

COMPLETE

# The Complete Guide

To renting in Birmingham



“The second city of the United Kingdom”

## Hello Birmingham!

Whether you're new to the city or a seasoned local, renting in Birmingham can be tricky, fast paced and competitive. So finding the right home at the right price is certainly time consuming.

Our tenants guide to renting in Birmingham is a straight forward 'how-to' guide, which explains our process, fees as well as hints and tips from our experts.

## Birmingham, est. 600 BC

Birmingham is a city and metropolitan borough in the West Midlands, England. It is the second most populous city in the UK, registering 1.15 million residents as of 2020, and is forecast to reach more than 1.23 million (+7%) inhabitants by 2035.

Located approximately 100 miles (160 km) from Central London, Birmingham is fondly dubbed the United Kingdom's Second City, and is considered to be the social, cultural, financial and commercial centre of the Midlands.

Birmingham is home to many entertainment and leisure venues, including Europe's largest leisure and entertainment complex, Star City, as well as Europe's first out-of-city-centre entertainment and leisure complex, namely, Resorts World Birmingham. It was also host to the Commonwealth Games in 2022, drawing drones of international attention.

## We are Complete

Complete are global experts in residential lettings and property management. We work with thousands of tenants internationally to source and secure their ideal home quickly and efficiently.

We manage an extensive portfolio in 13 major markets and have access to a wealth of properties that fit a range of criteria. Our team of experts work with you to understand your requirements and match you to the right properties, ensuring a swift and simple moving in process. We continue to support you throughout your tenancy to address and resolve your questions, concerns and maintenance issues. All our properties are marketed across major property portals and updated daily to ensure you have the most up-to-date information on availability.

## We are in Birmingham

Complete have five offices across the globe and are specialists in a number of markets, with local expertise on the ground. Our Birmingham office manage a number of properties in some of the most prestigious and prime developments across the city.

# The Complete process

### Starting your search

Our experienced global lettings team are on hand to support you with your search for apartments to rent in Birmingham and other cities in the U.K. Take a look at our available properties on our website or through the major property portals.

### Arrange a viewing

Finding a wealth of suitable properties and arranging a viewing on your chosen apartments couldn't be easier, with our experienced lettings and property management team being available via phone and email to book in your viewing, at a time that suits you. Our lettings and property management team also arrange a number of open days on newly completed developments managed by Complete.

### Offer and negotiations

Having found your perfect home, our experienced team will manage the lettings process for you, discussing and confirming your offer with the landlord and negotiating your tenancy on your behalf. We will require holding deposits to secure your property at this stage and get the process underway as swiftly as possible.

### Referencing and Right to Rent

One of our team members will guide you through the referencing process. We will conduct a background check, covering employment and previous landlord references, and carry out an initial credit check and a Right to Rent on your behalf. Once referencing is complete, we will work with you to finalise arrangements.

## The Complete process

### Moving in

Moving into your new home following satisfactory completion of the referencing process is simple. Your tenancy agreement will be drafted and presented to you and the landlord for signing with a date set for moving in.

We will require payment of your deposit, which is 5 weeks' rent. Your deposit will be held by the government backed Deposit Protection Scheme.

The property will be ready with an inventory taken, and keys will be made available for collection on the agreed move-in day.

### Ongoing Support & Reporting Maintenance Issues

Our property management team are on hand to support you throughout your tenancy, ensuring that any questions, concerns and maintenance issues are addressed and resolved swiftly. Complete also utilises Flixflo, an online platform for emergencies where tenants can log their maintenance needs. Flixflo is available outside of office hours.

### Moving on

We are also available to assist you with renewing your tenancy or supporting you if you decide to find another property, either made available through us or elsewhere.

We will confirm the effective termination and move-out date with you, and arrange for an inspection of the property. Once all checks are completed, we will arrange for the release of your deposit from the Deposit Protection Scheme, subject to agreement with the landlord and condition of the property.



## Top Tips from our Experts

Look for somewhere which balances your criteria. Take the time to think about what matters to you most so you are able to manage your expectations.

Ryan Coucill  
Senior Property Manager

Be sure to have a clear idea of what you need before you start to look and decide whether location, size or amenities are at the top of your priorities list. Most importantly, go with your gut -if you wait too long someone else could beat you to it.

Nicola Smith  
Associate Director

There are a number of documents required before you move into your new property, but we will guide you through the process. Make sure you're aware of what the referencing checks entail so that you don't have any delays.

Michaela Beresford  
Senior Property Manager



## Complete fees

### Before the tenancy starts (payable to Complete Prime Residential 'the Agent'):

Holding Deposit: 1 week's rent

Deposit: Up to 5 weeks rent & first rental payment as per tenancy agreement (usually 1 month's rent)

### During the tenancy (payable to the Agent):

Should you wish to find a new tenant to take over the tenancy during a fixed term, the landlords agreement would need to be sought and the total cost of a change of sharer will amount to £350. This fee is split with £300 payable by the landlord and £50 payable by the tenant. Payment of interest for the late payment of rent is at a rate of 3% above the Bank of England base rate. Payment of £15 per hour, plus cost of the key/security device, is for reasonably incurred costs for the loss of keys/security devices. All fees are inclusive of VAT.

### Benefits from renting at Complete:

We use the services of Goodlord for referencing and the move-in process. This provides an online hub where you can track the progress and approval of your application. We also work with JustMoveIn to simplify managing utilities such as council tax, energy, broadband, and insurance, ensuring a seamless transition into your new home. Just Move In (full company name Ethical introductions Ltd) provides a privacy notice describing their use of data, available here: [www.justmovein.com/privacy](http://www.justmovein.com/privacy).

### Non-housing Act Tenancy Fees:

Tenancy Fee: Where the tenancy is a non-housing act agreement, a fee of £400.00 including VAT is payable by the tenant to Complete for the work involved in negotiating and preparing the tenancy. This fee should be noted as non-refundable. A renewal fee of £240 is applicable should a tenancy renewal be completed. A late payment fee of £50 is chargeable where the tenant falls into arrears or breaches the contract in any other way requiring formal notification to be sent. Non-housing act tenants are also applicable to cover the cost of checking the property when they vacate at the end of their tenancy – a check out fee.

**Contractors Commissions:** Please note that some contractors used by Complete pay a referral fee for work that they perform on behalf of our landlords and tenants. The fee is not added to the bill, but merely paid to Complete for the referral of the business which negates the contractors need to advertise for additional work. You are not obliged to use these contractors where you are paying for the work.

\*All fees are inclusive of VAT and will be applicable to all new applications to rent and tenancy renewals.



## What our tenants say

Honesty, openness and integrity are at the core of our business and how we operate. We invite all of our tenants to submit a Google review. Here are just a few of them.

Complete Prime Residential have been absolutely tremendous in guiding my husband and I on how best to manage and let property. We are first time buyers and we were looking for a professional company that would be able to help us as we live overseas. Michaela Beresford has been with us right from the start and continues to be a tremendous gift! She is truly amazing, very patient, friendly and professional. We can't thank her enough.

Having worked with Michaela now from many years. I have to say she is one of the most professional and responsive property managers I have had the pleasure to work with. Nothing is too much for her and she is always willing to help.

Complete Prime Residential has made the flat letting process a smooth and pleasant one! Even with the pandemic, Michaela ensured that we were able to go from a viewing to a signed agreement within days. My wife and I would highly recommend her services as she has been professional and a joy to work with throughout the process.

Great experience with Ben and the team at Complete. Great communication, everything was speedy and easy. Can't recommend enough!



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