

Rental Process:

Property details

As a tenant you will either find a property in our property section, on one of our [portal partner](#) websites or through our email updates for registered members. If you have found the property on a portal site, please make sure that you are well acquainted with the property details on our site. We provide photography and full descriptions of each property.

Arrange a viewing

Before you arrange a viewing, you must be registered with us, with your full details filled in. We can do this over the telephone or online. When you find a property that you wish to view, simply contact us to arrange a convenient time and day.

Viewing confirmation

To confirm a viewing we send you a confirmation by email/SMS reminder giving you the date, time, full address details together with any further instructions. If you prefer, we are more than happy to use telephone or fax.

The viewing

Please make sure that if you have any problems in making your viewing that you give us or the landlord as much notice as possible. We will meet you at the property (unless the landlord conducts the viewing). After the viewing we will contact you for some feedback/alternatively you may contact us for more details or confirmation of interest in a property.

Making an offer

If you like the property and wish to make an offer, please call us on 01305 770600 or email us at the office as soon as possible. Please do not make an offer directly to the landlord.

Offer acceptance

On acceptance of your offer we will supply you with an offer letter outlining all the information for the tenancy agreement.

References

To commence a tenancy we will require you to complete a reference form, the cost of which is £195 including VAT per couple. This will include credit checks, previous landlord and employer references. In some cases a Guarantor may be required.

THIS IS THE ONLY FEE YOU WILL BE ASKED TO PAY (unlike many other agents)

Holding deposit

We may require a holding deposit of one weeks rent to secure the property subject to your reference check to clear. (In the case of very popular properties) If the landlord withdraws from the tenancy agreement process you will be refunded. If you withdraw from the tenancy the deposit will be retained.

Rental and deposit

Prior to the commencement of your tenancy date a deposit (1 month) and 1 month of rent needs to clear into our bank account (your holding deposit will be subtracted from this amount). We are members of the Deposit Protection Scheme and will send you a copy of the Registration of Deposit.

Tenancy agreement

Once there is agreement in principle between parties, we will draft the relevant **tenancy agreement**. There is **NO** extra cost for this.

Insurance

We advise you to insure the contents of your property as they are not covered by the Landlord's insurance. We are more than happy to help you to find the right contents insurance solution.

Completion

Once all of the paperwork, guarantees and cleared funds are in place, we will move you in to the property where a full inventory will be conducted. This will also be an opportunity for you to point out any defects or potential problems. Again there will be **NO** extra cost.

The tenancy will then commence.