



*"The service was excellent – thorough, professional and quick. They provided accurate information and always responded promptly to my calls."*

### The Application Process

We need your help to move your application quickly. Unfortunately with identity fraud being common these days we will need to see some kind of photographic identification from you, for example a passport or driving licence and a current proof of residency.

We will need to contact your employer to confirm your ability to pay the rent, and a previous landlord if applicable. We also need to check your financial status which will be done in complete confidentiality by an independent specialist referencing company.

If you are not working, are a student or recently arrived in the UK we may ask for a guarantor, or if one is not available, a number of months' rent in advance.

Once you have decided on your property you will need to pay an administration fee for processing your Leaders tenancy.

Allow a minimum of 5 working days between placing your offer and moving in to your new home, depending on the date the property is available.

You will need a signed Tenancy Agreement and cleared funds before you move in to your property.

Please refer to "What Happens Next" for more details.



## The Leaders Step by Step Guide to Renting a Home



### Step 1:

#### Decide:

- where you want to live
- when you need to move in
- how long you need the tenancy to be
- who will be living with you
- how much you can sensibly afford to pay
- how many bedrooms you will need
- any special requirements, for example, parking or pets

### Step 2:

Visit the Leaders Website at [www.leaders.co.uk](http://www.leaders.co.uk) for property listings and photos, and to subscribe to our free Let Me Know service

Or

Visit or phone your nearest Leaders branch to tell us what you are looking for and arrange viewings of suitable homes.



### Step 3:

Prepare names and addresses of:

- your employer (or accountant if you are self-employed)
- your bank (and account details)
- your current or previous landlords/ letting agent
- a guarantor if you are not employed, a student or have come from overseas

### Step 4:

Complete your application form with the help of your Leaders Lettings Consultant and we will draw up an Agreement between you and your landlord.

### Step 5:

Read and sign the Tenancy Agreement, pay your rent and Tenancy Deposit, pack your bags and get ready to...

**MOVE IN AND ENJOY YOUR NEW HOME!**



# Welcome to Leaders

and the promise of better things to come

## We promise you have made the right choice with Leaders

*With over 24 years letting experience to draw on and the service to match, you can trust Leaders to find the right home for you.*

*"Every aspect of our move was clear, easy to understand and problem free. Every person we spoke to was friendly, enthusiastic and every question was answered, no matter how trivial. We could find no fault at all and were very, very impressed."*

**You, your partner, your family are very important to us; we will always remember this and make these promises to you:**

- **We will always** do our very best to find a home that suits your needs - when you want it, and as close as possible to where you want to be. We have the widest choice of quality properties available in the areas we cover.
- **We will listen** very carefully to what you want and make every effort to only contact you about homes that fit your requirements. We don't want to waste your time or ours.
- **We will take you in a courtesy car** to look at homes to rent and be as flexible as possible about arranging viewing times for you.

- **We will tell you honestly** everything we know about the property: the district and local facilities, shops, schools, pubs – everything. If we do not know the answer we will find out!
- **Our staff** are all friendly and keen to help, they are local people with an excellent knowledge of the area and genuinely care about finding you the right home.
- **The rent** for the property will be fair and fully in line with market conditions. It will take account of the condition of the home and the character of the neighbourhood.
- **All our fees** will be explained to you upfront and there will be no hidden extras.

*"Friendly and easy to approach staff, prompt and excellent service."*

• **We will give you** as much assistance as you need with the application process and take you gently but clearly through all of the steps of becoming a Leaders' tenant.

• **We will process** your application immediately, and apply for references on line – any information you give us will be treated in strict accordance with the Data Protection Act.

• **An administration fee** is required once you have chosen your new home. Refer to our "What Happens Next" for more information.

• **The terms and conditions** of your Tenancy Agreement will be fair both to you and your landlord in line with the regulations of the Office of Fair Trading.

• **Your Tenancy Deposit** will be protected by the Tenancy Deposit Protection Scheme and held in accordance with the Housing Act 2004.

• **The rent you pay** will be protected because we are fully bonded members of ARLA. All tenant and landlords' money that we hold is protected by the ARLA bond.

*"Prompt, professional, friendly service."*



• **Your new home** will be clean when you move in with utilities connected. We will register your tenancy with the utilities and local authority once you have moved in to save you time and trouble.

• **Your health and safety** is our top priority; you will be given a current gas safety record if there is gas before you move in and any furniture provided by your landlord will comply with current safety regulations. We endeavour to ensure at all times that our landlords' properties comply with all legislation relating to health and safety.

• **We have a bank of reliable,** fully vetted contractors to look after the property during your tenancy – if your property is being managed by Leaders we will take care of any problems that may arise and will always respond to any queries during your tenancy as quickly as possible, or immediately in the event of an emergency.

• **We can provide** you with specially negotiated insurance packages that will cover your possessions against theft and cover your landlord's property against accidental damage, thereby protecting your deposit.

*"Everyone was so professional and polite. I was kept up to date regularly and have no hesitation in using them again."*