Fresh.

How to rent a Fresh home

Thank you for choosing to make your home with us. Our booking process may be a little different from what you've experienced before, but it's designed with your convenience in mind. Most of the journey can be completed online, making it simple, quick and hassle-free.

If you'd like any help along the way, just give us a call and we'll be happy to guide you through the process. All applications are assessed using the same criteria to ensure a fair experience for everyone.

1

Once you've found your perfect home, simply create an account on our website. When you're ready to submit your application, you'll be asked to pay a holding deposit equivalent to one week's rent. This payment must be made by debit or credit card or Pay by Bank. This reserves the property whilst your reference checks are completed.

Remember to visit our website for FAQs, a sample Tenancy Agreement and our Terms & Conditions – it's important you read these documents.

2

Once we've received your application, we'll be in touch to go through our pre-qualification questions. If we're happy to move forward, you'll receive an email explaining the information required by our independent referencing partner. We'll ask you to complete the reference checks promptly, and we're happy to discuss reasonable extensions where needed.

If your reference results show that a guarantor is required, we'll invite you to nominate someone. If you don't have anyone in mind, you may be eligible to apply for a flatfair* Tenant Guarantor - please speak to our team for more information.

During this stage, we'll also carry out sanctions checks on all applicants and confirm the documents required for your Right to Rent checks - we'll need to meet you in person to complete these.

3

Once we've received your reference check results, we'll be in touch to talk through the outcome with you. If everyone is happy to move forward, we'll pass your details to flatfair*, who will contact you directly to explain the deposit options available to you.

4

Once your deposit or flatfair* no-deposit check-in fee has been paid, we'll prepare your Tenancy Agreement for you to review and sign. We'll ask that this is signed promptly, usually within 15 calendar days from the date the holding deposit was received . Once signed by you, we'll countersign the agreement so it becomes legally binding.

We'll also provide you with a link to our Residents App, where you can view all your booking information in one place.

5

Your first rent instalment is now due and must be paid before the start date of your tenancy.

We'll be in touch with everything you need to know about your move-in date, inventory, and the final steps to get you settled.

And then you're all set to move in! We can't wait to welcome you to your new home. *flatfair are a third party provider of rental solutions.

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