

FREQUENTLY ASKED QUESTIONS

Find out more about MYTAS at www.MYTAS.co.uk

How can MYTAS benefit my Organisation?

One fixed monthly fee - no shocks, no surprises; we tell you how much it costs and that's it. We do it all. While we're sorting everything, you and your colleague ("The Guest") can still focus on your jobs - no distractions, no negotiating with landlords, no messing about with utilities - just leave it to the experts.

So how is MYTAS different from serviced accommodation?

MYTAS is designed to save you time and money. We provide accommodation from the private rental market, which is often up to 30% cheaper than the equivalent standard Serviced Accommodation, the living space is more generous and what's more the Guest gets to choose the property they want from a pre-vetted list.

What is included in the fixed monthly fee?

Everything and more besides! For more detail have a look at our Cost Summary, Service Elements and MYTAS Amenities reference sheets on the costs and inclusions. In short, the items are the Rent, the Utilities, Council Tax, Security Deposit, Linen and Toweling, etc., all our services; everything in one neat bill.

Is there a minimum rental period?

6 months is the minimum period a Landlord is normally willing to rent a property. However often 6 months leased will be cheaper than 5 months in Service Accommodation – let us show you the difference.

Does the Guest get a choice of property?

Yes, with MYTAS, we will show the Guest a number of pre-approved properties based on their specific needs; accompanied by a MYTAS Property Consultant who has local area knowledge.

Does MYTAS include an orientation service, education advice, cultural training and other Destination Services?

No, however: behind MYTAS is a relocation provider with more than 36 years' experience who provides these and other destination services.

Where do you get the properties?

We search the private rental market and look for the most suitable properties using our expertise to strike the best deals with Landlords and Letting Agents.

Can properties be viewed any day or time during the week?

In order to maximise the chances of securing the chosen property based on our extensive experience of the fast-moving property market, it is better to arrange viewings weekdays, particularly between Tuesdays and Thursdays.

How quickly will I receive a fixed monthly fee?

We will provide a fixed price, once the viewings have taken place and the Guest has chosen a property; we will then know all the details to calculate the all-inclusive fee.

How long do I have before accepting the fixed fee?

The properties can be listed with multiple Letting Agents who may all be conducting viewings with potential tenants. So, once a property is chosen, speed is of the essence in agreeing the rent and giving MYTAS the go-ahead, so we can secure the property. Delays can lose the first-choice property. Ideally, we need a reply within 4 hours.

What happens when I have chosen my property?

MYTAS will undertake the tenancy negotiations, payment of the security deposit and initial rent. We stay in touch and keep you updated.

Pre-vetting & Validation of properties: What does this mean?

MYTAS will pre-vet all properties for suitability and living standard. Once a property is chosen we will carry out a validation visit prior to the Guest moving in, including a full property safety check, arranging a professional clean and ensuring any remedial work is completed. We want our Guest to have a stress-free move-in.

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Will the property be furnished?

Yes, of course. MYTAS only deals with furnished properties; should there be a shortage of quality furnished properties in the selected location we will fully furnish the property chosen.

What should be in the property?

We want to make sure our Guests are comfortable with a wide range of fixtures and fittings. We have a separate amenities list showing the specific items that will be available in the property.

How quickly can the Guest move in?

Once a property has been chosen the MYTAS consultant will negotiate the Tenancy Terms & Conditions with the Landlord or Letting Agent. We will endeavour to move things on as quickly as possible and aim to meet your timescales. However, we are reliant on Landlords and Agents to play their part in this process, but we always aim to minimise delays.

What happens on the move-in date?

At an agreed time, our MYTAS representative will meet the Guest at the property and provide a familiarisation walk through of the property. We will show them where the fuse box is, the stop-cock, how the locks work, the washing machine and other appliances. We explain where the rubbish and recycling go and when they are collected. We endeavour to help them settle in quickly and we are always available if they want to call us.

What information will the Guest have about the property when they move in?

We will provide the Guest with a Welcome Pack and detailed Guest Information Guide, and an easy-to-read Guest Responsibilities section. We also provide maintenance and local area information.

When there is a maintenance issue, who does the Guest contact?

MYTAS provides a 24/7-365 online maintenance reporting portal for Guests, and during office hours an experienced Support Services team ready to help out. Go to www.HCRfix.com for more details. We also have an out of hours emergency property helpline. The phone number can be found in the Welcome Pack or via the Portal.

Why does it sometimes take a while to get stuff fixed in the property?

MYTAS doesn't own the property the Guest is in, we rent it for them. This means the Landlord or their Managing Agent have a right to get repairs done before we can step in. Sometimes the Guest needs to be patient as we chase down a resolution and get the problem fixed. However, we ensure the tenancy agreement has clauses that will allow us to step in if the Landlord doesn't act promptly.

Am I protected if the property becomes uninhabitable?

Yes, absolutely. MYTAS will liaise with the Landlord or Letting Agent on the Guest's behalf and find suitable alternative accommodation for them as quickly as possible, if necessary at our expense.

What if the Guest wants to stay longer than first anticipated?

Your MYTAS consultant will advise them in advance of the Tenancy renewal date; if they wish to stay longer, we will take care of all the negotiations to secure the lease for a further period of time. In many instances, the fixed monthly fee will not alter as we negotiate with the Landlord to keep the rent the same.

What is 'Bed-space Management'?

Many of MYTAS's clients ask us to set up properties for on-going projects such as graduate programmes, services and construction programmes so they can rotate staff in and out of the properties as required. We manage those bed-spaces to ensure that properties are being fully utilised and appropriate staff share them where required. This is a very cost-effective system and MYTAS provides a 'Guest Changeover' service that ensures the property or bedrooms are clean and ready for the next Guest.

If you have any other questions, please call the MYTAS team on +44 (0)1256 313800 or email them at hello@mytas.co.uk