

FAQ's

How long does the application process take;	It can usually be completed within 48 hours.
When do you ask for a guarantor;	Sometimes younger tenants and students may not have built up an adequate credit history and so the rating agency we use will suggest rejection without a guarantor.
Do you accept short lets;	As a general rule all agreements are for 12 months.
What are the office hours:	Monday-Friday 9.30am - 3.00pm
When can I do a viewings:	Monday-Friday before 6.30pm and Saturdays 9.00am- 12.00pm
Where can I get the laundry cards:	These can be purchased from the office.
Do you take housing benefit tenants:	Currently we do not accept Housing Benefit Tenants
Who pays for the tenancy deposit scheme:	It is the new tenants responsibility to pay the Landlord the £30.00 fee to have a tenancy deposit certificate that will be issued by the Landlord's office and a copy sent to the new tenant.
Do you allow pets:	As a rule we do not allow pets (unless for disability purposes)
Do you allow smoking:	All our properties are non-smoking
Can we call you in emergencies;	We provide you with an emergency out of hours number. However, it is for emergencies like water leaks in the ceiling or roof etc. We would not consider loss of TV signal to be an emergency for example.