiate a renewal with your landlord.

Moving out

If you wish to end your tenancy, you will need to provide written notice of your intention to vacate. This cannot expire sooner than the expiry of a fixed term tenancy agreement. You should ensure that you receive acknowledgment that your notice has been received. Please refer to your tenancy agreement for confirmation of your notice period.

If you are unsure about your notice period, please do not hesitate to contact us and we can confirm for you.

If your landlord wishes to end your tenancy they are legally required to provide you with proper notice. The notice period will vary depending on the type of tenancy and the reason they want you to leave. The notice you are served will provide further information for you so that you understand when you will be required to vacate.

Checkout and deposit return

We will visit the property once you have vacated and carry out a checkout. We will refer to the inventory provided to you at move in so that we can be sure the property has been returned to us as it was handed over to you. Normal wear and tear will be taken into account.

Please refer to our *Tips for checkout* document for help preparing the property for checkout.

Your deposit will be returned if we are satisfied that the property has been returned in good condition and subject to the rent being paid.



Living in your rental property

As responsible tenants, it is important to remember that you play a crucial role in maintaining your rental property and you will be required to take reasonable care of the property and its contents.

Tenant responsibilities

Your main responsibilities during your tenancy are as follows:

- ✔ pay the rent and other charges on time
 - ✔ take care of the property
 - ✔ report any repairs promptly. If you notice any issues in your home or if you have any maintenance concerns, please report them to us as soon as possible. Timely reporting can prevent minor issues from becoming major problems
 - ✔ maintain the general upkeep of the property and gardens including routine cleaning, small repairs and the replacement of items subject to wear and tear (such as light bulbs)
 - ✔ consider obtaining insurance for your contents and belongings, to include accidental damage to landlord's property and contents
 - ✔ provide adequate notice in writing at the end of the tenancy should you wish to terminate the contract.
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Landlord responsibilities

A landlord's main responsibilities during the tenancy are as follows:

- ✔ respect the tenant's contractual and statutory rights
- ✔ look after the structure of the building
- ✔ keep all water supply pipes and heating installations in working order
- ✔ book an annual gas safety check by a Gas Safe engineer, where applicable
- ✔ arrange an electrical safety check by a qualified and competent person every five years
- ✔ make sure there are working smoke and carbon monoxide detectors at the start of each tenancy
- ✔ carry out most repairs
- ✔ confirm that the property is at a minimum of energy efficiency band E (unless a valid exemption applies)
- ✔ insure the building to cover the costs of any damage from flood or fire.

Experience exceptional service

We pride ourselves on providing excellent service to tenants, ensuring a smooth and satisfying experience in finding and maintaining the perfect rental property.

Our friendly and knowledgeable team will always be happy to offer you help and guidance



evolve | key to
LETTINGS your move

For more information visit us at www.evolvelets.co.uk

email us at lettings@evolvelets.co.uk

Call us on Wetherby **01937 221401** or Whitby **01947 824070**