

COMPLETE

The Complete Guide

To renting in London



“In London, everyone is different, and that means anyone can fit in.”

Hello London!

Whether you're new to the city or a seasoned local, renting in London 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 London is a straight forward 'how-to' guide, which explains our process, fees as well as hints and tips from our experts.

London, est. 43AD

With some of the most significant and historic buildings in the U.K. such as The Shard, Big Ben and Buckingham Palace -home of the King, London is considered an iconic city across the globe. The world's first airport was opened in London, as was the world's first gas works, power station and underground transport network.

With 75% of the fortune 500 companies operating with a presence in London, it is a focal point for financial and professional services. The opportunities for growth in the capital are boundless, with considerable investment in infrastructure, services and amenities, and of course, residential developments. London is not only a city filled with young, working professionals but also attracts a number of international students through the wealth of prized universities it accommodates.

Consistently ranked as one of the best cities in the world in which to live, there is no doubt London has something for everyone.

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 London

Complete have five offices across the globe and are specialists in a number of markets, with local expertise on the ground. Our city office manages 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 London 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

Allow yourself enough time to find somewhere suitable to avoid last minute dissatisfaction and unwanted stress. We work hard to ensure a seamless process however delays can sometimes be inevitable so having the flexibility to accommodate for change is key.

Jessica Avalos
Sales and Lettings Consultant, London

Demand in the current market is extremely high, and viewings are booked up faster than ever. Applicants should make sure they reach out to schedule a viewing for a property they like, as soon as possible, otherwise they might risk missing a good opportunity.

Reni Rupprecht
Sales and Lettings Manager, London

Know what you want! The London market is moving at a fast pace so it is helpful to already know what you are looking for so you can jump straight into viewings without delay.

Zoe McDonald
Sales and Lettings Consultant, London



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.

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.

Having used services of Complete for many years and when you come across an outstanding Property Manager it's a must to write a review. Ashleigh Pearson is highly efficient, diligent individual with high work ethic, she is an excellent communicator and is an absolute pleasure to work with.

Complete Prime Residential has been by far the best renting company I have ever dealt with in London. Their responsiveness was fantastic, they fixed most of the issues in our place within 1 or 2 days maximum, and they have always been willing to help and understand our tenants needs. Jessica was our Property Manager and she did a terrific job, always present and always available to answer our questions. At the end of the tenancy she even helped to negotiate the best possible deal with the final deposit payment, the only reason we left after 2 years of staying in a incredible apartment near London Bridge was because we decided to buy house. Very high recommended agency, you will never go wrong with them!

The company provided good services. The one who managing my apartment is Emmelene Fadden. She is very patient and responsible, always answering my questions quickly. I am very happy with her services.





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