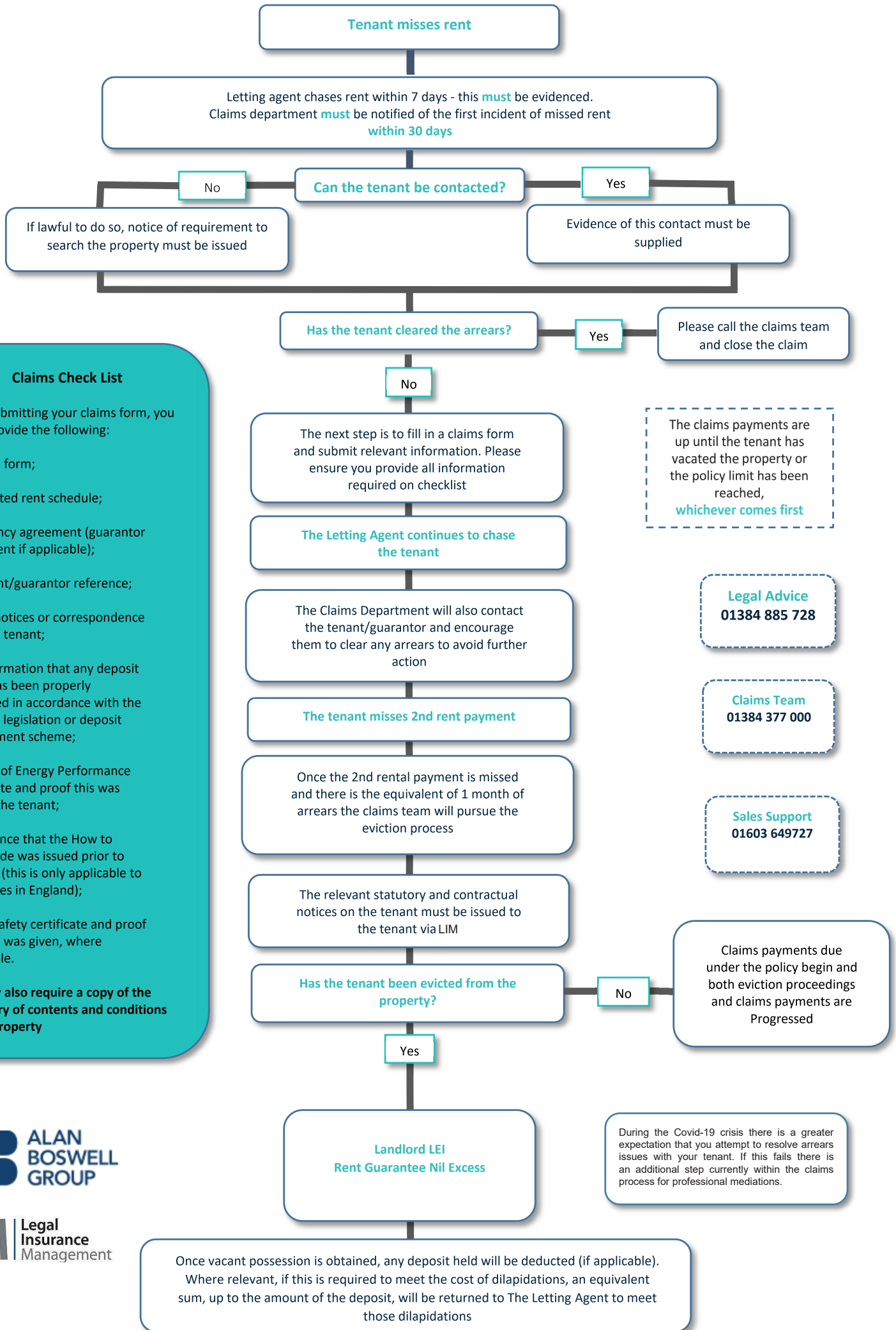


Rent Guarantee Claims Flow



Claims Check List

Upon submitting your claims form, you must provide the following:

- Claim form;
- Updated rent schedule;
- Tenancy agreement (guarantor agreement if applicable);
- Tenant/guarantor reference;
- Any notices or correspondence with the tenant;
- Confirmation that any deposit taken has been properly protected in accordance with the relevant legislation or deposit replacement scheme;
- Copy of Energy Performance Certificate and proof this was sent to the tenant;
- Evidence that the How to Rent guide is issued prior to tenancy (this is only applicable to properties in England);
- Gas safety certificate and proof that this was given, where applicable.

We may also require a copy of the inventory of contents and conditions of the property

The claims payments are up until the tenant has vacated the property or the policy limit has been reached, **whichever comes first**

Legal Advice
01384 885 728

Claims Team
01384 377 000

Sales Support
01603 649727

Claims payments due under the policy begin and both eviction proceedings and claims payments are Progressed

During the Covid-19 crisis there is a greater expectation that you attempt to resolve arrears issues with your tenant. If this fails there is an additional step currently within the claims process for professional mediations.



Once vacant possession is obtained, any deposit held will be deducted (if applicable). Where relevant, if this is required to meet the cost of dilapidations, an equivalent sum, up to the amount of the deposit, will be returned to The Letting Agent to meet those dilapidations