



What do I need to do now my application has been approved?

Once your application has been approved we will notify you immediately by telephone and follow with confirmation in writing, this will always be sent first class however on occasions we may request you to collect the document from our office. It is important that you take special note of your 'acceptance letter' as it will detail the following information:

- 1) Tenancy start date
- 2) Monthly rent
- 3) Direct debit mandate to complete and return to your sign & pay appointment (if applicable)
- 4) Southern Electric Transfer Form to complete and return to your sign & pay appointment
- 5) Confirmation of payment required for your first months rent, this will be apportioned depending on your tenancy start date and your administration fee invoice. This payment will be required by cash or debit card only.
- 6) Prescribed information in relation to your deposit. You will be requested to initial each page and sign where highlighted. This should be returned to our office immediately, a freepost envelope will be supplied for the return of this document.
- 7) Personal contents insurance, including accidental damage to fixtures & fittings - this must be brought with you to your sign & pay appointment otherwise keys will not be release.
- 8) To call our office and arrange a 'sign & pay' appointment

A few days before your tenancy is due to start you will receive a copy of your tenancy agreement, we kindly ask that you take time to read this document previous to attending your appointment. You will be asked to sign the original document while in our office, please note all tenants and guarantor (if applicable) must sign before keys will be released.

Your sign and pay appointment will last approximately 30 minutes, you will be asked to sign the tenancy agreement, provide completed direct debit mandate, southern electric transfer form and evidence of contents insurance. You will also be informed about the inventory for the property, if the property is fully managed we will provide the inventory on behalf of your landlord otherwise this will be prepared by your landlord which will either be handed to you or advised it is still with your landlord. If the property is fully managed you will be allocated a 'first inspection' appointment relating to the inventory. This will be fully explained at the appointment. In addition you will be issued with the current gas safety certificate (if applicable) and asked to sign for the keys. Please note only one set of keys may be issued. Finally, you will be given a customer feedback form, which we will request the return of at your own convenience.