

# Here to answer your questions

## Frequently Asked Questions



**We understand that moving home is not only exciting but can be a little bit daunting so we have put together some frequently asked questions to help.**

**If you have a question that is not answered below then please do not hesitate to contact us.**

### Who are Lloyds Living?

Part of Lloyds Banking Group, Lloyds Living has a growing portfolio of over 5,000 professionally managed homes for rent, improving access to good value, quality, sustainable housing across the UK. Lloyds Living helps to support investment into local communities by renting homes that people want, in the places they are needed.

Lloyds Living aims to address the increased demand for rental properties by providing new quality homes through strategic partnerships with leading developers and housebuilders.

### How do I view a home?

All of our available homes are listed on property portals. Once you have found a home that you would like to view, please use the details on the portal to contact Lloyds Living to arrange a viewing. This can either be done by phone call or by completing the 'request details' form.

### Are there any fees to pay?

We ask for a holding deposit equivalent to one week's rent.

This deposit is to secure the home whilst referencing checks are carried out and, if successful, will be deducted from your first month's rental payment.

### How do I reserve a home?

Once you have viewed a property and have paid your holding deposit, we will work with one of our partners to guide you through the referencing process.

Once you have successfully passed referencing, our partner will arrange for you to sign the tenancy agreement, pay your security deposit and first month's rent (minus your holding deposit payment), and agree a move in date.

### Do I need to provide any documents?

We do ask that you provide identification documents in order for us to start the referencing process. Our partners will guide you through the process and will let you know what you will need to provide.

### How do I pay my rent?

At present rental payments are via standing order.

### Do you have other properties available?

We have homes of differing sizes and styles in locations across the country. For more information, please visit Rightmove or Zoopla to see what homes we have available.

## Is parking included?

Many of our homes have parking included, but please speak with us to confirm the parking provision for the home that you are interested in.

## Do you have a smoking policy?

The health and wellbeing of our customers and staff is our priority so all of our homes operate a no smoking policy including the apartments and balconies.

## Can I keep a pet?

We understand that pets are part of the family and we do allow pets in our homes. We ask that you complete a form as we will need to make sure that your pet is suitable for the type of home that you would like to live in.

## Is there on site management?

All of our homes are professionally managed, some may have a full time on-site manager, others may have a visiting manager. Our lettings team will be able to provide you with more information.

## Is broadband available?

All of our homes are broadband enabled but you will need to arrange and pay for this as it is not included in your rent.

## What bills am I responsible for?

As well as your rent, you will be responsible for your other household bills such as council tax, water, utilities, TV licence etc.

## Can I change utility supplier?

If you wish to change supplier you will need to let us know in writing and you cannot change to a prepaid or key operated meter.

## Can I have a Sky dish?

We do not allow Sky dishes to be installed on to our homes, however you can access Sky services via your broadband such as Sky Stream. This is not included in your rent and will be subject to you agreeing a contract with Sky.

## Do I pay for repairs?

You will not be charged for any general maintenance requests, however repairs required due to negligence, misuse or damage will be chargeable.

## Are the homes fully furnished?

Some of our homes are fully furnished. For more information on the home that you are interested in, please speak with our lettings team.

## What tenancy lengths are available?

Our homes are let on rolling tenancies rather than fixed terms. There's no maximum length, so the home is yours for as long as it continues to work for you, provided you continue to meet your tenancy obligations. If your circumstances change and you decide to move on, you'll need to give at least two months' notice. Your notice must end on or the day before a rent due date.

For example, if your rent is due on the 10th of each month and you let us know on 20th April that you'd like to move out, your two months' notice would end on 9th July and that would be your move-out date.

## Who do I contact with any queries?

[lettings@lloydsliving.co.uk](mailto:lettings@lloydsliving.co.uk)

## How do I report a problem or an emergency?

**Our contact details are listed below however in the case of an emergency please use the phone number to contact us in the first instance.**

✉ **[lettings@lloydsliving.co.uk](mailto:lettings@lloydsliving.co.uk)**

📞 **0345 604 6617**

🕒 **Out of Hours: 0345 268 1547**

