



miles&barr
LETTINGS

The Customer Journey

Tenant Application Process Journey



1

Tenant initial enquiry and registration



2

Complete registration form and assess tenants suitability



3

Accompany tenants during property viewings



4

Provide application form and explain the required documents



5

We receive application form and landlord agrees subject to the referencing



6

Tenant submits documents and pays the holding fee



7

Credit checks, financial stability checks, tenant references and right to rent checks



8

Collate all of the required compliance certificates



9

Agree a move-in date and prepare Tenancy Agreements



10

Prepare a full Inventory and Schedule of Condition of the property



11

Sign Tenancy Agreements, collect deposit and first months rent



12

Collect keys and move into the property



13

The Tenancy has commenced