

- **HOW DO I RENT A PROPERTY WITH Re:Lettings?**

You need to inform Re:Lettings of the property you want to rent and book an appointment in the office to pay a 'Property Reservation Payment'. The reservation payment secures the property for you. Any questions you have regarding payments or paperwork can be discussed at the point of making the appointment. Please note we run an appointment only system.

- **HOW LONG WILL THE APPOINTMENT TAKE?**

It can take up to 45 minutes, but if you email your details through this will greatly speed up your appointment time.

- **IS THERE AN ADMINISTRATION FEE?**

There is an admin fee applicable to each tenant of £40.00 + VAT (£48.00). This is a one off payment and covers the cost of the application process per person, drawing up of contracts and acting as your liaison. We will confirm when this is payable at the time of your appointment.

- **WHAT DO I NEED TO BRING TO THE APPOINTMENT?**

You need to bring in the reservation payment, and details of **all** tenants and **all** guarantors. When referring to 'details' for all tenants and guarantors, we mean: names and addresses, telephone numbers and email addresses of all tenants and guarantors. These details should ideally be emailed to hello@relettings.co.uk using the template provided before your appointment time.

- **WHAT IS, AND WHO CAN BE A GUARANTOR? WHY DO I NEED TO PROVIDE ONE?**

A guarantor is someone who agrees to vouch for a tenant's ability to pay rent, and any damage that the tenant may cause. Should the tenant default on any payments due, the landlord may proceed against both the tenant and the guarantor for payment to be made. Your guarantor ideally needs to be a home owner and over the age of 25. They must be based within the UK. Regardless of your age, employment situation, financial status, most applicants will be required to supply a guarantor.

- **HOW MUCH WILL THE PROPERTY RESERVATION PAYMENT BE TO SECURE THE PROPERTY?**

In most circumstances you will need to pay the equivalent of one month's rent. Your reservation payment then becomes your first month's rent, once the tenancy has commenced.

- **HOW CAN I PAY THE RESERVATION PAYMENT?**

Initial payment can be made in cash, by cheque, or direct bank transfer. We do not accept card payments.

- **WHY DO I HAVE TO PAY A RESERVATION PAYMENT?**

The reservation payment secures the property, only once this is paid in full will the property be removed from the market and guaranteed for you. However please note that the reservation payment is non-refundable for this reason.

- **WHEN AND WHO DO I PAY THE SECURITY DEPOSIT TO?**

The security deposit will be payable prior to your tenancy commencing at an agreed date during your appointment. We will confirm at this time if it is payable to Re:Lettings or the landlord. All deposits will be protected by a deposit scheme such as TDSNI.

- **HOW DO I PAY THE FUTURE RENT PAYMENTS?**

Rent payments will be payable monthly in advance by standing order.