

SERVICE ELEMENTS

MYTAS Service Elements included in Fixed Monthly Price



PROPERTY CHECKS

All properties are vetted for suitability, health & safety and validated prior to move-in



COMPLETE SETUP

Complete property setup including agreements and utilities



24/7 SUPPORT

Unlimited Broadband with Telephone Line (with calls barred)



ONLINE PORTAL

Personal portal access to HCR Case Management App



MOVE-OUT ARRANGEMENTS

Complete property closedown including agreements and utilities

Setup Services

HCR tenancy agreement

Properties to be viewed pre-vetted as being suitable

Accompanied viewing

Property health & safety check - smoke alarm, CO detector, current Gas Safety Certificate

Property validated prior to move-in

Securing property by payment of a holding deposit*

Complete property setup including tenancy negotiation; payment of any security deposit; initial rent; setup of gas; electric; water supply; waste water; Council Tax; TV Licence; Broadband; furniture supply and any optional extras chosen (housekeeping, laundry and gardening)

Accompanied move-in and property familiarisation including sign-off of inventory and schedule of condition

Welcome pack on arrival

Support Services

24-7 / 365 Property emergency Helpline

Online maintenance reporting app - www.hcrfix.com

Property inspection visits

Occupation/Lease end-date reminder

Tenancy renewal service

Guest personal portal access to HCR Case Management System



Corporate Housing Made Easy

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Support Services

Provision of guest management information through personalised and timed reports, plus access to real-time property and financial data via Portal

Provision of P11D data at year end by guest

Bed-space management service

Move-Out Services

Pre-move-out visit

Organisation of pre-move professional clean

Accompanied move-out

Property closedown including security deposit recovery; termination of gas; electric; water; TV Licence; Broadband; Council Tax; furniture removal and optional extras such as linen & towelling disposal; cancelling house-keeping and laundry and gardening

Dilapidations negotiation

Dilapidations claim (up to £150 included in fixed price)

*Subject to T&Cs and confirmation of chosen property by Guest through signed Property Details Form

