

# Booking Terms and Conditions

Property name: Verse

## Reference Checks

Our Reference Checks are administered by an external referencing agent. We allow 3 working days for the referencing to be passed after which time the apartment or studio may be offered to other applicants.

Referencing criteria includes a requirement for your income / joint income to be a minimum of 2.5 x the annual rent. You should also not have any unsatisfied CCJ's.

## Sanction Checks

We are required by law to conduct Sanction Checks to ensure that applicants are not listed as 'designated persons' under the UK Government Sanctions List, maintained by the Office of Financial Sanctions Implementation (OFSI). These checks are carried out on behalf of the Landlord by our external referencing agent and will be completed alongside your general reference checks. If there is any indication that you are on this list, we are legally obligated to report you to OFSI.

By signing the application, you are confirming you will pass these checks. Should you fail, your application will be cancelled.

Issuing of the Occupation Contract will be, amongst other things, subject to the successful completion of these checks.

## Occupation Contract

A sample document is available in the 'Booking info' section of your chosen location's website page.

Once issued, the final Occupation Contract must be signed by all Contract Holders and returned within 5 working days, or, in the case of short turnaround, possibly within 24 hours. Failure to return the Contract may result in the offer being withdrawn.

## Cancellation

All Occupation Contracts are negotiated 'subject to contract'. Once provided to you, the executed Occupation Contract is legally binding, and you will be unable to cancel.

## Tenancy Deposit / flatfair No Deposit Check In Fee Payment

Your Tenancy Damages Deposit / flatfair No Deposit Check In Fee must be paid within 72 hours of receiving the invite from flatfair. Failure to make payment within 72 hours will result in the booking being cancelled.

Your Tenancy Damages Deposit payment is five weeks rent. Payment of the Tenancy Damages Deposit should be made via the flatfair Portal by the Tenant directly rather than by any third party on the Tenant's behalf. This will be held by the Tenancy Deposit Scheme (Custodial).

If you instead choose the flatfair No Deposit Check In Fee option, you will be required to make a one-off non-refundable payment of 28% of one months rent plus VAT via the flatfair Portal. At the end of your tenancy, you will be responsible to make payment for any damages or missed rent.

## First Rent Instalment

Your first month's rent must be paid by cleared funds within seven days of the Occupation Contract being signed or one working day prior to the contract start date, whichever happens soonest. Contracts will not be executed prior to the initial monies having been paid.

Your first month's rent is calculated as follows:

If your tenancy begins on or before the 15th of the month, your first rent instalment will cover the remaining days of that month. This is calculated by taking the current months rent, dividing by the number of days in the month, and then multiplying by the remaining days in the month.

If your tenancy commences on or after the 16th, you will be required to pay the remainder of the current month (calculated as above), plus the full monthly rent for the following month.

## Payment Due Dates

Rent payments are due on the 1st of each month as detailed in the Contract.

In the case of joint tenancies, Tenants should nominate one person to make the payment on their behalf – payments from multiple accounts may incur an additional charge.

## Advertised Monthly Rents

Please be advised that advertised rent charges and offers may fluctuate throughout the year. The rent of your studio or apartment will be secured once you have signed the Occupation Contract and paid the first instalment of your rent and your Damage Deposit.

## Payment Method

Your first rent instalment payment must be made by credit or debit card.

Subsequent payments are required to be made using Pay By Bank via our Residents' App / Portal, or by Standing Order.

## Bills Included

Your rent includes Wi-Fi. Please ask the General Manager for details of Wi-Fi speeds in the property and check your Wi-Fi device limitations.

Water bills must be set-up via our supplier Community Utilities. An electric account must initially be set up with either Octopus or Ovo but can then be changed to an alternate supplier after one month. More information can be found in the Resident's Guide and on the Fresh App.

## Special Offers

Any special offers will be issued in accordance with their own Terms and Conditions.

## Transfer of Rights

You may not transfer any of your rights under these Terms and Conditions to any other person. We may transfer our rights under these reservation service terms and conditions to another business where we reasonably believe your rights will not be affected.

## Guarantors

Applicants may be required to nominate a Guarantor who must accept the role and sign a Deed of Guarantee.

The Guarantor will be responsible for guaranteeing the payment of rent and all other obligations as set out in the Contract in the event you fail to do so.

The Guarantor will be required to successfully pass reference and Sanction checks.

Under no circumstance can the Guarantor be another tenant living in a property managed by Fresh.

If you are unable to nominate a suitable guarantor, you may be eligible to apply for a flatfair Tenant Guarantor. If you are approved and pay the one-off fee, flatfair will act as your guarantor for rent only. Please speak to our team for more information.

## Fresh App

The Fresh app is available across the UK and Ireland, you can download this directly from iOS and Android store. It is accessible using the email address used for the booking.

Please accept notifications to keep up to date with announcements within the property, payment dates and key events.

Data in the app is held in accordance with Fresh's privacy policy.

## Privacy Policy

Your data associated with your booking will be held in accordance with Fresh's Privacy Policy. You can view the latest copy of the privacy policy [here](#).

By processing an application, you are giving consent to be introduced to Flatfair.