

The Complete Guide

To renting in Manchester & the North
of England



“This is Manchester. We do things differently.”

Hello Manchester and Northern Cities!

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

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

Manchester, est. 79AD

A designated beta global city, the second highest ranked in the U.K. and the third most visited, Manchester has always been a strong contender for top cities to live in. The birthplace of the industrial revolution, it is home to the oldest public library, the world's first artificial waterway and the computer. It's where Rolls met Royce, and where Joy Division, The Smiths, The Stones, Happy Mondays, even the first modern British boyband all come from.

Home to no less than 25 Nobel laureates and top universities attracting more than 30,000 students per year, Manchester is world renowned. Some of the most important legal, financial and professional service industry leaders have offices here. The city's thriving economy continues to attract talent and investment like no other outside of its rival, London.

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 Manchester

Complete have five offices across the globe and are specialists in a number of markets, with local expertise on the ground. Our Manchester 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 Manchester 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. Taking the time to narrow down your criteria and then weigh up your options. This will enable potential tenants to manage their own expectations.

Ryan Coucill
Senior Property Manager

The Manchester market has changed so much over the last few years, there are more properties but less of them available. It is important to make sure you have a clear idea of what you need before you start to look and understand whether location, size or amenities are at the top of your priorities list. Most importantly if you see something you like act fast otherwise chances are someone else will take it.

Nicola Smith
Associate Director

Be prepared. Make sure you have all of the information needed for application and referencing procedures. This will help speed up the process and get you moving.

Katie Hobson
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.

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.

Katie at Complete Ltd made our moving in experience excellent. She was always professional, quick to answer any questions and provide updates for us. The website for filling in forms etc was very easy to use and someone always picked up the phone when we called the office for any inquiries. Overall process was very quick and easy. Would definitely recommend.

I'm so lucky to have Ben to help me with all the process of renting. It's my first time to rent a property in the UK, so I really had loads of questions. Without his patience and professional attitude, I couldn't have dealt with all the steps in such a short time.

Thanks to Ben Pearson and Ryan Coucill for their professional performances and communication. Saved us from the previous letting agent. Looking forward to having them take care of our property.

Shamira has been brilliant. Any issue we have had has been dealt with quickly and in a professional manner and she has been in contact with us throughout the process. Very good.





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