ALEXANDER JACOB
ESTATE AGENTS & COMPANY

TENANT'S GUIDE · ALEXANDER JACOB

The UK Property Tenant's Guide.

A practical, step-by-step handbook for first-time renters, existing tenants and anyone looking for a new home. From finding the right property to moving in, knowing your rights and moving on.

Honest. Human. Here for You.

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Your Rental at a Glance: Search and Budget.

Renting in England changed on 1 May 2026 under the Renters' Rights Act 2025. Here's the short version. The full guide has the detail.

01 Know Your Rights From Day One.

Private tenancies now roll on, period to period, with no end date. Your landlord needs a legal reason to end your tenancy, and you can leave by giving at least 2 months' written notice, timed to end on a rent day or the day before.

TAKEAWAY

You have more security than renters did before May 2026.

02 Know Your Budget.

Count the rent, deposit, household bills, council tax, moving costs and everyday living costs.

TAKEAWAY

Choose a home you can afford beyond the first month.

03 Know the Upfront Limits.

A holding deposit is capped at 1 week's rent and a tenancy deposit at 5 weeks' rent for most homes. You can't be asked for rent before you sign, or for more than 1 month in advance.

TAKEAWAY

If you're asked for more, ask why.

04 Find the Right Property.

Compare locations, condition, energy efficiency, transport and the things that matter to you.

TAKEAWAY

The right home needs to work for your everyday life.

05 View With a Checklist.

Look for damp, mould and leaks, test what you can and ask what's included, who manages repairs and what the EPC rating is.

TAKEAWAY

Ask questions now, not after you've moved in.

Your Rental at a Glance: Apply and Move In.

06 Prepare Your Application.

Have your ID, proof of income, references and Right to Rent documents ready.

TAKEAWAY

Being organised makes the process smoother.

07 Expect Fair Treatment.

Landlords and agents can't refuse you because you have children or receive benefits. They must advertise a clear rent and can't invite bids above it.

TAKEAWAY

You shouldn't have to outbid anyone.

08 Understand the Agreement.

Your landlord must give you key information about your tenancy in writing before it's agreed. Read it all, including what you pay for and how repairs work.

TAKEAWAY

Never sign something you don't understand.

09 Check Your Deposit Is Protected.

Your landlord must protect it in a government scheme within 30 days and tell you which one.

TAKEAWAY

Check the scheme's website to confirm it.

10 Watch the Fees.

Only certain payments are allowed. Referencing and admin fees are banned.

TAKEAWAY

Keep a written record of every payment.

11 Move In Properly.

Check the inventory, photograph the condition, read the meters and report any defects straight away.

TAKEAWAY

Careful checks on day one prevent disagreements later.

Your Rental at a Glance: Live Well and Move On.

12 Report Repairs Early.

Your landlord is responsible for the structure, heating, hot water, gas, electrics and sanitation. Report problems in writing.

TAKEAWAY

Keep paying rent while you wait for repairs.

13 Rent Increases.

Rent can only go up once a year, and not in the first 12 months, with at least 2 months' notice on Form 4A. You can challenge an increase above market rent.

TAKEAWAY

Check the form and the date before you agree.

14 Look After Your Home.

Pay rent on time, take reasonable care of the property, report repairs and respect your neighbours. You can ask in writing to keep a pet, and your landlord can only refuse with a fair reason.

TAKEAWAY

Good communication makes renting easier for everyone.

15 If Your Landlord Wants You to Leave.

They must serve a section 8 notice with a legal reason. If you don't leave, only a court can order you to.

TAKEAWAY

Get advice early and never ignore a notice.

16 Move Out With Confidence.

Give at least 2 months' written notice, ending on a rent day or the day before, clean thoroughly, return all keys and use the scheme's dispute service if you disagree about the deposit.

TAKEAWAY

A well-organised move protects your deposit.

Call 01777 566400 for more information.

01

Before You Start Looking for a Rental Property.

Finding somewhere to rent is a big decision. Your home affects your finances, your daily routine and your wellbeing, so think about what you need and what you can realistically afford before you start.

This guide takes you through each stage, with links to official guidance.

Who this guide is for: people renting from a private landlord in England, whether it's their first rented home or their next one.

> IMPORTANT
>
> Renting law differs across the UK. This guide covers England, where the Renters' Rights Act 2025 changed the rules on 1 May 2026. Different rules apply if you rent from a council or housing association, live in student halls or are a lodger. Wales uses occupation contracts: see GOV.WALES: Renting homes (gov.wales/renting-homes-tenants). For Scotland, see mygov.scot: Renting from a private landlord (mygov.scot/renting-private). For Northern Ireland, see nidirect: Private renting [1].

The Seven Stages of Renting.

01

Know Your Budget

Count rent, deposit, bills, council tax, moving costs and everyday spending.

02

Find the Right Property

Compare locations, condition, energy efficiency, transport and facilities.

03

Prepare Your Application

Have your ID, income evidence and references ready.

04

Understand the Agreement

Read the written terms, payments, responsibilities and notice rules.

05

Move In Properly

Check the inventory, take photos, read the meters and report defects.

06

Live in Your Home Responsibly

Pay rent, look after the property, report repairs and respect your neighbours.

07

Move Out With Confidence

Give the right notice, clean, return the keys and get your deposit back.

Establish Your Priorities.

Think about location, the most you can pay each month, the number of bedrooms, parking, outdoor space, furnishing and public transport. Consider your commute, schools, shops and healthcare, and whether the property suits the way you live.

Must-Haves Versus Nice-to-Haves.

Separate what you need from what you'd simply like. It makes decisions quicker when the right property comes up.

Plan Your Timescale.

Work out when you need to move, how much notice you must give on your current home, and how long referencing and move-in preparations may take.

LINKS IN THIS SECTION

1. nidirect: Private renting nidirect.gov.uk/information-and-services/buying-selling-and-renting-home/private-renting

02

Understanding the True Cost of Renting.

The rent is only part of the cost of living in a rented home. Before you apply, work out your moving costs and your monthly outgoings.

Costs to Budget For.

EXPENSE	WHAT TO CONSIDER
Rent	The advertised rent and how often it's paid
Tenancy Deposit	A refundable deposit, usually up to 5 weeks' rent
Holding Deposit	Up to 1 week's rent to reserve the property, if asked
Council Tax	Depends on the property's band and any discounts you qualify for
Gas and Electricity	Your usage, tariff and the property's energy efficiency
Water	Metered or unmetered charges
Broadband and TV	Connection costs, subscriptions and a TV licence if you need one
Contents Insurance	Cover for your own belongings
Moving Costs	Van hire, removals and storage
Furnishings	Furniture, appliances and household essentials

Worked Example.

EXAMPLE

Rent of £650 pcm works out at £150 a week (£650 × 12 ÷ 52). The most you can be asked for is a £150 holding deposit, a £750 tenancy deposit and £650 rent in advance once you've signed.

These figures are illustrative. The holding deposit is usually put towards your first rent or deposit, with your agreement.

If your rent and household bills together came to £1,200 a month, you would still need to allow for food, travel, personal spending and savings on top.

What You Can Be Asked to Pay Upfront.

In England, a holding deposit can be no more than 1 week's rent. A tenancy deposit can be no more than 5 weeks' rent where the annual rent is below £50,000, or 6 weeks' rent where it's between £50,000 and £100,000.

You can't be asked for, or encouraged to pay, any rent before you've signed the tenancy agreement. Once you've signed, you can be asked for no more than 1 month's rent in advance.

→ **Official guidance: GOV.UK: Renters' Rights Act overview for tenants** [1]

LINKS IN THIS SECTION

1. GOV.UK: Renters' Rights Act overview for tenants **gov.uk/guidance/renters-rights-act-overview-for-tenants**

03

Choosing the Right Property and Location.

A property can look good online and still be wrong for you.

Property Considerations.

Think about the size and layout of the rooms, storage, furnishings, heating, insulation, parking, outdoor space and whether a pet could live there.

Location Considerations.

Check transport links, journey times, parking restrictions, noise, nearby amenities and mobile and broadband coverage. If you can, visit at different times of day.

Energy Efficiency.

An Energy Performance Certificate (EPC) rates the property's energy efficiency and recommends improvements. Most private rented homes must be rated E or above. A home with poor insulation or inefficient heating costs more to run.

You can look up any property's rating on the EPC register (gov.uk/find-energy-certificate).

Compare the whole experience of living there, not just the rent.

04

What to Look for During a Property Viewing.

A viewing is your chance to understand the property's condition and ask questions before you apply.

Interior Checklist.

- [ ] Look for damp, mould and condensation
- [ ] Check ceilings and walls for stains or cracks
- [ ] Ask about the heating and hot water
- [ ] Check the windows and doors
- [ ] Check the kitchen appliances and storage
- [ ] Look for leaks around sinks, baths and toilets
- [ ] Notice the ventilation and natural light
- [ ] Check the condition of floors and fittings
- [ ] Look for smoke alarms, and a carbon monoxide alarm in any room with a boiler or stove

Outside.

Look at the garden, boundaries, parking and any shared areas.

Questions to Ask.

- What's included in the rent?
- Who manages repairs, the landlord or an agent?
- Is the property furnished?
- What's the EPC rating?
- Are there any known maintenance problems?
- When is it available?

Don't assume an item or appliance is included unless someone confirms it.

05

Applying for a Rental Property.

When you find the right property, the agent or landlord will explain how to apply. You may be asked about your identity, income, job, who will live with you and your renting history.

Preparing Your Application.

Have your documents ready, make sure everything is accurate and respond quickly to reasonable requests.

One Clear Rent.

Landlords and agents must state the rent in any written advert or offer. They can't ask you to bid, encourage you to offer more, or accept an offer above the advertised rent.

Fair Treatment.

Landlords and agents can't refuse you, or make it harder for you to rent, because you have children or receive benefits. That includes refusing a viewing or withholding information about a property. Equality law also protects you from discrimination.

Watch Out for Rental Scams.

Before you pay anything, confirm who is handling the application, what the payment is for, whether it's refundable and what happens if the tenancy doesn't go ahead. Never send money to someone you haven't verified, or for a property you haven't seen.

06

Referencing, Guarantors and Affordability.

Referencing helps a landlord check that a tenancy will be affordable and suitable.

Common Checks.

These can include your identity, employment or income, rental history and credit information.

Your landlord or agent must also check that every adult aged 18 or over who will live there has the right to rent in England. They must check everyone, not just people they think may not be British. If you have a share code, you can use it to prove your right to rent: see GOV.UK: Prove your right to rent (gov.uk/prove-right-to-rent).

What Is a Guarantor?

A guarantor agrees to cover certain costs, such as unpaid rent, if you don't pay. A guarantee can be a significant commitment, so you and your guarantor should both understand it before signing.

If You're Self-Employed or Have Irregular Income.

You may be asked for other evidence, such as tax returns, accounts or bank statements. Irregular income doesn't automatically make an application unsuitable.

Protecting Your Information.

Send personal documents through secure channels, and ask why information is needed if it isn't clear.

07

Understanding Your Tenancy Agreement.

A tenancy agreement sets out the arrangement between you and your landlord. The law gives you rights on top of what it says.

How Tenancies Work Now.

Since 1 May 2026, most private tenancies in England are assured periodic tenancies. They run on a rolling basis, usually monthly, with no end date. If an agreement includes a fixed end date, it doesn't apply.

Most existing assured shorthold tenancies became assured periodic tenancies automatically on 1 May 2026. If you already had a written agreement, you didn't need a new one, but your landlord or letting agent should have given you the government's Renters' Rights Act Information Sheet by 31 May 2026.

Written Information.

For a new tenancy, your landlord must give you certain information about the key terms in writing before the tenancy is agreed. This is usually in the tenancy agreement.

The old How to Rent guide was withdrawn on 1 May 2026. For plain English guidance on renting now, see the government's Easy Read guides and its guide to assured periodic tenancies.

- GOV.UK: Easy Read guides to private renting in England [1]
- GOV.UK: Assured periodic tenancies, a guide for tenants
  gov.uk/assured-periodic-tenancies-tenants
- GOV.UK: The Renters' Rights Act Information Sheet 2026 [2]

Important Terms to Check.

- ☐ The names of the landlord and every tenant
- ☐ The correct property address
- ☐ The rent and payment date
- ☐ The deposit and where it will be protected
- ☐ Who pays which bills
- ☐ Who is responsible for which repairs
- ☐ Rules on alterations and subletting
- ☐ How to give notice
- ☐ Arrangements for pets and other occupants
- ☐ Contact details for repairs and emergencies

Understand both your written terms and your rights under the law before you sign.

LINKS IN THIS SECTION

1. GOV.UK: Easy Read guides to private renting in England gov.uk/government/publications/easy-read-private-renting-in-england
2. GOV.UK: The Renters' Rights Act Information Sheet 2026 gov.uk/government/publications/the-renters-rights-act-information-sheet-2026

08

Holding Deposits, Tenancy Deposits and Fees.

Deposits cause more questions than almost anything else in renting. Here's how they work.

Holding Deposits.

A holding deposit reserves a property while checks are carried out. In England, it can be no more than 1 week's rent.

The landlord or agent should usually agree the tenancy with you within 15 days, unless you agree another date in writing. They must refund it, or put it towards your rent or deposit with your agreement, unless you fail a Right to Rent check, give false or misleading information, pull out, or don't respond. If they keep it, they must tell you why in writing within 7 days.

Tenancy Deposits.

A tenancy deposit is security against things like unpaid rent or damage beyond fair wear and tear. It must be paid in money, not valuable items.

Within 30 days of receiving it, your landlord or agent must protect it with the Deposit Protection Service, MyDeposits or the Tenancy Deposit Scheme. They must also tell you the scheme's details, how your deposit is protected and how to get it back.

- GOV.UK: Tenancy deposit protection
  gov.uk/tenancy-deposit-protection
- GOV.UK: Information landlords must give tenants [1]

Deposit Deductions.

Deductions can cover damage, missing items, unpaid rent or cleaning to restore the original standard, if there's evidence. Normal wear and tear isn't damage.

Fees.

The Tenant Fees Act 2019 limits what landlords and agents can charge. Apart from rent and the deposits above, they can only charge:

PAYMENT	THE RULE
Changing the Tenancy at Your Request	Up to £50, or more if they can show the higher cost is reasonable
Leaving Without the Correct Notice	No more than the rent they'd have received
Utilities, Communications and Council Tax	Where your tenancy agreement says so
Late Rent	Only once rent is 14 days overdue, at no more than 3% above the Bank of England base rate
Lost Keys or Security Devices	The reasonable cost, with written evidence

Any other charge, such as a referencing, admin or check-out fee, is banned. Question anything you don't recognise and keep written records of every payment.

→ **Official guidance: GOV.UK: Fees you can charge as part of a tenancy** [2]

LINKS IN THIS SECTION

1. GOV.UK: Information landlords must give tenants gov.uk/tenancy-deposit-protection/information-landlords-must-give-tenants
2. GOV.UK: Fees you can charge as part of a tenancy gov.uk/guidance/fees-you-can-charge-as-part-of-a-tenancy

09

Your Rights and Responsibilities as a Tenant.

Renting doesn't mean giving up your right to privacy, safety or fair treatment. You also have responsibilities that help renting work for everyone.

Your Main Rights.

- Live in a property that's safe and in a good state of repair.
- Live in your home undisturbed.
- Know who your landlord is.
- See the property's EPC, gas safety record and electrical safety report.
- Have your deposit protected and get the required information.
- Challenge unfair charges and rent increases above the market rent.
- Ask to keep a pet.
- Be protected from unfair and illegal eviction.
- Raise repair and safety concerns.
- Be treated without unlawful discrimination.

→ Official guidance: GOV.UK: Your rights and responsibilities [1]

Safety in Your Home.

Your landlord must have gas appliances checked every year by a Gas Safe registered engineer and give you the record before you move in, or within 28 days of each check. The electrics must be inspected at least every 5 years, and you should get a copy of the report before you move in. There must be a smoke alarm on every storey and a carbon monoxide alarm in any room with a fixed combustion appliance, such as a boiler or wood burner.

→ Official guidance: GOV.UK: Your landlord's safety responsibilities [2]

Privacy and Access.

Your landlord should give you at least 24 hours' notice and visit at a reasonable time for inspections or repairs, unless there's an emergency.

Your Responsibilities.

- Pay the rent on time, even if repairs are needed or you're in dispute with your landlord.
- Take good care of the property and avoid causing damage.
- Report repairs promptly, especially if a delay could make things worse.
- Keep the property reasonably clean, get rid of rubbish properly and use heating and ventilation sensibly.
- Pay any bills and council tax you've agreed to.
- Ask permission before making changes that need consent.
- Let your landlord in for properly arranged inspections and repairs.
- Avoid noise and behaviour that disturbs your neighbours.

If Something Goes Wrong.

Contact your landlord or agent in writing and keep evidence. If that doesn't work, you can get advice from Shelter or Citizens Advice, or contact your local council, which has powers to act if a landlord breaks the law.

LINKS IN THIS SECTION

1. GOV.UK: Your rights and responsibilities gov.uk/private-renting/your-rights-and-responsibilities
2. GOV.UK: Your landlord's safety responsibilities gov.uk/private-renting/your-landlords-safety-responsibilities

10

Moving In and Checking the Inventory.

Moving day is busy, but recording the property's condition is worth the time.

Before You Unpack.

Check the inventory and schedule of condition carefully. Look for marks, stains, damage, missing items, cleanliness problems and faulty appliances. Take dated photos and tell your landlord or agent about anything that's wrong straight away.

Record Important Details.

Take gas, electricity and water meter readings. Find out how the heating, hot water, ventilation and appliances work. Locate the stopcock, the fuse box and the fire exits.

Organise Your Accounts.

Set up council tax, energy, water, broadband and any other services you're responsible for.

→ **Official guidance:** GOV.UK: Council Tax (gov.uk/council-tax)

A complete move-in record is valuable evidence when the tenancy ends.

11

Repairs, Maintenance and Reporting Problems.

Not every repair is your responsibility. Your landlord is always responsible for repairs to:

- The structure and exterior of the property.
- Basins, sinks, baths, toilets, pipes and drains.
- Heating and hot water.
- Gas appliances, pipes, flues and ventilation.
- Electrical wiring.
- Fire safety problems.

Reporting a Repair.

Describe the problem clearly, say when it started, add photos and mention any safety risk. Use your landlord or agent's reporting system if they have one, and keep a copy.

Emergencies.

A suspected gas leak, serious electrical danger, major flooding or any other immediate hazard needs urgent action. Follow the safety advice, contact the emergency service or utility provider, then tell your landlord or agent.

Damp and Mould.

Report damp and mould straight away, especially if it's spreading or affecting your health. The cause should be properly investigated, not assumed to be a cleaning problem.

Awaab's Law, which sets deadlines for landlords to fix serious hazards, doesn't yet apply to private rentals. The government is consulting on how to extend it until 18 December 2026.

If Repairs Are Delayed.

Follow up in writing and keep records. If nothing happens, contact the environmental health team at your local council. They must act if the problem could harm you. Keep paying your rent: withholding it can put your home at risk.

- GOV.UK: Private renting, repairs
  gov.uk/private-renting/repairs
- GOV.UK: Extending Awaab's Law to private rented tenancies [1]

LINKS IN THIS SECTION

1. GOV.UK: Extending Awaab's Law to private rented tenancies gov.uk/government/consultations/extending-awaabs-law-to-private-rented-tenancies-and-to-licences

12

Rent Payments, Increases and Financial Difficulties.

Rent is usually your biggest monthly bill.

Paying Rent.

Know the due date, the payment method and any reference you need to use. Keep records of every payment, and contact your landlord or agent quickly if there's a problem.

If You're Struggling Financially.

Explain the situation early, ask whether a manageable arrangement is possible and get independent money or debt advice. Don't ignore arrears letters or legal notices.

Rent Increases.

Your landlord can only increase the rent once a year, and not in the first 12 months of a new tenancy. They must use Form 4A and give you at least 2 months' notice.

If you think the new rent is above the market rent, you can apply to the First-tier Tribunal. You won't have to pay the higher rent until the tribunal decides.

- GOV.UK: Renters' Rights Act overview for tenants [1]
- GOV.UK: Stronger protections for renters [2]

LINKS IN THIS SECTION

1. GOV.UK: Renters' Rights Act overview for tenants gov.uk/guidance/renters-rights-act-overview-for-tenants
2. GOV.UK: Stronger protections for renters gov.uk/government/news/stronger-protections-and-greater-confidence-for-renters

13

Living in Your Rental Property.

A rented property is your home, and knowing the practical arrangements makes everyday life easier.

Living With Other People.

If you share a joint tenancy, everyone named on it is responsible for the rent. That can mean you're liable for more than your share if someone else doesn't pay.

Pets.

You can ask your landlord in writing to keep a pet, with a description of the animal. They have 28 days to reply in writing. If they ask for more information within that time, they then have until the end of the 28 days or 7 days after you reply, whichever is later. If you don't reply, they don't have to decide. They can have longer if they need a freeholder's consent, or if you both agree. They can only refuse with a fair reason, such as another tenant's allergy or a lease that bans pets, and they should explain why. If they agree, they can't change their mind later.

Guests and Extra Occupants.

Check your tenancy terms before someone moves in permanently, and tell your landlord.

Insurance.

Your landlord's insurance won't normally cover your belongings. Consider contents insurance.

Keeping Records.

Keep important letters, payment records, the inventory and repair reports.

Coming Soon.

A national landlord database is due to start opening on 15 December 2026, region by region. The rules are still in draft, so dates could change. In future, you'll be able to check that your landlord has registered. A landlord ombudsman, to settle complaints without going to court, is expected in 2028.

→ Official guidance: GOV.UK: Stronger protections for renters [1]

LINKS IN THIS SECTION

1. GOV.UK: Stronger protections for renters gov.uk/government/news/stronger-protections-and-greater-confidence-for-renters

14

Ending Your Tenancy and Moving Out.

Whether you're moving for work, buying your first home or finding somewhere new, plan your move carefully.

Giving Notice.

You can end your tenancy by giving at least 2 months' notice in writing, such as a letter, email or text. Your landlord can't tell you which method to use. Time your notice so the tenancy ends on a day your rent is due, or the day before. Your landlord can't ask for more than 2 months' notice, and if your tenancy agreement allows a shorter period, you can use that. You pay rent until the tenancy ends. You and your landlord can agree in writing to end the tenancy sooner or use a shorter notice period.

If Your Landlord Wants You to Leave.

Section 21 "no fault" evictions ended on 1 May 2026. Your landlord now needs a legal reason, called a ground for possession, and must give you a section 8 notice with the right notice period.

- If your landlord wants to sell or move in, they must give 4 months' notice and can't make you leave within the first 12 months of your tenancy.
- Other grounds, such as rent arrears or antisocial behaviour, have shorter notice periods.

If you don't leave when the notice ends, your landlord must apply to court. Only a court order, carried out by bailiffs, can make you leave. Changing the locks, removing your belongings or cutting off services can be harassment or illegal eviction, which are crimes.

Get advice as soon as you receive a notice. Help is available from Shelter, Citizens Advice and the free Housing Loss Prevention Advice Service.

- GOV.UK: Grounds for possession, guidance for tenants [1]
- GOV.UK: Harassment and illegal evictions [2]

Preparing to Leave.

Remove your belongings, get rid of rubbish, clean to the standard at the start and put right any damage you're responsible for. You don't have to pay for fair wear and tear.

Check-Out.

Compare the condition with the original inventory, take final meter readings and return all keys as agreed.

Getting Your Deposit Back.

Give your forwarding address and bank details through a verified channel. Your landlord must return the deposit within 10 days of you both agreeing how much you'll get back. If you disagree, the deposit scheme's dispute service can decide, and the money stays protected until it's settled.

LINKS IN THIS SECTION

1. GOV.UK: Grounds for possession, guidance for tenants gov.uk/government/publications/grounds-for-possession-tenant-guidance/grounds-for-possession-guidance-for-tenants
2. GOV.UK: Harassment and illegal evictions gov.uk/private-renting-evictions/harassment-and-illegal-evictions

15

Common Tenant Mistakes and Your Action Plan.

Whether you're renting for the first time or planning your next move, we're here to help you feel informed and confident. Our lettings team is on 01777 566400 and rentals@alexanderjacob.co.uk.

Common Mistakes to Avoid.

- Applying without working out the full monthly cost.
- Paying money before checking the property and the agent are genuine.
- Signing without understanding the tenancy terms.
- Not checking the deposit is protected.
- Not inspecting the property carefully before moving in.
- Forgetting to photograph existing damage.
- Reporting maintenance problems too late.
- Assuming the landlord pays every household bill.
- Ignoring rent arrears or formal notices.
- Giving the wrong notice.
- Leaving without returning keys or arranging a check-out.

My Renting Planner.

01 Before You Apply

- [ ] Set a realistic monthly budget
- [ ] Choose your preferred areas and must-haves
- [ ] View properties and ask questions

02 Applying

- [ ] Prepare ID, Right to Rent and income documents
- [ ] Understand the holding deposit terms
- [ ] Read and understand the tenancy agreement

03 Moving In

- [ ] Check your deposit is protected and you have the scheme details
- [ ] Review the inventory and photograph any defects
- [ ] Read the meters and set up your accounts

04 During and After

- [ ] Keep rent and repair records
- [ ] Give the right notice and prepare for check-out
- [ ] Confirm your deposit return and final bills

Call 01777 566400 for more information.