



FIRST 24 HOURS CHECKLIST



A few important things to do when you arrive:

- ☐ Collect your keys
- ☐ Familiarise yourself with the property
- ☐ Review your photo inventory
- ☐ Set up your utility accounts
- ☐ Arrange broadband (if required)
- ☐ Apply for Council Tax exemption (students)
- ☐ Save our contact details

If anything isn't right, let us know within 7 days of the start of your tenancy.

KEYS & CHECK-IN



Keys will normally be left in a secure key safe at the property.

- ✓ Keys available from 12:00 noon on the first day.
- ✓ First tenant to arrive should collect all sets of keys.
- ✓ Keep your keys secure at all times.
- ✓ Don't cut additional keys without the landlord's permission.
- ✓ If you lose a key, contact us immediately.



Top tip — always check you have your keys, and save a local locksmith number in your phone now.

GETTING SET UP

WI-FI



Only arrange broadband if it is not included. Choose a contract with a minimum term of 12 months where possible.

GAS & ELECTRICITY



We email opening meter readings within 48 hours. Open accounts using your tenancy start date, pay by Direct Debit and submit regular readings.

TV LICENCE



You must have a TV Licence if you watch or record live TV or BBC iPlayer. It is your responsibility to ensure you are licensed.

COUNCIL TAX (STUDENTS)



Scan to apply for your exemption or [apply online here](#)

BIN COLLECTION (FIFE COUNCIL)



Scan to check your collection day or [check online here](#)

WELCOME PACK



The full Welcome Guide contains everything you need to know. Keep it somewhere safe for future reference.

WHAT IS PROVIDED



- ✓ All properties are fully furnished, including bed, wardrobe, desk, lamps and bins.
- ✓ Essential cleaning equipment is provided — vacuum, iron, mop, bucket and brush.
- ✓ Mattress protectors are provided and must remain fitted — you may be charged for cleaning or replacement if a mattress is stained.
- ✓ Provide your own duvet, pillows, bed linen and towels.

INVENTORY



The property is checked and cleaned before your arrival — its condition and contents are detailed in the inventory report.

- ✓ A link to the inventory is emailed at the start of the tenancy.
- ✓ The lead tenant should check it is an accurate representation.
- ✓ If you disagree with anything, tell us within 7 days.
- ✓ Otherwise you accept the inventory as a true representation.

DEPOSIT TIPS



- ✓ The deposit acts as security against damage, cleaning or unpaid rent.
- ✓ Look after the property and report any issues.
- ✓ At the end of the tenancy, leave the property clean and tidy.
- ✓ Return all keys and fobs.
- ✓ We then return your deposit (less any deductions) within 10 working days.

NEED TO REPORT A PROBLEM?



Scan here to report a problem

[Contact our maintenance team.](#)

