

## **Questions On The Order Placement**

### How can I place an order?

You can register online. Alternatively, you can download a PDF-request. This you can fill in and send us via FAX or regular mail. Please give as detailed information as possible in your request form: Name telephone and fax number as well as e-mail addresses, the required period of time (from – until) and the desired maximum rent.

Attention: Without your personal data and a direct-debit mandate or credit card we will not be able to process your order.

Companies can inform themselves about the course of the order placement via phone or e-mail.

We will definitely treat your data confidential and of course will not hand them over to any third party. If you do not receive a response within 24 hours, we might not have received your order. In this case, please contact us.

Making use of our activity means placing an order and accepting our Terms of Business.

## **Questions On The Rent**

### How does the rent come about?

Apart from existing regulations, the rents on the housing market are determined by supply and demand. If the demand rises, the prices rise and vice versa. The amount of demand is – apart from the economic situation – mainly determined by the following factors:

Please contact us and fill out the reservation form, we will reserve an apartment for you and we will send you a detailed booking confirmation. If you require any further services, please inform us early enough.

## **How Do I Fix Viewing Appointments**

### Contacting

As soon as we have received your request, we can immediately establish the contact to the landlord. Depending on the object, the viewing is agreed upon directly with him or with us on-site.

A suitable flat has not been in the first selection of flats or your search has meanwhile undergone a change? No problem. We understand that you wish to feel well in your new home. Just call us or send us an e-mail. We receive new offers that we would be happy to present to you on a daily base.

I have detected an offer on your website that I'm interested in

Please tell us the number of the object, so that we can send you further information on this object.

## **Questions On The Tenancy Agreement**

### Conclusion of the tenancy agreement

Every tenancy is based upon a tenancy agreement that regulates the rights and liabilities between tenant and landlord. The tenancy agreement will be closed in writing with the property management directly. For this, forms will be used, that were checked by lawyers and that we prepare individually and ready to be signed. For the preparation of the tenancy agreement the property management charges 88.13 GBP short terms stays may be free of charge.

Most tenancy agreements are closed for full calendar months other periods can be agreed upon.

## **Questions On The Deposit**

### Which amount is the deposit?

As a rule, the deposit concerning a long term tenancy amounts six weekly rents (week's rent

incl. extra costs); for shorter tenancies, it usually amounts to only four week's rents. The details concerning the amount can deflect due to the property owner. We will certainly clarify every individual deposit amount for you.

### **Questions On The Telephone And Internet Connection**

#### How much is internet and telephone?

All utility costs are including to our rates, TV licences, concierge service and council tax. The internet is free of charge, telephone costs will be charged separately.