

Move In Day FAQ's

Can I collect my keys before the 1st September?

It is not possible to collect your keys prior to the 1st September, this is due to the short turn around period between current tenants moving out and new tenants moving in. We require the property to be completely vacant to allow for deep cleaning, certification renewals and general maintenance.

Can I store my belongings in my new property over the summer?

For the same reasons as above unfortunately, this wouldn't be possible, but there are a number of storage companies around Plymouth which will be able to assist with this.

How can I pay my rent?

The easiest way to pay your rent would be via bank transfer but we do also accept cash and cheque payments if needed. The details for the bank transfer will be sent via email prior to your rent being due.

How much rent do I need to pay?

You can find the amount due for your rent payments on your rent schedule which is included in your tenancy agreement and would have been sent to you via email prior to moving into your property.

How and when do I collect my key?

Your keys will be available to collect from our office during our office opening hours only. Should it not be possible for you to collect your own keys during our opening hours you are able to nominate a friend / housemate to collect them on your behalf providing this is confirmed in writing first. Additionally, if you are able to confirm a date and time you wish to collect your key, please email us with this information as it will help to speed up your key collection process. Please also bring ID with you when collecting your keys, a passport or driving licence would be preferred.

I have collected my key and it doesn't work, what should I do?

We do try our best to avoid any problems and ensure that your key collection process goes as smoothly as possible, but if you encounter any problems with any key you have been issued, please call the office directly and we will be able to assist from there.

I have moved into my property and found a maintenance problem, what should I do?

Where possible we do ask for any maintenance to be reported via email, and for any non-urgent maintenance requests these will be seen to within 24 working hours. However, if you require immediate maintenance work due to an urgent matter, please call the office to report.

When will our outside bins be collected?

Your general waste and recycling bins are usually collected fortnightly, to confirm the day of the collections please check the Plymouth City Council website and ensure the bin is left in the correct place for collection.

What should I do if my outside bins are missing?

We would recommend checking around your street before reporting this as it could be that the bins have been put back in the wrong place by Plymouth City Council when collected last. If after checking this you have still not been able to locate your bin/s you can report this as lost / stolen on the Plymouth City Council website so a replacement can be organised.

Should you have any further questions about Move In Day that aren't answered in this document, then please revert to the "USEFUL INFO" document on the landing page where this same document can be found.