

How to book a Fresh home

Thank you for choosing to live with us. Our booking process may be slightly different to other homes you've rented. To make it easier and more convenient for you the majority of the booking can be completed online.

1



Once you've selected your perfect home you can create an account online via our website and submit an application. Just give us a call if you need help going through the process.



Remember, our Residents' Team are always available to answer your questions and you're welcome to view the property whenever you want.

2



Once we've received your application we'll review the details and get in touch with you to discuss what happens next, which will include your reference checks.

You'll also receive an email detailing all the information you need to provide to our referencing agency.

You'll have 3 days to complete the reference checks. At this point the home will still be advertised on our website and there may be other interested applicants, so it's important that you complete referencing as soon as possible so you don't miss out.

3



Whilst the reference checks are being carried out we'll provide you with a list of documents and identification required for the Right to Rent checks (England only). If you bring these along to your viewing, we can check them in-person.

Residents applying to live in some of our properties will also need to have additional sanction checks. We'll let you know if these are required.

Passed all the checks? We'll now approve your application, remove the home from our website and provide you with all the documents you need to help you make an informed choice about living with us.

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We'll then create your Tenancy Agreement, which you need to sign within 5 days of receipt. Once signed you have 7 days to pay your deposit, first month's rent and any additional charges such as pet or parking. We'll then countersign the document so it becomes legally binding.

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



Take a look at our website for FAQ's, a sample Tenancy Agreement and our Terms & Conditions.

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**And then you're all set to move in!
We can't wait to welcome you to
your new Fresh home.**