

Tenant Support Information

Help and advice for tenants. Refer to our frequently asked questions regarding renting a property through Jigsaws.



DURING THE TENANCY

Who do I speak to if I have problems with my tenancy?

If your property is managed by Jigsaws you can reach us on 020 7561 8777 or email your enquiry to admin2@jigsawsestateagents.com.

How do I report a maintenance issue?

If your property is managed by Jigsaws you can either email your enquiry to maintenance@jigsawsestateagents.com, alternatively this can be reported via your My Jigsaws account.

Can I report a maintenance issue out of office hours?

Yes, you can email us at 247@jigsawsestateagents.com.

Who is responsible for contacting the utility suppliers after I move in?

You as the tenant are responsible for setting up accounts with the utility companies directly when you move into your property and also when you leave, taking care to provide meter readings at the beginning and end of the tenancy. The exception to this is if your bills are inclusive with your rent.

How do I work out a monthly rental payment?

The best way to work out the monthly rental payment for a property is to multiply the weekly rent by 52 and divide the total by 12.

How do I pay rent?

You're expected to set up a monthly standing order with your bank. Alternatively this can be paid via your My Jigsaws account. Jigsaws' or the landlord's bank details will be provided on or shortly after the commencement of your tenancy.

When will the rent leave my account?

Generally rent is paid by a standing order mandate and will leave your account 2-3 days prior to the rental due date in order to be in the recipients account on the due date (The due date is typically, although not always, the date on which you moved in).

What happens if my rent is paid late?

Any problems with rental payments, that may result in late payment, should be conveyed to Jigsaws at your earliest opportunity. Arrears letters (for which you will be charged) will be issued if rent remains outstanding beyond 24 hours after it was due. Interest will be charged until payment is made.

AT THE END OF THE TENANCY

How do I serve notice to vacate my property?

Notice would need to be served in accordance with your particular lease agreement by emailing admin2@jigsawsestateagents.com

What penalties will I incur should I break my lease agreement early?

The primary liability is for rent until the end of the contract or its break clause point.

If the landlord agrees to re-market the property and once a new tenant is found, then your liability will be reduced to covering the landlord's commission and any other expenses from when the property is re-let. Payments would be calculated on a pro-rata basis for the unexpired term of the contract.

How will my payments cease at the end of my tenancy?

You should contact your bank directly to cancel your standing order once the last payment has left your account.

What should I do with the keys at the end of the tenancy?

Unless specific instructions are given by your landlord, keys should be taken to your local Jigsaws office. Please ensure all sets are returned, and that this happens on or before the last day of your tenancy.

Please note that you will be liable for rent on a daily basis until the keys are returned.

What expenditure should I expect at the end of the tenancy?

As an outgoing tenant typically your costs will be associated with professional cleaning and the inventory check out. Any discrepancies between the check in and check out may result in further deductions from your deposit.

What is the Tenant Deposit Protection Scheme?

Your deposit will be protected by a Tenancy Deposit Protection Scheme.

In line with legislation introduced in April 2007 all deposits being paid by a tenant for an Assured Shorthold Tenancy must be registered with a recognised deposit protection scheme within 30 days. Where appropriate, Jigsaws will register the deposit on your behalf via the Deposit Protection Service (Custodial scheme).

For more info please follow this link <https://www.gov.uk/deposit-protection-schemes-and-landlords>

When is my deposit returned to me?

Once the check-out has been conducted, the property has been cleaned to a satisfactory standard and Jigsaws has received instructions regarding the deposit from the landlord, the money will be returned to your account, less any agreed deductions. This typically takes 10 working days and generally no more than 28 days.

How do I renew my contract after the first year?

You should inform us 60 days prior to the end of your tenancy to allow enough time to arrange all the related administration (Fees apply).