



Helping you feel at home, from day one

Finding the right home is an exciting step and at Home + Castle, we're here to make the renting process as straightforward and stress-free as possible. Whether you're renting for the first time, moving to a new area or simply looking for your next home, our experienced team will be on hand to guide you through every stage of your tenancy.

From finding a property and making an offer to moving in and settling into your new home, this guide explains what you can expect along the way.

Finding Your Next Home

Your next home is more than just a property, it's the place where your next chapter begins. We offer a range of homes to rent across East Sussex and the surrounding areas. Once you've found a property that catches your eye, we're here to help you take the next step.

Before beginning your search, it's worth considering:

- Your preferred location
- Your monthly budget
- The type and size of property you need
- Your ideal move-in date
- Parking and outdoor space
- Transport links and local amenities
- Whether you require a furnished or unfurnished home
- Any specific requirements, including pets

You can register with Home + Castle to receive updates about suitable properties as they become available. You can also download our handy tenant app to be kept in the loop, in realtime.

Looking for your next home?

Tell us what you're looking for and we'll help you find the right property.

Viewing a Property

A property viewing is your opportunity to get a real feel for a home. We encourage you to take your time, look around carefully and ask any questions you may have. Our team will be happy to provide as much information as possible to help you make an informed decision.

You may wish to ask about:

- The tenancy arrangements
- What is included with the property
- Parking and outside space
- Council Tax and utility responsibilities
- Appliances and furnishings
- Broadband availability





- Pets
- Any planned works or improvements

If the property feels like the right fit, we'll guide you through the next stage.

Making an Offer

Found somewhere you'd love to call home? Once you're ready to proceed, simply let us know and we'll guide you through the offer process.

We'll ask for information including:

- Your proposed move-in date
- The names of everyone who will live at the property
- Your offer details
- Your contact information
- Any specific requirements or requests

We'll communicate your offer to the landlord and keep you informed throughout the process. Our aim is to make everything clear, straightforward and as stress-free as possible.

Referencing & Application

Once your offer has been accepted, the application process can begin. You will be asked to provide information and documentation to support your application, which may include:

- Proof of identity
- Proof of address
- Employment and income details
- Previous landlord references
- Affordability information
- Right to Rent documentation

Depending on your circumstances, a guarantor may also be required. Providing your documents promptly and ensuring all information is accurate will help us keep the process moving smoothly.

Our team will let you know exactly what you need and will be on hand if you have any questions.

Your Tenancy

Before moving in, you'll receive the relevant tenancy documentation and information relating to your new home. It's important to take the time to read your tenancy agreement carefully and make sure you understand the terms before signing.

Your tenancy documentation will explain important details such as:





- Your rent and payment arrangements
- Your deposit information and where it is held
- Your responsibilities as a tenant
- The landlord's responsibilities
- The arrangements for your tenancy
- Who is responsible for household bills
- How maintenance issues should be reported
- The process for bringing your tenancy to an end

If anything is unclear, please ask. We're always happy to explain.

Your Deposit

Where a tenancy deposit is required, you will receive information about how your deposit is handled and protected.

Your deposit provides security for the landlord against certain costs at the end of the tenancy, such as:

- Damage beyond normal wear and tear
- Missing items
- Other costs that may arise under the terms of your tenancy

Looking after your home and keeping good records throughout your tenancy can help ensure the end-of-tenancy process runs smoothly.

Moving Into Your New Home

Moving day is an exciting milestone and we're here to help make sure you're ready. When you move in, take some time to familiarise yourself with your new home.

Check your inventory

If an inventory or check-in report is provided, review it carefully and make sure it accurately reflects the condition of the property when you move in. If you spot anything that doesn't look right, let us know as soon as possible so we can make the relevant notes and additions before it is finalised.

Take meter readings

Take readings for any relevant gas, electricity and water meters and contact the appropriate suppliers. These readings will also be on your inventory.

Set up your household accounts

Depending on your tenancy, you may need to arrange:

- Gas and electricity
- Water
- Council Tax





- Broadband and television services
- Contents insurance

During Your Tenancy

We're here to support you throughout your tenancy. Good communication helps ensure that any issues can be dealt with quickly and efficiently, so please don't hesitate to contact us if you have a question or need assistance.

You should get in touch if:

- Something needs repairing
- You have a maintenance concern
- Your circumstances change
- You need permission to make a change to the property
- You have a question about your tenancy
- You're experiencing difficulties that may affect your rent payments

The earlier you contact us, the sooner we can help. If you're a tenant in one of our managed properties, you can view your rent, rent statements and you can also report maintenance related issues via our handy tenant app.

Repairs & Maintenance

Your home should be somewhere you feel comfortable and secure. If something needs attention, please report it as soon as possible and provide as much information as you can.

Helpful information includes:

- A clear description of the issue
- When the problem started
- Photographs or videos, where appropriate
- Details of any immediate risk or damage

Reporting issues promptly can often prevent a small problem from becoming a bigger one. Please avoid arranging repairs or instructing contractors yourself unless you have been authorised to do so.

Looking After Your Home

Looking after your home is an important part of being a tenant. We ask that you take reasonable care of the property throughout your tenancy.

This includes:

- Keeping your home reasonably clean and tidy
- Reporting repairs promptly
- Taking reasonable steps to prevent damage





- Keeping kitchens and bathrooms properly ventilated
- Reporting leaks or signs of damp as soon as possible
- Taking care when using appliances and equipment
- Looking after any garden or outside space where this is your responsibility

Your tenancy agreement will provide further details about your individual responsibilities.

Your Home. Your Rights.

As a tenant, you have important rights designed to help you enjoy your home safely and comfortably. These include the right to live in a property that is appropriately maintained and to enjoy your home without unnecessary interference.

Your landlord also has responsibilities for certain aspects of the property, including important repairs and safety requirements. If you have concerns about the condition of your home, please let us know so that we can advise on the appropriate next steps.

Access to Your Property

There may occasionally be times when access to the property is required for:

- Repairs and maintenance
- Safety inspections
- Routine property inspections

Where possible, arrangements will be made with you in advance. We appreciate that this is your home and will always aim to make access arrangements as convenient as possible.

Pets & Making Changes to Your Home

If you'd like to keep a pet or make changes to the property, please speak to us first.

This could include:

- Decorating
- Installing fixtures or fittings
- Making alterations
- Changing locks
- Keeping a pet

Please don't make changes without the appropriate permission.

We're always happy to discuss your request and explain the next steps.





Planning to Move On?

When the time comes to move, we'll help make the process as straightforward as possible. Your tenancy arrangements will explain the notice you need to provide. Before moving out, you'll need to:

- Give the appropriate notice
- Remove all personal belongings
- Leave the property clean and tidy
- Take final meter readings
- Arrange for utility accounts to be closed or transferred
- Return all keys and access devices

We recommend allowing plenty of time before moving day so that everything can be completed properly.

The Check-Out Process

At the end of your tenancy, the property will usually be checked against its condition at the beginning of your tenancy. The property should generally be returned in a similar condition, allowing for reasonable wear and tear. To help the process run smoothly, make sure you:

- ✓ Remove all personal belongings
 - ✓ Return any furniture to its original position
 - ✓ Clean the property thoroughly
 - ✓ Check cupboards, lofts and outside areas
 - ✓ Take final meter readings
 - ✓ Return all keys
-

Returning Your Deposit

Once the tenancy has ended, the check-out process has been completed and any relevant matters have been resolved, arrangements can be made regarding the return of your deposit. If any deductions are proposed, you will be provided with information explaining them. Keeping the property well cared for and communicating with us throughout your tenancy can help make this process as smooth as possible.

We're Here When You Need Us

At Home + Castle, we believe renting a home should feel straightforward, supported and stress-free.

From the moment you start your search through to moving in — and throughout your tenancy — our team is here to help.

We pride ourselves on providing a personal service, clear communication and friendly, professional advice.

Your home matters to us.

Whatever stage you're at in your property journey, Home + Castle is here to help you feel at home.

