

## Looking after tenants

Your guide to renting property  
& how we can help.

[dynesresidential.com](https://dynesresidential.com)



## Putting tenants in the know

Established in 1998, Dynes Residential has been working in the Northern Ireland property market for over twenty years. We are a family run business with a very hands on approach, directed by mother and daughter, Mary McAuley and Alanna Dynes. We offer expertise in the local rental market, with a focus on offering clients and tenants the most knowledgeable and tailored service available. We're committed, easy to work with and we know our stuff.

We treat tenants with the same respect and care as we do our landlords. We understand that while you're renting a property, that's your home. Our team do their best to ensure tenants enjoy their rental as much as possible, quickly resolving any issues that arise.





# In this guide, we'll help you to understand the rental process and how to best handle any rental issues.

## Applying for a property

When you find the right property, you will need to complete a Tenancy Application Form.

You will need to provide photographic identification and verification of your current address. [Click here to fill in our online application form.](#)



## Your Deposit

The rental deposit is requested as financial protection should there be a breach in the tenancy agreement. Your deposit will be lodged with the Tenancy Deposit Scheme.

The deposit is held as security against any property damage, undue wear and tear or in the event there is money owing at the end of the tenancy.

Once it is established that all conditions of the tenancy have been met, the deposit will be refunded promptly. The amount of deposit payable is specified in the tenancy agreement.

**Please note the deposit required may increase where there is a rent increase or no guarantor in place.**



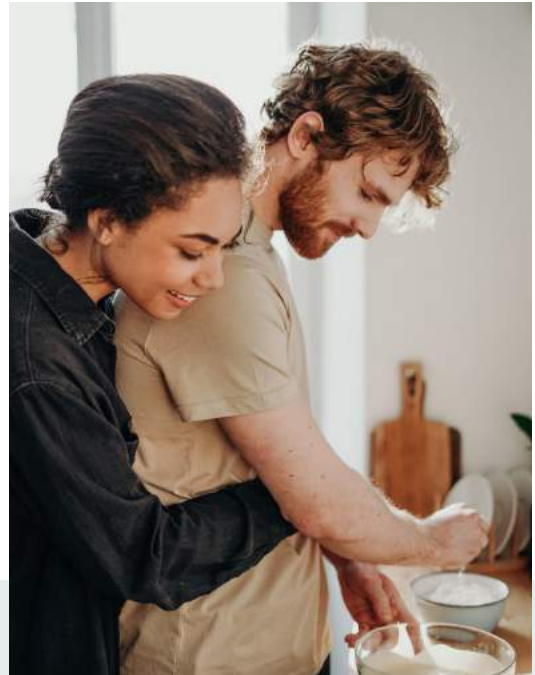


## Occupancy

Only the people (and the number of people) included on your tenancy agreement are permitted to reside at the property on a permanent basis.

Should a tenant wish to move in or out you are required to notify us in writing immediately.

**Please note a new tenant will need to be approved through the application process prior to moving in.**



## Paying the rent

It is your legal responsibility to pay your rent, to the landlord in advance. Please ensure that your payments reach us on or before the due date.

Dynes Residential will not physically collect your rent. Rent must be paid by the method stated on your tenancy agreement.

If you have any problems with your rent payments please notify your Property Manager at the earliest possible time. If you have difficulty paying your rent please notify us straight away so we can put a financial agreement in place.



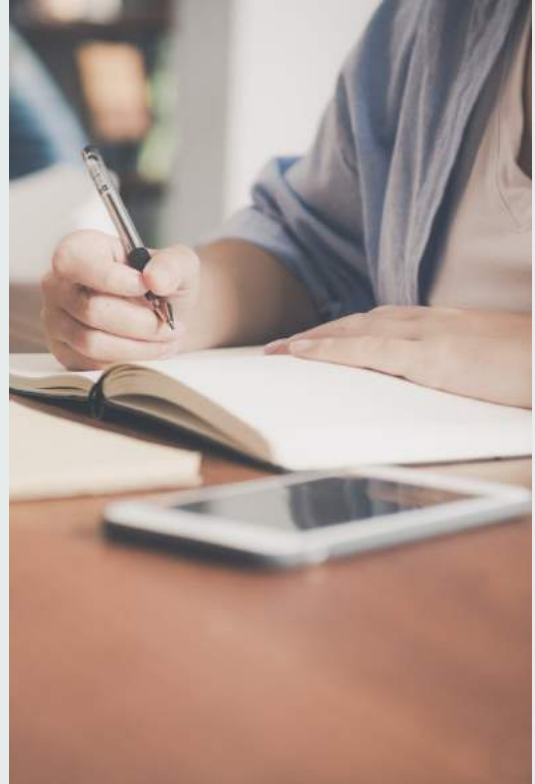
## Inspections - Pre inspection and Routine Inspections

A property condition report is used to determine the condition of the property at the commencement of your tenancy. It also ensures that you are not held responsible for damage at the expiry of your tenancy which may have been there prior to your occupation.

You are required to make comment and additional notes, sign and return the document to our office. The document will be filed with your Tenancy Agreement and used as evidence of the property condition at the end of the tenancy.

Routine Inspections will be made at regular intervals. The primary role of these inspections is to advise the owner of the condition and care of their property and what, if any, maintenance is required. This is an opportunity for you to point out any necessary maintenance required at the property.

Photos may be taken by the Property Manager during the inspection.



## Repairs and Maintenance

It is important when you notice maintenance issue that you inform our office as soon as possible. This can be reported by email or telephone. Jobs requiring attention by trades people firstly require permission from the landlord.

Once the Landlord's approval has been obtained, a work order is forwarded directly to the specific tradesperson, who will then be in direct contact with you to arrange convenient time to address the approved maintenance. Please be aware that works carried out on the property by any person not approved under a work order from Dynes Residential office may result in your liability to pay the account.



## Emergency Repair

The legislation is specific about what constitutes an emergency repair and it's important that you know that should the issue not be deemed an emergency, you will be responsible for the account. An emergency repair is something that is likely to cause injury or which makes the property unsafe or insecure. (For example, burst water service, serious leak and serious electrical fault.)

You will be provided with an out of hours emergency contact number. Should an emergency repair occur please contact this number and report directly to us. We in turn will inform our maintenance team.

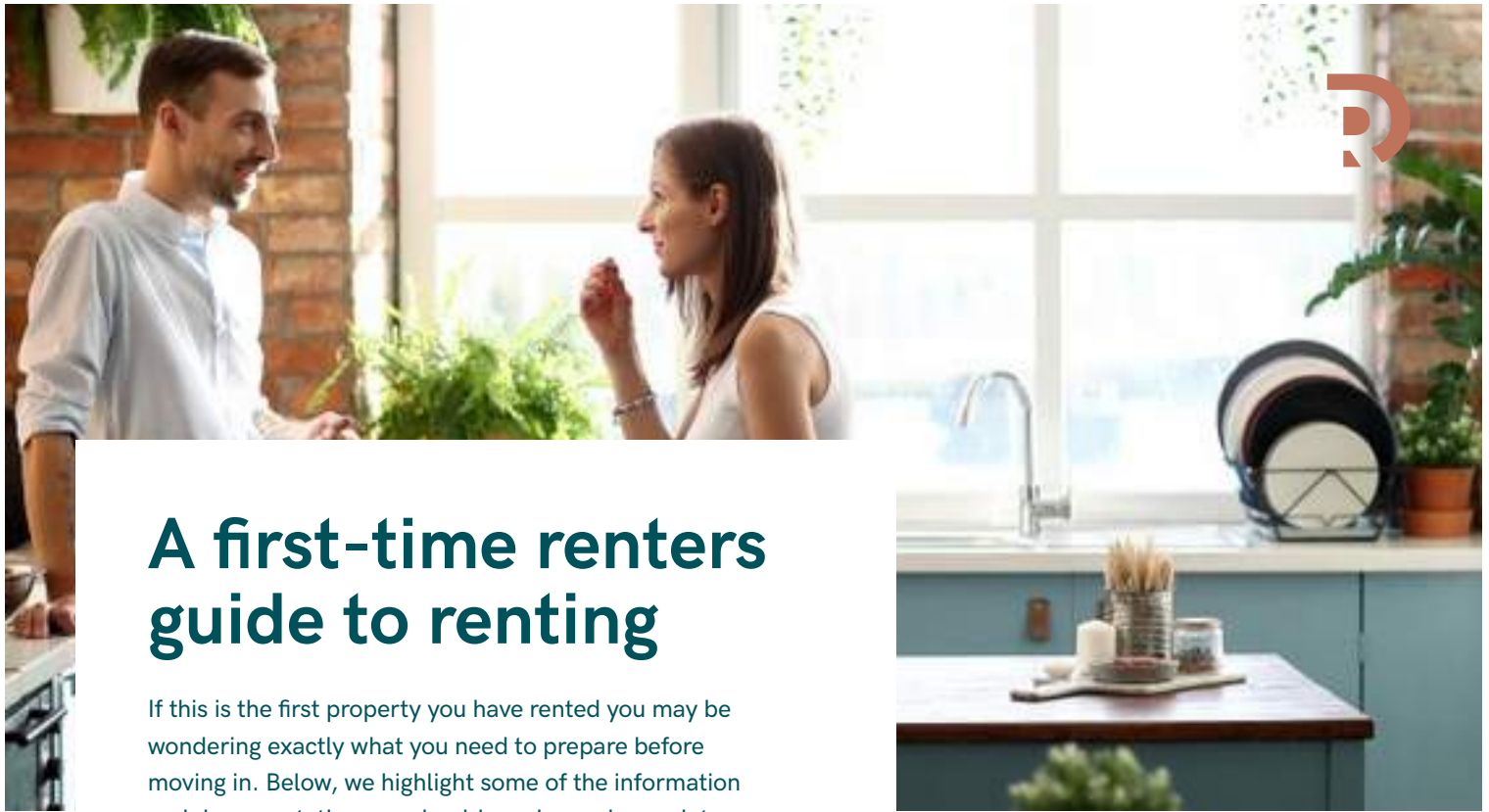


## Ending the Tenancy and leaving the Property

Contact your Property Manager to discuss your legal requirements with regards to ending your tenancy as written notice periods will be required. Once the Property Manager has received/issued your "Notice to Quit", they will contact you and advise requirements for handing over vacant possession. Once vacant possession is established (that is, all keys have been returned) a final property inspection can be completed.

**Please note:** The deposit will only be returned once it has been established that all rent is paid as required, the property has been returned in its original condition as per the entry condition report (excluding fair wear and tear) and all applicable invoices have been paid. Please note if you do not return the keys with the time frame we may change the locks to the property and you will be liable for the cost.

Your tenancy agreement is a legally binding contract. There is no obligation of the Landlord to release a tenant early from a fixed term agreement. If your situation changes please contact our office to discuss the options that may be available.



# A first-time renters guide to renting

If this is the first property you have rented you may be wondering exactly what you need to prepare before moving in. Below, we highlight some of the information and documentation you should receive and complete prior to moving in.

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## Tenancy application form

A tenancy application needs to be completed and signed before moving in and will require references from you as well. A reference can come from a previous landlord or estate agent, or an employer.

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## Proof of employment

You will need to prove you are currently employed and the amount you are regularly paid. Usually you need to provide your last three payslips.

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## Identification

You will need to provide your passport or driver's license as photographic ID.

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## Fees and costs

Once you have been accepted for your chosen property, a deposit, usually equivalent to one months rent (or double if you are unable to provide a guarantor) will need to be paid. This deposit will be transferred to the Tenancy Deposit Scheme of Northern Ireland and held for the duration of your tenancy. A deposit is held in the event of any damage caused to the property or unpaid monies. This amount will be returned to you at the end of your tenancy given the property is returned in a reasonable condition and according to the inventory.

Prior to collecting the keys for the property, you must pay your first months rent 5 working days prior to the move in date. Each rental payment going forward will always be paid in advance.

If you are a first-time renter, you may be concerned about proving your rental history. Don't worry, the main things your landlord and Dynes Residential will be looking for is your ability to meet regular rental payments, take care of the property and meet the terms and conditions of the rental agreement.



## Renters FAQs

### How do I arrange any repairs that might be needed?

Any repairs that are needed on the property should be reported to our office as soon as possible, preferably by email or via telephone. Some repairs will be considered urgent, if your health and safety or the property itself is threatened.

In these instances, we will have someone attend to these issues as soon as possible.

Non-urgent repairs should also be directed to your property manager, who will organise for these repairs to take place when possible. It's important not to try and repair the issue yourself.

### If personal items of mine are damaged at the property, whose responsibility is it?

Your personal property is your responsibility, so any items that are damaged, lost or stolen are not the responsibility of your landlord or Dynes Residential. That is why it is your responsibility to cover your belongings adequately with Contents Insurance.

### Can I make any small alternations to the property?

Before making any alternations to your rental property, including small changes like pictures hooks etc, ensure you speak with your property manager to get the OK. The best way to do this is via email so the request can be forwarded to your landlord who will need to provide permission for any changes. Keep in mind changes may also be at your expense, unless agreed otherwise with your landlord.