



Guidance notes for Tenants

- To assist you in finding your new home, we have prepared some simple notes to help guide you through the process.

Property Search

- Register your details on this website and we will keep you up to date with available properties and help you get on the move!!
- Alternatively, feel free to call into our office or contact us by telephone and again, we can register your details on our applicant list and keep you up to date with any suitable properties as and when they become available and book viewings for you on any properties that may be of interest.

Viewings

- If you would like a viewing on any of our properties, our team will be happy to arrange it for you.
- It can be helpful to be flexible when arranging viewings, if the viewing is through the landlord or tenant, often they are not available until after 6pm in the evening or they are only available at weekends, however, if the viewing is with us, we are more than happy to show you around at a time to suit you.
- Before viewing, for security purposes, we will require you to supply us with some basic information such as full name, address, home, work & mobile telephone numbers.
- It is advisable to ensure you know exactly where the property is and what time and day you are viewing. If you are not sure where the property is, feel free to contact us beforehand and we'll give you some directions.
- **PLEASE** be on time! Ourselves, landlords and our tenants will usually only allow you 15 minutes for the appointment – as we often have other appointments to attend.

Agreeing Terms of the Tenancy

- Please direct all offers back to Solutions, we are professionally trained to negotiate them on your behalf.

Submitting your application

- Should you wish to submit an application on one our available properties, it is important that you read our Terms and Conditions beforehand.
- Application forms can be collected from our office, downloaded from our website, or alternatively feel free to contact us and we'll post one out to you.
- Solutions will require Identification from you at the time of submitting your application. This is usually, some form of photographic id and a utility bill with a recent date on and no older than 3 months.

- An application fee will be payable at this stage. This can be paid by debit card, personal cheque or cash – please note, if you are looking to move into a property within 5 days, we can only receive debit card or cash as we will not have time to clear a cheque.
- Your application will then be sent off to a specialised credit checking and referencing company. Prior notification to all your referees that they will be contacted within the next 48 hours for a reference will help speed up the process. Should all referees reply promptly, a report is received in our office within 48 hours. If there is any delay, it will take longer than this. **Please do not contact us for an update during this initial 48 hour period as it is expected that we will not have any update for you within this initial period.**
- Once we have formally offered you the tenancy on the property, we shall arrange a time for you to visit our office to “sign up”.

Tenancy commencement

- At this stage, we require the following:
- ALL named tenants to sign the tenancy agreement
- Rental and deposit in CLEARED FUNDS, bankers draft or cash – alternatively you are able to pay by debit card but you must ensure that there are sufficient funds in your account to cover the cost of the rental and deposit. If you wish to pay by credit card, a 2% fee will be added to the total amount.
- An inventory will be given to you to check. This is to protect you as much as the landlord so please add your comments to the inventory and return it to us quickly
- You will be told which management service the landlord has chosen – sometimes you will continue to deal with Solutions throughout the tenancy, other times you will deal with the landlord directly.

Finally, the team at Solutions wish you every happiness in your new home!!