

## Step 1: Finding the right property

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Search through all our available properties on our website and in our branches. Once we have a clear understanding of your requirements we will put together a selection of properties that match your requirements. We will keep in touch via email and text alerts when new properties, matching your criteria, become available.

## Step 2: Rent confidently by choosing a UPS managed property

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An increasing number of tenants insist on renting properties managed by UPS for complete peace of mind. This way you know that you will have someone who will look after any day-to-day issues that may arise.

## Step 3: Successful viewings

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Create your own check list, prior to viewing, of what you need from a property. This will help you decide if it's for you. We recommend an early viewing when we find a property that meets your requirements. We will be on hand to answer any questions you may have.

## Step 4: Making an application for tenancy

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If you decide to apply for the property we will help you fill in the application form which you will return to us along with the required information and references. UPS will liaise with the landlord on your behalf.

## Step 5: Offer agreed

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Once the landlord has accepted your offer we will:

1. Collate references from your referees
2. Arrange signing of the tenancy agreement
3. Collect your moving-in payment (rent plus deposit)
4. Set up Direct Debit Mandate for monthly rent collection
5. Carry out an inventory

## Step 6: Fees and Deposit

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It is common for letting agents to charge a fee to the tenant when moving into a property. This covers work by the agent such as carrying out credit and reference checks and administration costs. A tenant must also hand over a deposit, typically the value of four to six week's rent to the agent or landlord to secure the

property. The reason for having a deposit is to cover any damage to the property during the tenancy.

## Step 7: Rent

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Rents are normally quoted on a calendar month basis.

## Step 8: Understanding your rights and responsibilities

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Tenants have a number of basic rights such as:

- right to a rent book - free of charge and within 28 days of the tenancy being granted if your tenancy began after April 1st 2007
- freedom from harassment and illegal eviction
- 28 days notice to quit
- due process of law.

Also included within your tenancy agreement will be the responsibilities and obligations of the tenant. Broadly this covers details such as paying rent and bills and keeping the property and its furnishings in good order. Failure to adhere to these obligations could result in all or part of a deposit being withheld or even legal action.

## Step 9: Things to do before moving in

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Take the time to ask the landlord or letting agent to check the gas, electricity and meter readings. You should be only liable to pay electric bills going forward from a point.

## Step 10: Completion

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At completion stage you will be given the keys to your rental property. If you have decided to rent a managed property, then we will provide you with the contact details for your Property Manager who you should use as a main point of contact. If your landlord has opted to manage the property themselves we will give you their contact details instead.

Congratulations, you can now move into your new home!