



YOUR TENANCY JOURNEY

A STEP-BY-STEP GUIDE TO MOVING
INTO YOUR NEW HOME.



MOVING INTO A NEW HOME

MOVING HOME SHOULD FEEL SIMPLE.

This guide shows you every step between your offer being accepted and getting your keys.

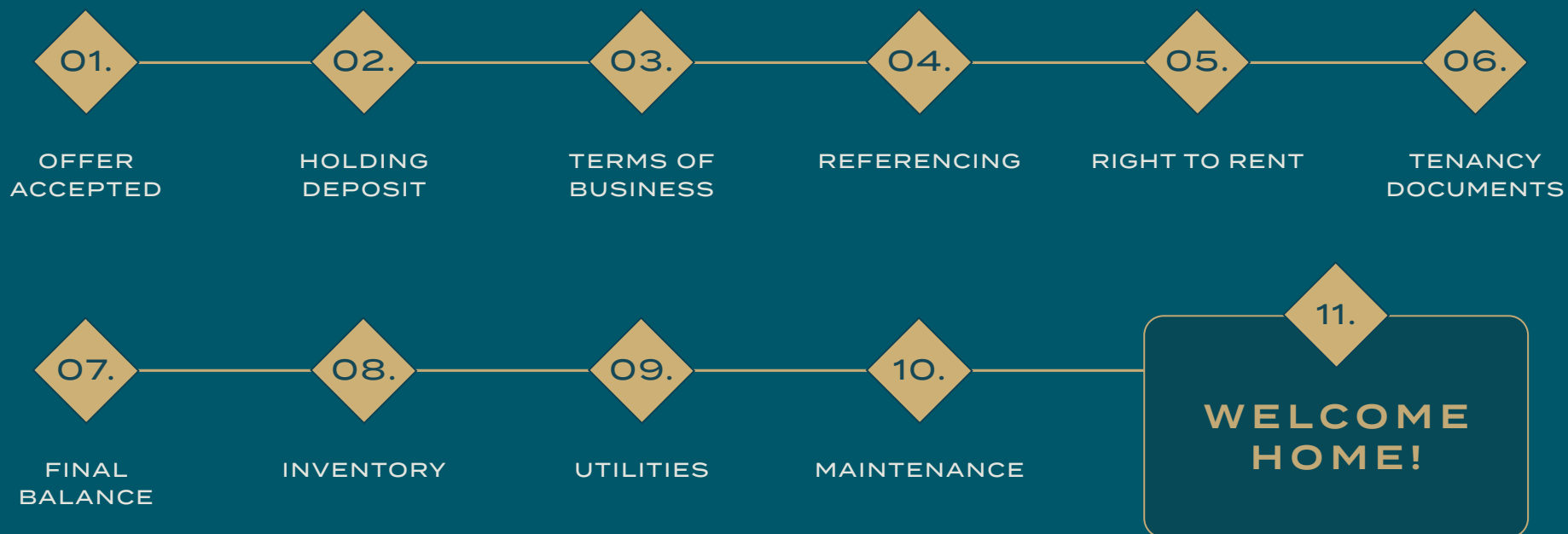
Staying on top of each step keeps your move-in date on track. Any questions, just ask.





THE PROCESS AT A GLANCE

YOUR TENANCY WILL PROGRESS THROUGH THE FOLLOWING STAGES:



01.

OFFER ACCEPTED

Once you've viewed a property and would like to apply, the next step is to make an offer.

We'll ask you to complete a short Offer Form so we can present your application clearly to the landlord.

Popular properties often receive several offers soon after viewings, so returning the form promptly helps avoid delays.

Please note: offers above the advertised rent cannot be accepted. This is a legal requirement under the Renters' Rights Act 2025, designed to protect tenants from bidding wars.



OFFER → DEPOSIT → TERMS → REFERENCING → CHECKS → DOCUMENTS → FINANCIALS → INVENTORY → UTILITIES → MAINTENANCE → MOVE IN

02.

HOLDING DEPOSIT

Once your **offer has been accepted**, we will confirm this in writing and request a **holding deposit equivalent to one week's rent**.

The **holding deposit** secures the property while **referencing takes place**.

Payments are processed securely through **PayProp**, our tenancy payment platform, which provides clear records of all transactions.



Holding Deposit: One Week's Rent



This reserves the property while we complete your referencing. It's later credited towards your security deposit (5 weeks' rent in total), with your first month's rent due alongside it once your tenancy agreement has been signed.

Secure Payments via PayProp



All rent and deposits are handled through PayProp, our tenancy payment platform. You'll have your own login to view every transaction.

Deposit Scheme



"Your deposit is legally protected" Your security deposit is registered with a government-approved tenancy deposit scheme within 30 days of your tenancy starting. It's held safely until the end of your tenancy.

03.

TERMS OF BUSINESS

You will receive our **Terms of Business** electronically through **Adobe Sign**.

Adobe Sign allows documents to be reviewed and **signed securely online**.

Completing this step promptly helps ensure the **tenancy progresses without delay**.



Adobe Sign

OFFER → DEPOSIT → **TERMS** → REFERENCING → CHECKS → DOCUMENTS → FINANCIALS → INVENTORY → UTILITIES → MAINTENANCE → MOVE IN

04.

REFERENCING

Referencing is completed through our independent partners, **Canopy** and **Let Mojo**.

You'll receive a **secure link** to begin your application. We'll ask for ID, employment details, proof of income, and references from previous landlords.

For a faster check, you can verify your income via **Open Banking** – a secure, read-only link to your bank account. It's encrypted, FCA-regulated, and you stay in control.

Providing this information promptly helps keep the **process moving efficiently**.

The Canopy logo is displayed in a white serif font within a rounded rectangular box with a white border.The letmojo logo features a white house icon inside a circle, followed by the word "letmojo" in a white lowercase sans-serif font, all within a rounded rectangular box with a white border.

OFFER → DEPOSIT → TERMS → REFERENCING → CHECKS → DOCUMENTS → FINANCIALS → INVENTORY → UTILITIES → MAINTENANCE → MOVE IN

05.

RIGHT TO RENT

UK law requires all tenants to complete **Right to Rent checks** before the tenancy begins. This confirms your legal eligibility to rent property in the UK.

British and Irish passport holders can complete this online via **TrustID** – quick, secure, and done from home.

Non-UK nationals will need to visit our office in person before move-in, bringing their passport or **BRP**, along with a **Home Office share code**.

TRUST ID

OFFER → DEPOSIT → TERMS → REFERENCING → CHECKS → DOCUMENTS → FINANCIALS → INVENTORY → UTILITIES → MAINTENANCE → MOVE IN

06.

REVIEWING THE TENANCY DOCUMENTS

To save time, we send your tenancy documents alongside your referencing – so you can review everything in parallel.

Once your referencing is approved, we'll ask you to sign via **Adobe Sign**, our secure online signing platform.

Nothing left to chase at the last minute.

DOCUMENT	WHAT IT IS
Tenancy Agreement	Your assured periodic tenancy contract
Gas Safety Certificate	Confirms the property's gas appliances are safe
EICR	Electrical safety certificate
EPC	Energy performance certificate

OFFER → DEPOSIT → TERMS → REFERENCING → CHECKS → DOCUMENTS → FINANCIALS → INVENTORY → UTILITIES → MAINTENANCE → MOVE IN



FINAL BALANCE

Once your tenancy agreement has been signed and executed, we'll collect the remaining balance of your security deposit and your first month's rent.

By law, no rent or deposit balance can be collected before signing. It is agency practice for funds to clear in our account at least 15 days before your move-in date to secure your keys.

PAYMENT	AMOUNT	WHEN DUE
Holding deposit	1 week's rent	When your offer is accepted
Security deposit balance	4 week's rent	On signing your tenancy agreement
First month's rent	1 month's rent	On signing your tenancy agreement
Total security deposit held	5 week's rent	Registered within 30 days of tenancy start



08.

INVENTORY CHECK-IN

Not every landlord commissions a professional inventory – but where they do, here's what happens.

Before you move in, an **independent inventory clerk** will prepare a detailed inventory report.

You will receive the inventory and have the **opportunity to review it.**

This report records the condition of the property at the start of the tenancy, including:

- ◆ **Fixtures and fittings**
- ◆ **Meter readings**
- ◆ **Photographic records**
- ◆ **General condition of the property**
- ◆ **Keys and security items**
- ◆ **Smoke, Heat and Carbon Monoxide alarms**

OFFER → DEPOSIT → TERMS → REFERENCING → CHECKS → DOCUMENTS → FINANCIALS → **INVENTORY** → UTILITIES → MAINTENANCE → MOVE IN

09.

SETTING UP UTILITIES

To make moving day simpler, we partner with **Help The Move**, who can set up your household utilities so everything is ready when you collect your keys.

They can help with:



**Gas and
Electricity**



**Council
Tax**



Water



**Broadband
and TV**

This service is free and optional – you're welcome to use your own suppliers if you'd prefer.



OFFER → DEPOSIT → TERMS → REFERENCING → CHECKS → DOCUMENTS → FINANCIALS → INVENTORY → UTILITIES → MAINTENANCE → MOVE IN

10.

MAINTENANCE SUPPORT

If we manage your property, reporting maintenance is simple.

01.

Log your issue on **Fixflo**, our online maintenance platform.

02.

You'll be connected to **Aidenn**, our AI assistant via **Help Me Fix**, can help diagnose common issues instantly.

03.

If the issue needs hands-on attention, a **video engineer** will assess it next.

04.

Where a physical repair is required, we'll arrange a contractor to attend.

You'll receive updates at each stage, so you always know where your request stands.

Fixflo



OFFER → DEPOSIT → TERMS → REFERENCING → CHECKS → DOCUMENTS → FINANCIALS → INVENTORY → UTILITIES → MAINTENANCE → MOVE IN

11.

MOVE-IN DAY

Just before your tenancy begins, you'll receive a **Welcome Email** with everything you need to start settling in.

THIS INCLUDES:



Access to
your PayProp
tenant portal



Maintenance
reporting
information



Rent payment
instructions



Important
contact details

Welcome home.



OFFER → DEPOSIT → TERMS → REFERENCING → CHECKS → DOCUMENTS → FINANCIALS → INVENTORY → UTILITIES → MAINTENANCE → MOVE IN



GET IN TOUCH

ALEXANDRA PARK OFFICE

26 Palace Gates Road
London, N22 7BN
020 8057 0777

STOKE NEWINGTON OFFICE

147 Church Walk
London, N16 8QW
0207 167 6878

CONTACT US

info@elementproperties.co.uk
www.elementproperties.co.uk



Covering North & East London





ELEMENT PROPERTIES & CO