

MAKING AN APPLICATION

When you have viewed a property you would like to apply for, please either fill out the online application and send to the relevant branch or contact the branch and they will email an application to you.

When you complete your application it is important to include as much information as possible as this will help speed up the process. If your application is successful you would normally then pay a £200 holding deposit to reserve the property.

MOVING IN

Once we have agreed a date when you can move into the property you will need to pay the rent and deposit before you take the keys. This can either be paid in cash on the day or you can make payment directly to our bank. Rent is paid in advance by standing order. Your deposit will be registered with an independent Deposit Protection Scheme within 30 days of your tenancy starting and you will receive notification of this. All parties moving into the property will need to sign the agreement and be present at the time of handover of keys. Please be aware that a lease is a legally binding agreement and you will be committed for the period of time stated which is generally 6 months.

INVENTORY

You will receive an inventory of the fixtures and fittings in the property when you move in. Please advise us of any discrepancies as soon as possible after moving in.

REPAIRS/ISSUES

Repairs should be reported online using the *Reporting A Fault* form. Otherwise you can either telephone or email the branch managing your property.

INSPECTIONS

Around three months after you move into the property (unless the landlord has chosen to use our Let Only Service) an inspection will be carried out. You will be given at least 48 hours notice of this. A report on the condition of the property is sent to the Landlord by us and if we have any concerns, another inspection will be carried out within 3 months.

END OF TENANCY

Please check your tenancy agreement but as a minimum you are required to give one or two month's written notice. If you have any doubts regarding this, please contact your branch for guidance.

VACATING THE PROPERTY

Once you have moved out of the property a final inspection will be carried out. We will contact you regarding any issues.