



Spring Tenant Newsletter

New Design!

We have been working behind the scenes for the last few months redesigning and modernising our brand and we are now pleased to present our fresh new logo! You may have noticed that we have redesigned our boards to make them more eye catching and we have two brand new signwritten Mini's joining our fleet!. So if you haven't seen them already, keep an eye out and give us a wave!

Competition Time!

We love prize giving here at Southernbrook and this is by far the most simple way to win a prize! To enter this competition, all you have to do is like and rate us on Facebook or leave us a Google review! This is to encourage you to give feedback on the services we provide, so we can keep on being the best! EVERY REVIEW GETS A PRIZE!!

Easter Egg Hunt!

We are excited to be a part of Chichester Bids Annual Easter Egg Hunt! There are 47 brightly coloured Easter eggs in various different shop windows around Chichester town centre and all you have to do is find them and make a note of the number on the form. This is a fun activity for the kids so come in and grab an entry form if you haven't already, complete the egg hunt for the opportunity to win some great prizes! The competition is running from 31st March – 14th April. Pop in for more details!

Maintenance explained

We receive lots of calls on a day to day basis from tenants regarding maintenance issues, we have a very simple process for reporting of all your maintenance issues directly with our chosen maintenance company Houserack Ltd.

If you are having maintenance issues, whether it be a problem with your boiler, a leak, or a broken appliance etc, this should be logged direct by going on to www.houserack.co.uk and following there simple step by step guide to reporting a problem. This will then be sent directly to Houserack, where it will be picked up by a member of their team. You will then receive an automated email whilst your landlord is informed of the problem, and the arrangements are made for an engineer to come out to you. All updates regarding the issue will be sent to you via email. Should you need to respond, you can do so through their system. When works have been completed, you will receive a confirmation email which informs you that the issue is now closed.

Should you have any issues using the system, please do not hesitate to contact the Southernbrook Team where we will be pleased to assist.

Tenants FAQ's

How do I get my deposit back at the end of my tenancy?

Once you have checked out of your property, a report will be compiled which is then sent to both you and your landlord. It is then agreed between all parties whether the full deposit can be released or whether there are any deductions necessary. Once this has been agreed, you will then have to log on to the DPS (The Deposit Protection Service) website, using the deposit ID and repayment code which you will have received from The DPS either via email or post shortly after your move-in. We will then authorise the release of the deposit. The repayment of the deposit can take around 3-5 working days to appear back into your chosen account.

“What happens if I don't agree to the deductions?” Answer coming up in our summer newsletter!

If I rent another property through Southernbrook, could I transfer the deposit from my current property or do I have to pay a new one?

Unfortunately, you do have to pay another deposit for a new property and then once you have checked out of your current property, the deposit will be released accordingly as advised above. However, if you do rent another property through Southernbrook, you will get a discount on your administration fee! Call us for details!

If I am in a fixed term tenancy can I leave early?

If you are in a fixed term tenancy, you can only break contract with the Landlords permission in writing. If the landlord does agree you will be liable for their set up costs and all rent and bills up until the day before a new tenant moves into the property. If the landlord does not agree you will remain liable for the tenancy right up until the end of the contract.

Social Media

Don't forget to follow us on all the below social media sites!



<https://twitter.com/southernletting>



<https://www.facebook.com/Southernbrook-Lettings-1503145083230720/>



<https://www.instagram.com/southernbrooklettings/>