

Landlord Terms & Conditions

1. We open between 9.00 am to 5.00 pm, Monday to Friday inclusive. We are closed on all UK Public & Bank holidays.
2. 24 Hours Applications must be sent to Austin Myer International Ltd by 10.00 am for completion on time.
3. Austin Myer International Ltd will issue invoices to the Billing Address of the Agent for all assessments completed on a monthly basis. All assessments will be identified by their unique identification number and Austin Myer International Ltd will dispatch the invoice within five working days from the end of the date of the relevant invoicing period. The Agent undertakes to ensure payment is made within fourteen days of the invoice date. If two continuous invoices are being settled late on a regular basis we will reserve the right to charge interest from the third invoice onwards.
4. Austin Myer International Ltd agrees to use all reasonable endeavours to provide the Service to the Agent during each working day and during normal working hours.
5. In using the Service the Agent will provide Austin Myer International Ltd with an assessment application form duly completed with all essential data in a complete and unabridged form in legible handwriting or typed script. A contact telephone number and contact address for all referees shall be provided in the appropriate field on the assessment Application Form and if available a contact fax number is to be provided.
6. Austin Myer International Ltd requires the following information to carry out further checks on prospective tenants: Address verification proof such as a utility bill, bank statements. Photographic identity proof such as a passport, photo driving licence, photographic proof of id such as membership of a health or fitness centre. Proof of National Insurance No such as a P60 or payslips. These documents are required to complete our verification service.
7. If Austin Myer International Ltd determines that essential data has been omitted from the assessment application form, the Agent will be notified within two hours of receipt of the assessment application form by either telephone, fax or email that further information is required and pending the arrival of that further information the start time for the reference process will be abated until such time as the relevant information is received by fax, telephone or email at Austin Myer International Ltd. Pending arrival of further requested information Austin Myer International Ltd will continue where possible to process the reference in relation to the Essential Data that is then within its possession.
8. We will charge for all applications if cancelled after two hours of sending to Austin Myer International Ltd.
9. Any amendments to final reports must be sent to Austin Myer International Ltd in writing or by email. All completed reports are valid for six months only. If a tenancy is renewed after six months without a comprehensive reference check being completed by Austin Myer International Ltd then we take no responsibility in the event of a tenant defaulting on their rent. In the event of the Landlord wishing to take an insurance product our references are then valid up to twelve months.
10. All insurance policies must be paid in full either by cheque or BACS within seven days once a statement has been issued by Austin Myer International Ltd. If policies need to start on the same day as notification then payments must reach Austin Myer International Ltd within three working days of the policy starting. BACS payment details must be given to Austin Myer International Ltd immediately to ensure policies are started when required. A Fact Find Questionnaire must be completed by the landlord for all new policies. All commission is to be taken at source by the Agent when collecting payment from the landlord. Any changes in rates of commission will be notified to the Agent at least 30 days before the changes are due to take effect.
11. We may review your pricing structure on an annual basis. Notice of any change in price will be given in writing.
12. For all comprehensive checks including the bank reference option then a 48 Hour service cannot be guaranteed.

Please sign and date below to acknowledge you have read and understood the Terms & Conditions

Full name :

Position :

Signature :

Date: