



## The Lifecycle of your Townends Tenancy

### Before we start

So, you've been to your local Townends branch, seen a host of relevant properties and have now made your decision. Your offer has been accepted and so the tenancy process starts rolling...

### Pre-Tenancy

Once your offer has been accepted, your details will be passed to our central Pre-tenancy team who will work with you and your local branch, right through to your move-in date. The team will co-ordinate all of your requirements, producing the Tenancy Agreement for you to sign using the last digital technology, saving you time so that you can enjoy making plans for your move.

### Congratulations! You've moved in!

If your new home is managed by Townends, you will receive a letter from us welcoming you to your new home. We have a team of fully trained property managers waiting to ensure that your experience in your new home is the best that it can be. You will be given full details of how to contact us for any given situation that may arise

### Throughout your Tenancy

- **Property Maintenance**

Our Maintenance department are here to help you and work closely with INEX, our in-house maintenance division, ensuring that all maintenance issues are dealt with as swiftly and efficiently as possible. Outside of working hours, we are still on hand to assist you in the event of an emergency situation.

If your property is managed by your landlord, you will be given details of how to make contact them.

### Time to renew your Tenancy

Gosh how the time has flown! 3 months before your Tenancy Agreement is due to expire; our expert Renewals department will make contact with you and your landlord in order to discuss what your plans are for the coming term. Whatever your decision, we can assist in negotiating and the drawing of a new agreement or should it be time to move on, we can provide you with up-to-date market information and details available properties that suit your needs.

## **After the Tenancy**

Should you decide not to renew your current tenancy, our dedicated End of Tenancies and Deposits departments will be on hand to assist in checking you out of the property and ensuring the swift return of your deposit.