Pre-Tenancy Guide

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Deposit

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Paying Your Deposit

Congratulations on the acceptance of your rental offer! We're thrilled to welcome you as a future tenant and are here to support you every step of the way.

From completing your referencing and signing your tenancy agreement, to collecting your keys and settling into your new home, our team will guide you through each stage of the pre-tenancy process. And our support doesn't stop there — we'll be on hand throughout your tenancy to ensure everything runs smoothly and to help with any questions or concerns you may have.

What Happens Next?

You will be emailed a link to our tenancy platform **Goodlord**. By following the link, you will be asked to create an account, agree to the provisional terms of the tenancy and then pay your holding deposit by card. The government **How to Rent Guide** and our Client Money Protection Certificate will also be shared with you at this stage.
If you do not hold a UK debit or credit card, please notify our team so that we can provide you with an invoice to be able to make an international transfer.

Upon receipt of the holding deposit, the property will be taken off the market and a referencing application form will be provided to you via Goodlord.

Your holding deposit will be allocated towards your first months' rent. If the Landlord decides not to rent the property or an agreement is not reached before the Deadline for Agreement (provided you are not at fault), we will refund the holding deposit to you in full. Unless agreed in writing below, the Deadline for Agreement will be 15 days after the holding deposit has been received by us.

If you provide false or misleading information which reasonably affects the Landlord's decision to let the Property to you, or if you fail a right to rent check, or if you withdraw from the proposed agreement, or if you fail to take all reasonable steps to enter an agreement when the Landlord has done so, we will retain your holding deposit. In the event that we intend to retain your holding deposit, we will set out in writing the reason for this within 7 days of either deciding not to enter the tenancy agreement or the Deadline for Agreement.

Crown Luxury Homes are pleased to be able to offer a **zero-deposit** alternative with Reposit! This is **optional** and you will have the choice between paying a traditional 5-6 weeks' rent deposit or to purchase this zero-deposit insurance.

How Does It Work With Reposit?

Instead of placing a large deposit, you will pay a non-refundable one-off* fee of 1 weeks' rent. In return, your landlord will receive up to 8 weeks' rent protection.

Although this fee is non-refundable, some tenants prefer to use this option to reduce their up-front expenses.

For further information, please ask one of our staff members who will be able to provide you with Reposits information leaflet.

There is no obligation to use Reposit.

*If you rent longer than 12 months, an annual fee of £30 is applicable every year. There is also a dispute fee of £60 in the event of a claim.

Reposit

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Traditional Deposit

With the traditional deposit option, you will be asked to pay a 5-6 week rent deposit prior to the commencement of the tenancy. The deposit will be held securely with the **Deposit Protection Service Custodial Scheme** until the end of your tenancy.

The DPS (Deposit Protection Service) will invite you to create an account where you can submit a repayment request at the end of your tenancy. Please keep your account information save as you will need this information and your deposit ID at a later stage.

We will issue you with a copy of the Deposit Protection certificate within 30 days of your payment.

Once referencing has been successfully completed and the Landlord has confirmed they are happy to proceed, you'll be invited to sign your tenancy agreement. This will be sent to you via Goodlord by email, allowing you to review and sign it electronically with ease.

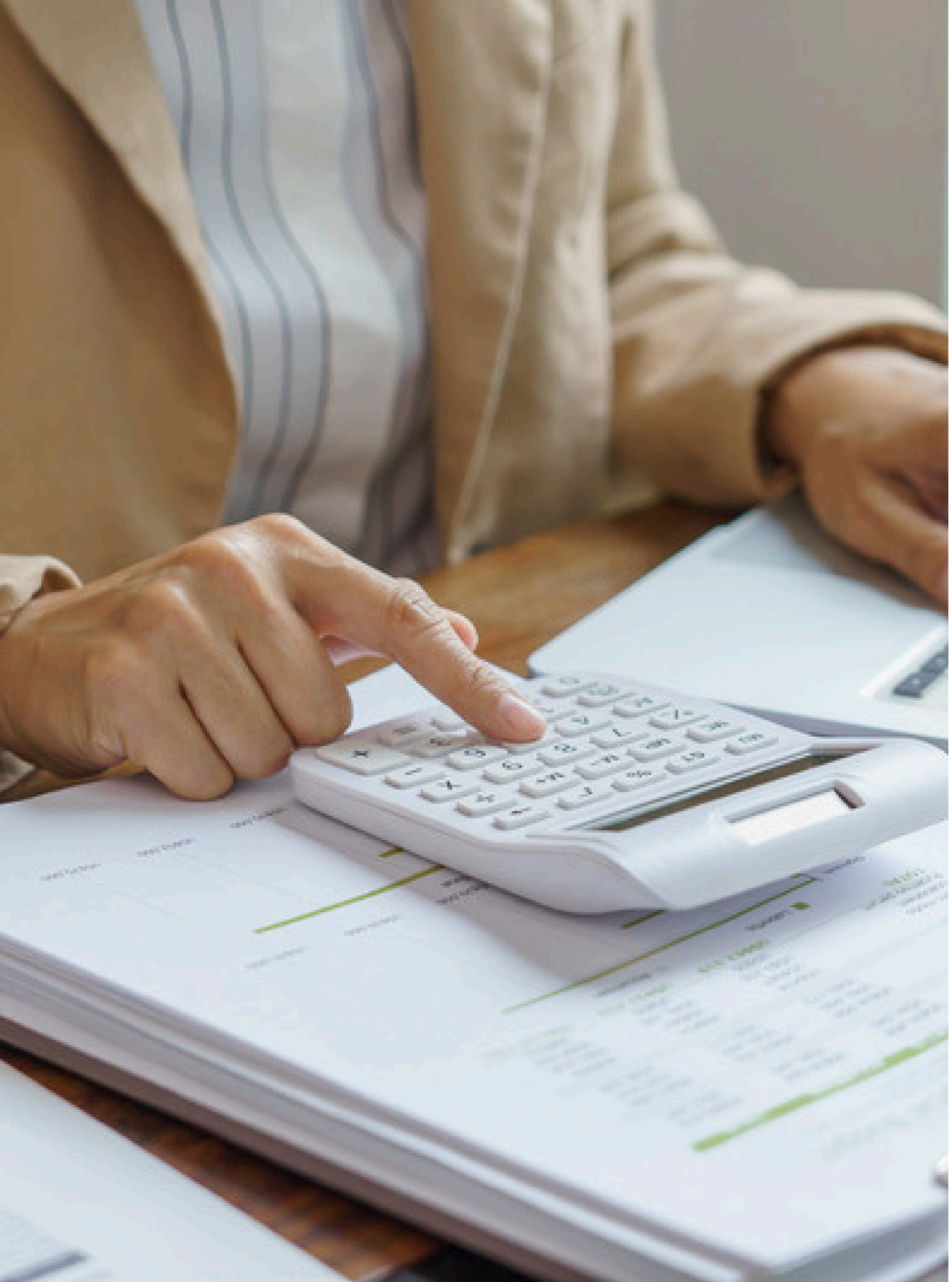
At this stage, you'll also be asked to pay your first month's rent and tenancy deposit, minus the holding deposit you've already paid.

Important: If you're paying via international bank transfer, please allow an additional 3–5 working days for the funds to clear into our account.

Please ensure all funds are received in full before your tenancy start date, as we will not be able to release the keys until payment has cleared.

You will receive a final signed copy of your tenancy agreement, along with all supporting documentation, by email prior to your key collection.

You'll also receive a useful information pack including details such as utility providers, concierge contacts, and how to reach our property management team.



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Referencing

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Referencing Process

Once we've received your holding deposit, we'll begin the referencing process. The referencing application form will be shared with you via Goodlord. Please be ready to provide:

- Photo ID (you will also be asked to take a selfie, or conduct a live facial recognition check)
- Right to Rent Share Code (if not a British or Irish passport holder)
- Employment/income details
- References from previous landlords (if applicable)
- Three years address history
- Depending on your circumstances, you may also be asked to provide further supporting documents – such as payslips, employment contract, your current tenancy agreement etc.

Open Banking is the fastest way to complete your referencing and is typically completed the same day. By allowing access to your bank account, Goodlord can verify your employment income and rental payments (if applicable) – saving time by not needing to wait for references. If you choose to opt out of open banking, on average the referencing checks take 48 hours – however it does depend on a number of factors.

For more information on the Goodlord referencing progress, please ask one of our staff members who will be happy to assist.

Need a guarantor? We accept **RentGuarantor** - obtain a quote here:

https://rentguarantor.com/application

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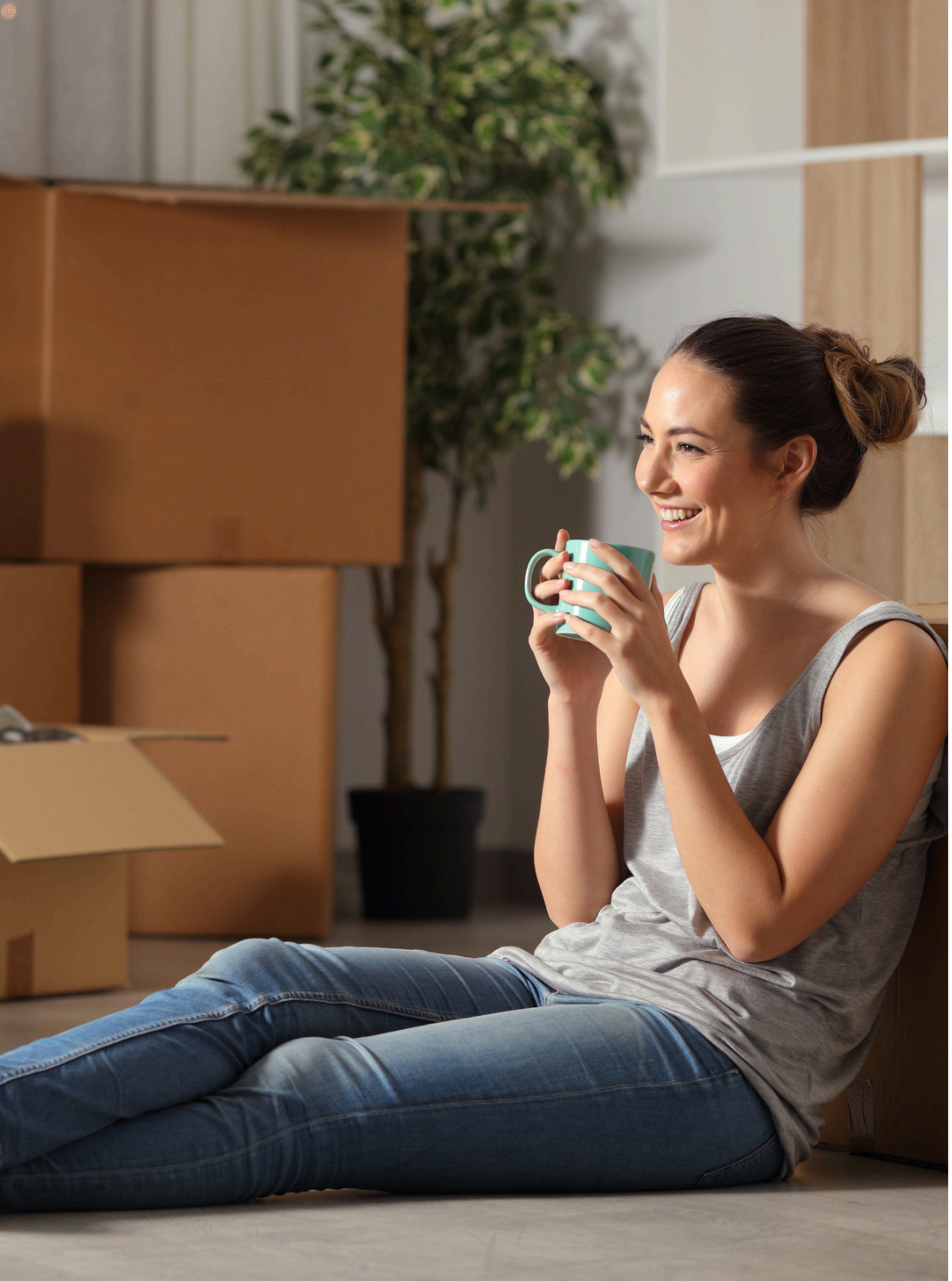

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Move Day

Now that all the paperwork is completed, you are ready to move into your new home! Here is what you can expect on the day of your move:

In-Person ID Check

As part of your move-in process, we'll carry out a brief in-person ID check to verify your identity. This is a legal requirement and must be completed before you take occupancy. We will agree a suitable time to meet you prior to your start date.

Key Collection

Your keys will be available to collect from either the concierge or a team member upon your arrival. Please ensure you have your ID with you, as most concierges need to verify your identity.

Welcome Walkthrough

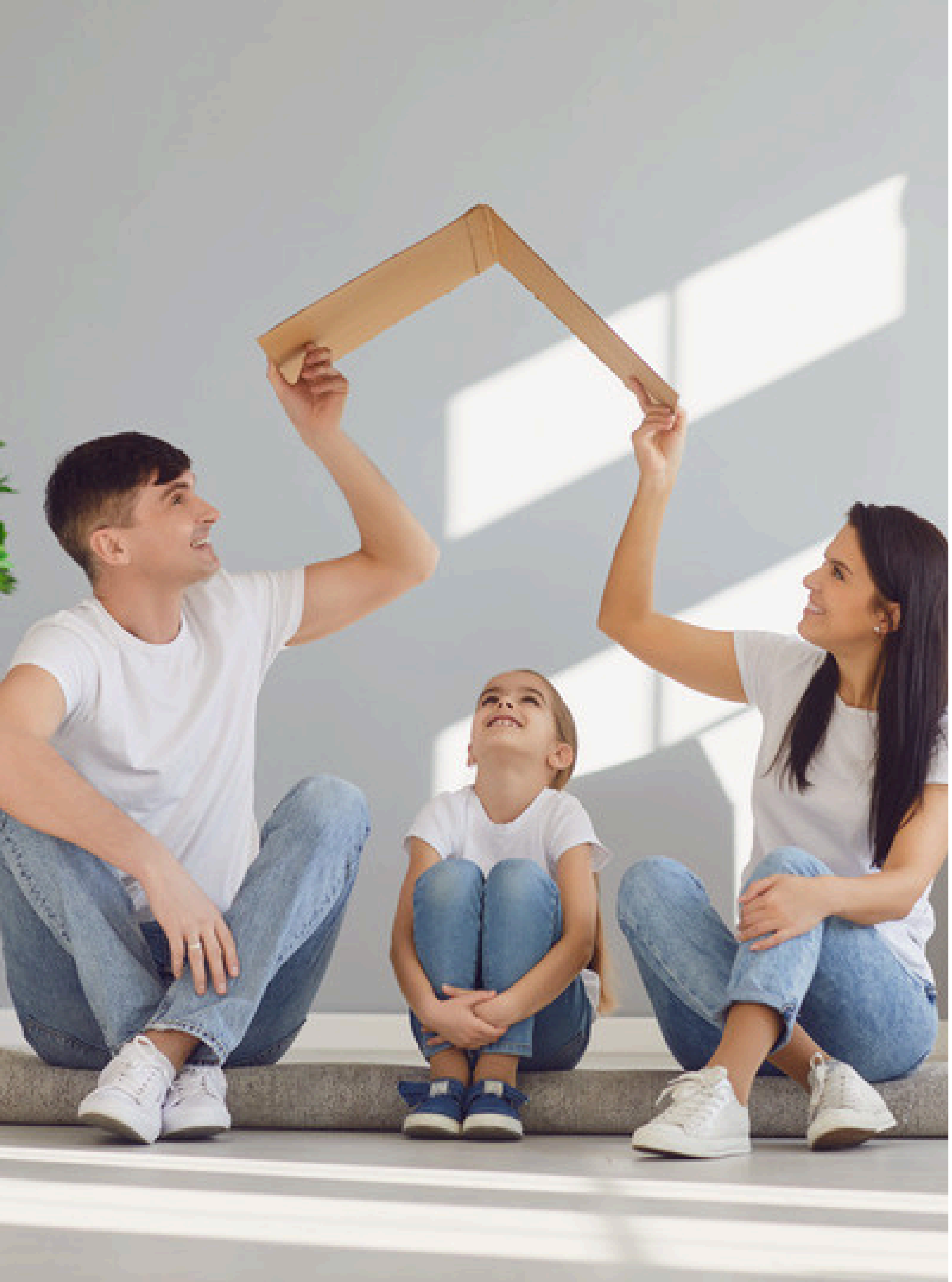
Where possible, a member of our team will meet you at the property to walk you through the basics. We'll show you how to use key appliances, locate the fuse box and stop cock, and answer any immediate questions you may have. Please note this is subject to availability and also depends on your estimated time of arrival.

Inventory Report

Before key collection on your move-in day, an independent inventory clerk will carry out a detailed condition report of the property, including photographs. This report will be sent to you within five working days of your tenancy start date. Please take time to review it carefully and report any discrepancies within seven calendar days.

Registering With Concierge

It's important to register with the concierge as soon as possible after moving in. This ensures that parcels and mail can be accepted on your behalf. Registration is also required to access building amenities and sign up to the residents' portal, where you'll receive important updates regarding building maintenance and facilities.



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Insurance

While your Landlord is responsible for insuring the building itself and any fixtures or fittings they provide, your personal belongings are not covered under their insurance policy. That's where contents & liability insurance comes in.

What is Content Insurance

Contents insurance protects your personal possessions against risks like theft, fire, water damage, and accidental damage (depending on the policy). This includes items such as:

- Furniture
- Electronics (TVs, laptops, mobile phones)
- Clothing
- Jewellery
- Kitchenware and appliances you own

Why It's Important

- Peace of mind – Know that your belongings are protected in case of unexpected events.
- Affordable protection – Many policies are relatively inexpensive and can be tailored to your needs.
- Accidental damage coverage – Some policies offer this as an optional extra, which can be helpful for everyday accidents.

During your pre-tenancy steps on Goodlord, you will be offered their Contents & Liability Insurance. The benefits include*:

- No upfront cost and flexible payment dates
- Cover amount based on your bespoke quote
- Contents cover for damage caused by fire, theft, malicious damage, vandalism, subsidence, heave or landslip, storm, flood and escape of water or oil
- Visitors' belongings up to £1,000
- Standard accidental damage cover for electronics and more
- Alternative accommodation expenses up to a maximum of £10,000
- Tenants Liability Cover of up to £10,000 per incident
- Optional contents outside of your home for up to 90 consecutive days
- Optional full accidental damage cover
- Optional and standalone legal expenses cover for up to a limit of £100,000

*Information correct as of 5th June 2025

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Meet the Team

Meet the Team

Kristina

Director

Grace

Lettings Manager

Michelle

Property Manager

Dovile

Property Manager

Gabi

Property Co-ordinator

Arbaz

Property Consultant

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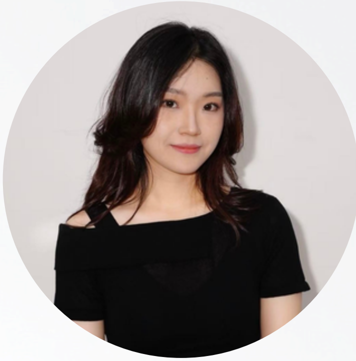
Meet the Team

Toby

Senior Marketing Executive



Cece

Client-Relations Executive

Yue

Digital Marketing Assistant

Contact Us

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For emergencies outside of office hours (Friday 5:30pm - Monday 9:00am), please call +44 (0) 207 0466 222.