

## HOTEL INFORMATION & GUIDELINES

- **What will be included in your hotel booking?**  
A3 Countrywide will book and pay for your room as well as breakfast when arranging hotel accommodation. Other charges such as evening meals, parking, laundry, WIFI or any additional costs will need to be discussed directly with your insurer or loss adjuster.
- **What type of hotel will be booked?**  
A3 Countrywide are authorised to book a minimum 3 star hotel or an equivalent, which will need to be authorised and agreed by your insurer or loss adjuster.
- **How will I know when my accommodation has been booked?**  
Once your hotel accommodation has been booked we will contact you by telephone and send you a text message confirming the dates of your stay and the booking reference number or lead name on the booking. If you have any questions regarding the hotel booking please call 01702 221000, please do not reply to the text confirmation sent by A3 Countrywide as it is sent from a notification only address.
- **What do I do when I arrive at the hotel?**  
When you arrive at the hotel, please give your name or booking reference to the receptionist. The hotel will be paid for in advance or billed back to A3 Countrywide however; the hotel may request to swipe your Credit or Debit card as a security deposit to cover additional extras ordered during your stay.
- **Who should I contact if my hotel needs to be extended?**  
Only your loss adjuster or insurer can authorise an extension to your hotel stay. A3 Countrywide will contact your loss adjuster or insurer to ask if an extension is required. Once we have authority to extend your booking, we will arrange for the booking to be extended and notify you accordingly.
- **What should I do when I check out of the hotel?**  
Please ensure that you vacate and remove all of your belongings from the room in line with the hotels check out policy (generally before 11am). You must notify the hotel reception that you are checking out of the hotel. Please ensure that you hand any room keys or key cards back to the receptionist before departing. If you check out of the hotel before the booking end date, please contact A3 Countrywide to avoid any unnecessary charges. *Please note that if you are moving into rented alternative accommodation and require your hotel stay to overlap with your rental commencement date, please contact your loss adjuster or insurer and ask them to call A3 Countrywide to authorise this overlap.*
- **Additional Information**  
Please note that you as the guest, are responsible for the condition of the room before, during or after your stay however; should an issue arise that the hotel cannot resolve internally during your stay, A3 Countrywide will be happy to assist.

## YOUR TENANCY GUIDE NOTES

A3 Countrywide will endeavour to ensure that the proposed tenancy for your alternative accommodation is trouble free.

These notes are for your guidance only and your Letting Agent should provide you with their own terms and conditions.

Although the management of your tenancy will be dealt with by the Letting Agent/Landlord, the team at A3 Countrywide are here to assist you throughout your tenancy.

As you may not have rented a property from a Letting Agent/Private Landlord before, we recommend you familiarise yourself with the following:

### IMPORTANT

Once you have chosen and viewed a suitable property to rent, it is vitally important that you ensure that you and your family are completely satisfied that you are prepared to occupy the selected property as your temporary home. This will need to be confirmed to your A3 Countrywide representative in order that the necessary arrangements can be made for you to move in.

A tenancy agreement will be prepared by the letting agent for you to sign. This is a legal document and, as a result, you will be bound by the terms of the agreement and all the obligations contained therein. Please note that you will be named as the tenant in your Assured Shorthold Tenancy agreement, A3 Countrywide will not be named in the agreement with the exception of clauses relating to the recovery of the deposit.

**Please do not sign any tenancy agreement without first discussing it with our office.**

Upon receipt of authorisation from your loss adjuster/insurer, A3 Countrywide will pay the rent, administration fees and deposit (if authorised) to the letting agent on your behalf. This payment is irreversible and will legally secure the property for you to inhabit as part of your insurance claim.

- **Inventory/Schedule of Condition**

An Inventory and schedule of condition relating to the property contents, fixtures and fittings will have been prepared prior to possession of the property. This will be checked and agreed with you at the commencement of your tenancy.

**If there are any discrepancies at this time, please amend the inventory where necessary. If possible, take dated digital photos and keep copies of the photos and inventory for future reference.**

It is important that you take care in agreeing the Inventory and Schedule of Condition at this stage, as the document will form the basis of any damage claim by the Letting Agent/Landlord at the end of the tenancy.

Once you have chosen and viewed a suitable property to rent, it is vitally important that you ensure that you and your family are completely satisfied that you are prepared to occupy the selected property as your temporary home. This will need to be confirmed with your A3 Countrywide representative in order that the necessary arrangements can be made for you to move in.

A tenancy agreement will be prepared by the letting agent for you to sign. This is a legal document and, as a result, you will be bound by the terms of the agreement and all the obligations contained therein.

Upon receipt of authorisation from your loss adjuster/insurer, A3 Countrywide will pay the completion monies to the letting agent on your behalf. This payment is irreversible and will legally secure the property for you to inhabit as part of your insurance claim.

**Please do not  
sign any tenancy  
agreement  
without first  
discussing this  
with our office.**

- **Tenancy Agreement**

You will be required to sign the tenancy agreement before the Letting Agent/Landlord releases the keys to the property.

Please ensure that you have read the tenancy agreement very carefully, as it is a legally binding document and may vary between Letting Agents.

If you are unsure about any of the content contained in the Tenancy Agreement, please seek clarification from either the Citizens Advice Bureau or a legal advisor before signing.

- **Insurance**

You are responsible for insuring your own personal belongings and possessions that you may take to the alternative accommodation. Please ensure that these are covered by your own Contents Insurance provider.

- **Rental Payments**

A3 Countrywide will pay the rent and any applicable administration charges. A3 Countrywide will also fund the deposit if authorised by the Loss Adjuster/Insurer. Payment is made direct to the Letting Agent/Landlord. Where appropriate we will continue to pay the rent on a monthly basis thereafter for the continuation of the tenancy term as instructed by the Loss Adjuster/Insurer.

- **Deposit**

The deposit is held against any damage caused to the property whilst you are in occupation.

The cost of damage, if any, will be deducted from the deposit and will be borne by you. Please, therefore, make sure that the property is left clean and tidy when you vacate, or it may be deducted from your claim.

Where the deposit amount forms part of your settlement, you will be required to contact the agent, landlord or relevant deposit scheme and submit your application for the recovery of the deposit. Once an agreement has been reached on any proposed deduction from the deposit, the balance owed to you as the tenant and Policyholder will be paid direct to you, as opposed to being sent to A3 Countrywide to be sent on to your loss adjuster or insurer.

- **Services and Council Tax**

You must contact and provide all utility companies with your name and the address of the alternative accommodation. You will be responsible for the payment of the utilities during the term of the tenancy.

Following Government changes to council tax exemption, you are advised to seek clarification from your local authority to ascertain whether you qualify for a discount whilst your home is unoccupied/undergoing repair work.

You will be required to pay council tax on the proposed alternative accommodation. If there is any difference in banding we recommend that you contact your Loss Adjuster for advice.

- **Vacation**

A3 Countrywide will liaise regularly with your Loss Adjuster to ascertain the current position on how works are progressing on your own property. As soon as a definite date has been given for vacation of the alternative accommodation we will send out the necessary vacation notices to all parties concerned. At this time you should also be given a date for handing over the keys to the Letting Agent/Landlord.

Should you vacate the property earlier than the end date of the term on the tenancy, then please contact A3 Countrywide on the telephone number given below:

01702 221167 – Vacate & Extensions team

- **Removals, Storage and Furniture**

A3 Countrywide can arrange for the removals and storage of your furniture whilst you are residing in alternative accommodation. If your furniture has been damaged, A3 Countrywide can arrange for a furniture pack to be hired for the duration of your tenancy. Removals, storage and furniture hire will be subject to your loss adjusters/insurers approval.

We trust the above information is helpful to you and that your relocation and stay in the new accommodation will be trouble free. Please do not hesitate to contact the A3 Countrywide team should you have any further questions or concerns.

Due to changes in legislation regarding deposits, A3 Countrywide requires all deposit ID codes and relevant information to ensure we can retrieve the deposit at the end of a tenancy.

When alternative accommodation has been arranged you may be sent deposit information directly from the relevant schemes or agent. In this event, we should be grateful if you could forward this information to us for use at the end of tenancy. Without this information we are unable to retrieve the monies.

Please ensure all deposit ID information is sent either by post or emailed to the following addresses:

A3 Countrywide  
4<sup>th</sup> Floor Thamesgate House  
33-41 Victoria Avenue  
Southend on Sea  
Essex  
SS2 6DF  
Email: [ers@countrywide.co.uk](mailto:ers@countrywide.co.uk)

**This information is vital to ensure that the deposit is returned to A3 Countrywide so we are able to refund monies to the respective insurance company.**



## CONTACT INFORMATION

**A3 Countrywide**  
**4<sup>th</sup> Floor Thamesgate House**  
**33-41 Victoria Avenue**  
**Southend on Sea**  
**Essex**  
**SS2 6DF**

**Tel:** 01702 221000

**Fax:** 01702 437119

**Email:** [ers@countrywide.co.uk](mailto:ers@countrywide.co.uk)

### **Office Hours:**

We are available 365 days per year  
Monday to Friday – 8:30am – 6:30pm

Please note that we offer a service for emergencies outside of office hours.