

INVESTORS

LANDLORDS

TENANTS

PARTNERS



GRANT PROPERTY

INVESTMENT + MANAGEMENT

TENANTS WELCOME PACK

AWARD WINNING

Welcome to your new home. We are delighted that you have chosen Grant Property to manage your tenancy. We want you to be safe and happy and will ensure that you are supported every step of the way.

Your landlord has selected us, as an ARLA accredited property management agency, to supervise your tenancy. As our top priorities are tenant safety and comfort, we guarantee that your property meets the highest safety and compliance standards as the current regulations dictate.

Your designated Property Manager is your single point of contact for the duration of your lease and we encourage you to approach them whenever you require assistance.

IMPORTANT INFORMATION

SAFETY CERTIFICATE DOCUMENTS

This includes your legally required gas safety certificate. The gas check is completed on an annual basis and you will be contacted in advance to arrange the necessary access to the property.

TENANCY DOCUMENTATION

This includes your lease for the property. Please keep this as evidence of your stay for utility purposes and confirmation of terms and conditions of your tenancy.

INVENTORY

As advised by the Letting Negotiator who guided you through your application phase please read, update and return the documentation with your signature(s) and any comments within 7 working days.

DEPOSIT INFORMATION

Your deposit is registered and held by a third party adjudicator during your tenancy. This information will explain the process involved and timelines for reclaiming at the end of your tenancy.

CONDENSATION ADVICE

A build-up of condensation is a common occurrence in traditional properties. This document will explain your responsibility to keep the property well ventilated for your comfort and safety.



UTILITIES

Gas and electricity will be working from the first day of your tenancy. It is your responsibility to contact your provider and make sure an account is set up in your name from the tenancy start date. For Council Tax please contact the relevant council to notify them of your tenancy and to apply any discounts you are entitled to. All matriculated students are exempt from paying council tax.

END OF TENANCY

We want our tenants to receive their full deposit back. To give you the best chance, we are happy to provide additional information towards the end of your stay, as well as suggesting recommended 'end of tenancy' cleaners for you.

MAINTENANCE

Our properties are kept well-maintained at all times for both our landlords' and tenants' peace of mind. We carry out thorough routine inspections during your tenancy. Please remember to notify us of any areas that require attention. We have an approved contractors list that we use and consistently review to provide our tenants with a prompt and professional service.



GRANT PROPERTY

We are the leading residential property investment and management company with over 20 years' experience in the UK residential property market. Headquartered in Edinburgh, with local offices across the UK, we have sourced and renovated over 2000 properties for clients in over 30 countries and currently manage a portfolio of over £250M.

With a focus on securing valuable, high-yielding, traditional property in vibrant prime city centre locations, our unique end-to-end service saves clients time and money. These services include identifying on and off-market property opportunities, fixed cost renovations to increase yield and capital value, bespoke furnishing packages and a full, ongoing property management service.

As ARLA accredited agents, we understand and deliver on all aspects of letting and property management for both new landlords and investors through our market-leading technology, with a strong focus on maintaining our 98% occupancy. Tenant safety is a top priority and we ensure all properties we manage comply with all regulatory requirements.

"I worked with Grant Property for around a year. Their properties are always kept to a great standard and they always make sure that everything is perfect for tenants. The team are all very knowledgeable and understanding when problems may arise."

Georgia Noble

"Any problems in the flat have always been fixed quickly and efficiently, with no hassle."

Kathryn Corner

"Very friendly and polite staff with great service."

Matthew Watson

"Spent 2 years with Grant Property and they were fantastic! Really helpful and quick with their responses. Made everything clear from day one. Having just emailed regarding receiving my deposit back: within 15 minutes it had been sorted. Great modern and clean accommodation for students or those working!"

Dan Grant

"I've been using the services of Grant Property since I moved to Edinburgh over 2 years ago and I have never had any issues. The contract processing (and the extensions) is handled quickly and efficiently, my queries are answered without delays. If a problem occurs at the property that needs to be fixed, the agency swiftly arranges for a contractor to attend the property to do so. Finding a good agent can be a tedious process and that's why I am glad to have found Grant Property. I would like to take this opportunity to thank them for the services provided so far."

Darina Brejtrova

AWARD-WINNING SERVICES





OUT OF HOURS SERVICE

Out of Hours Service – Grant Property provide an 'Out of Hours Service' if you require emergency assistance outside our normal working hours of 9am – 5.30pm, Monday to Friday. Simply contact us on the usual branch number and your call will be automatically diverted to our Out of Hours service.

Aberdeen – 01382 203838

Edinburgh – 0131 220 6360

Dundee – 01382 203838

Glasgow – 0141 330 9820

Stirling – 01786 463 646

CONTACT US

-  twitter.com/grantproperty
-  facebook.com/grantproperty
-  youtube.com/user/grantproperty

www.grantproperty.com



HEAD OFFICE

14 Coates Crescent, Edinburgh, EH3 7AF
T: +44 (0) 131 220 6360
E: rentahome@grantproperty.com

