

How to rent a Fresh home

Thank you for choosing to make your home with us. Our booking process is designed with your convenience in mind. Most of the journey can be completed online, making it simple, quick, and hassle-free.

1

Once you've found your perfect home, simply create an account on our website and submit your application online. 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.

Our friendly Residents' Team are always on hand to answer your questions, and we'd love to arrange a viewing at a time that suits you.

Remember, our website for FAQ's, a sample Tenancy Agreement and our Terms & Conditions are all available online.

2

Once we've received your application, we'll review your details and 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.

While referencing is underway, we may continue to respond to general enquiries about the property. If your reference results indicate that a guarantor is required, we'll invite you to nominate someone. If you're unable to do so, 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 / guarantors.

We'll confirm the documents required for your Right to Rent checks in advance. If you bring these to your viewing, we can complete the check quickly in person. All applications are assessed using the same criteria.

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 five days.

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 of your booking information in one place.

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 invite you to pay a holding deposit equivalent to one week's rent. Once this has been paid, the property will be removed from advertising and no further applications will be considered.

Details of when the holding deposit will be refunded or retained are explained in our Booking Terms and Conditions.

After the holding deposit has been paid, we'll pass your details to flatfair*, who will contact you directly to explain the deposit options available to you. Use of a deposit alternative is entirely optional. Note – If using a flatfair* Guarantor, the order of the booking journey steps will be slightly different.

5

Now that your Tenancy Agreement has been signed, your first rent instalment is 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.