

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 5 weeks' rent. Your deposit will be held by the government backed, if it's an AST Tenancy Agreement 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

Ciaran McDonnell

Sales and Lettings Consultant, 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

Reni Rupperecht

Senior Sales and Lettings Consultant, 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.

Zoe McDonald

Sales and Lettings Consultant, London



Complete fees

Before the tenancy starts (payable to Complete Prime Residential 'the Agent'):

Holding Deposit: 1 weeks' rent (capped at £399)

Deposit: 5 weeks' rent

During the tenancy (payable to the Agent):

Payment of £50 including VAT if you want to change the tenancy agreement

Payment of interest for the late payment of rent at a rate of 3% above the Bank of England base rate.

Payment of £15 per hour, plus cost of the key/security device, for the reasonably incurred costs for the loss of keys/security devices

Payment of any unpaid rent or other reasonable costs associated with your early termination of the tenancy

Tenants with pets:

Where a landlord agrees a pet, strictly subject to contract and seeking the Freeholder's consent where necessary, the landlord may levy a rent increase of 7.5% above market value.

Non-housing Act Tenancy Fees:

Holding Fee / Tenancy Fee: Where the tenancy is a non-housing act agreement, a fee of £399 including VAT is payable by the tenant to Complete for the work involved in negotiating and preparing the tenancy. This fee is treated as holding fee as above, except that the money will not automatically be returned even if the 'deadline for agreement' is surpassed.

Renewal Fee: A fee of £120 including VAT will apply for each tenancy renewal Complete arrange, negotiate and facilitate on your behalf with the Landlord.

Breach Fees: Please note that contractual breach fees may apply. Please refer to the draft tenancy agreement.

Contractors Commissions: Please note that some contractors used by Complete pay a referral fee for work they perform on behalf of our landlords and tenants. The fee is not added to the bill, but merely paid to Complete for the referral of the business which negates the contractors need to advertise for additional work. You are not obliged to use these contractors where you are paying for the work.

All fees are inclusive of 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.

We have been renting a flat with Complete for a bit more than two years now. They are excellent agents, but we would like to say a special thank you to Joana F. who has been our property manager for the past year.

Sky Mansfield from Complete Ltd has been great and easy to work with. She took over as the property manager in middle of 2018 and everything has been smooth so far.

My experience with Complete has been very good, mostly due to the person looking after my property - George Georgalli. He is very attentive, professional and always replies swiftly to my queries. He is a credit to the company and has made my life much easier since managing my property. Thank you for all your help.

I would like to thank Lizzie for her excellent services, her support is timely and helpful. Since she took over my account, she has helped me to clarify and resolved a number of issues which had been outstanding for months.



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