

COMPLETE

# The **Complete** Guide

To renting in London



# Hello London!

Renting in London can be tricky, whether you're new to the city or a seasoned local. Fast paced and competitive, finding the right home at the right price is certainly time consuming.

Our tenants guide to renting in London is a straight forward how-to, with information on our process, fees, how we can help, and hints and tips from our experts.

## London, est. 43AD

Home to some of the most significant and historic buildings in the U.K. the tallest building in Europe, 33 bridges spanning the Thames, The Government of England and Wales, The Queen, and Boris Bikes. The world's first airport was opened in London, as was the world's first gas works, power station and underground transport network.

With 75% of fortune 500 companies having offices here, the focal point for financial and professional services and a wealth of prized universities, the opportunities for growth in London are boundless, with considerable investment in infrastructure, services and amenities and of course, residential developments being constructed across London.

Consistently ranked as one of the best cities in the world in which to live there is no doubt London has something for everyone.

## We are Complete

Complete are global experts in residential lettings and property management. We work with thousands of tenants internationally to source and secure their ideal home quickly and efficiently.

We manage an extensive portfolio in 13 major global markets and have access to a wealth of properties in the right areas and in the right condition. Our lettings experts work with you to understand your requirements and match you to the right properties, ensure a swift and simple moving in process and continue to support you throughout your tenancy with our team of residential property management experts on hand to address and resolve your questions, concerns and maintenance issues. All our properties are marketed across major property portals and updated daily to ensure you have the most up to date information on availability.

## We are in London

Complete have five offices across the globe and are specialists in a number of markets, with local expertise on the ground. Our London office manage a number of properties in some of the most prestigious prime developments across the city.

# The Complete process

### Starting your search

Our experienced global lettings team are on hand to support you with your search for apartments to rent in London and other cities in the U.K. across the globe. Take a look at our available properties on our website, through major property portals or register your details for the latest updates on availability tailored to your search requirements direct to your inbox.

### Arrange a viewing

Finding a wealth of suitable properties will be easy, and arranging a viewing on your chosen available apartments to rent in London couldn't be easier, with our experienced lettings negotiators available on the phone and by email to book in your viewing for you, at a time that suits you. Our lettings negotiators also arrange a number of open days on newly completed developments managed by Complete.

### Offer and negotiations

Having found your perfect home, our experienced lettings negotiators will manage the lettings process for you, discussing and confirming your offer with the landlord and negotiating your tenancy on your behalf. We will require holding deposits to secure your property at this stage and get the process underway as swiftly as possible.

### Referencing and Right to Rent

One of our team will guide you through the referencing process. We will conduct a background check, covering employment and previous landlord references, and carry out an initial credit check and a Right to Rent on your behalf. We will need payment of administration, referencing and AST fees, and once referencing is complete, we will work with you to finalise arrangements.

## The Complete process

### Moving in

Moving into your new home following satisfactory completion of the referencing process is simple. Your tenancy agreements will be drafted and presented to you and the landlords for signing and a date set for moving in.

We will require payment of your deposit, which is usually 6 weeks rent, and a month's rent in advance. Your deposit will be held by the government backed Deposit Protection Scheme.

The property will be prepared and an inventory taken and keys will be made available for collection on the agreed move-in day.

### Ongoing Support

Our expert team of residential property management are on hand to support you throughout your tenancy, ensuring that any questions, concerns and maintenance issues are addressed and resolved swiftly.

### Moving on

Our expert team of lettings and property management professionals are available to assist you with renewing your tenancy or supporting you if you decide to move on, whether into another property made available through us or elsewhere.

We will confirm the effective termination and move-out date with you, and arrange for an inspection of the property. Once all checks are completed, we will arrange for the release of your deposit from the Deposit Protection Scheme, subject to agreement with the landlord and condition of the property.



## Top Tips from our Experts

Look for somewhere which balances your criteria. London is a big place, so taking the time to narrow down your criteria and then weigh up your options will enable potential tenants to manage their own expectations

Tobias Alexander  
Lettings Negotiator, London

Go with your gut! if you like something, make an offer. The property market is fast and by the time you sit down and think about it, someone else would have taken your property

Hisham Abubaker  
Lettings Negotiator, London

Be prepared. Make sure you have all of the information needed for application and referencing procedures. This will help speed up the process and get you moving.

Nahida Hussain  
Lettings Administrator



## Complete fees

Tenancy agreement fee (Per property)	£200 + VAT (£240.00 incl VAT)
Administration fee	£50 + VAT (£60.00 incl VAT)
Administration fee for Guarantor (per guarantor)	£50 + VAT (£60.00 incl VAT)
Referencing Fee (Per Person)	£62.50 + VAT (£75.00 incl VAT)

Holding Fee – £500.00 credited to our client deposit account.

The holding fee is taken to remove the property from the market to protect the negotiations from other potential viewings. If the property is not secured at this point, we would refund the full £500.00 back to your account. Once the offer is agreed and referencing starts if Tenant(s) decide not to proceed or fail the references then the Holding Fee is not refundable.

Tenancy renewal fee	£120 + VAT (£144 incl VAT)
Fee for sending letter/email concerning breach of tenancy	£25 + VAT (£30 incl VAT)
Fee for refused/returned payment	£16.66 + VAT (£20 incl VAT)
Writing additional clauses or amendments in tenancy agreement	£50 + VAT (£60 incl VAT)

Moving in costs	
Rental Property Deposit	Six weeks rental bonded with the deposit scheme
Deposit Bonding	FREE
Upfront Rent	One month's rent in advance

### Inventory / Check-In fees

Unfurnished Properties		Furnished Properties	
Studio	£125 + VAT (£150 incl VAT)	Studio	£145 + VAT (£174 incl VAT)
One bedroom	£145 + VAT (£174 incl VAT)	One bedroom	£160 + VAT (£198 incl VAT)
Two bedroom	£160 + VAT (£192 incl VAT)	Two bedroom	£228 + VAT (£190 incl VAT)
Three bedroom	£175 + VAT (£210 incl VAT)	Three bedroom	£220+ VAT (£264 incl VAT)
Four bedroom	£205 + VAT (£246 incl VAT)	Four bedroom	£250 + VAT (£300 incl VAT)



## What our tenants say

Honesty, openness and integrity are at the core of our business and how we operate. We invite all of our tenants to submit a Google review. Here are just a few of them.

Adam is always a pleasure to deal with and no task seems to out of his reach to handle. We are so pleased to have Adam as our property manager and we look forward to building a strong relationship with him

Excellent service from start to finish provided by Reni and then Madi. Thank you for making our dream home come true!

Great service provided by Reni, Madi and Michael. They have always been very helpful and highly professional. As a result the whole process of viewings, processing of tenancy agreement and initial property management has been very smooth

I am thankful to Hisham (letting negotiator) who is really supportive through out the letting process and answering all queries. Again thankful to Madi for her support from reception



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