

Our Guide to Video Viewings for Tenants

whitegates



If you're unable to view the property in person, why not use a video viewing to secure your next property to rent?

In line with current government COVID-19 advice, we have temporarily suspended viewing appointments at properties. However, you can still find and rent a property by viewing it via a video tour which is available to you on any device, at any time, and from the comfort of your home. This will allow you to easily view multiple properties, which you may not have had the time to visit in person, all from the comfort and safety of your home.

You may have questions about using video viewings, especially if you are doing it for the first time. We understand that you might be worried about making a decision about renting a property without visiting it, which may seem a little daunting and risky.

To help you make a sensible and informed decision, here is a guide on how to make the most out of your video viewing appointment.



Things to ask about

After the video viewing, there may be a few smaller details which you were not able to see on a video. Here are some tips to help you make an informed decision:

Use Google Maps Street View to explore the area and understand where the property is situated in relation to amenities and transport links.

The condition of a property is often hard to see on a video, so it's worth asking when the property was last painted, or when the carpets were replaced.

If you can't see the view from the windows, you can ask for photos from the window or use Google Maps Street View to work out what you will be looking out onto.

If you want to see a specific room or feature in more detail, ask to get an additional video or images of it. In some cases, the landlord or current tenant may be able to give you a live video walk through using a video call.

If the video doesn't show communal and reception areas (if applicable), ask about the condition of these, and whether it's possible to obtain a photo.

It is worth asking whether any works to the building or common areas are planned, or any major construction works are underway nearby, so that you are aware of potential noise or other disturbances.

Other practical considerations

- Are all appliances and plumbing functioning well in the kitchen and bathrooms?
- Has the property been professionally cleaned?
- Can a list of the furnishings be provided?
- When was the boiler last serviced?
- Are there any communal facilities such as bike storage (if applicable)?
- Is there a maintenance history of the property?
- How long did the last tenants stay in the property?
- Is the property managed by the letting agent or the landlord?
- If managed by the landlord, do they have other properties?
- How long have they been a landlord?
- What is the security like? Is there an intercom?
- How much is council tax?

We understand that you might need to ask more questions after a video viewing than a physical viewing and are always happy to answer any queries you have.



For extra peace of mind



The steps to making a decision to secure a rental property are very similar to how you decide on booking a holiday: most of us do it online using just images, descriptions and, sometimes, videos.

If you are concerned about the risk of not liking the property once you are in there, ask us about the possibility to include a 6-month break clause into your tenancy agreement. This means that if you don't like the property, you will be able to move out after 6 months with no financial penalties.

Get to know us

In order to secure the right property for you, it is essential that we fully understand everything about your search, including your property requirements, any relevant personal circumstances, timeframe and budget.

It is very important to us that we establish a positive relationship with all our tenants and you can trust us to assist you with your search. Since we are temporarily unable to have face-to-face meetings, we are happy to have a video call with you to make sure you feel comfortable about who you are dealing with and offer advice you might need specific to your circumstances.



We ensure our tenants are protected



We will put your tenancy deposit into a government-approved tenancy deposit scheme, meaning that you will never lose your deposit without a proper reason. If there is a dispute about any damage to the property or its contents, the case will go before an independent adjudicator to make a decision.

We are fully compliant with the law which states that tenants cannot be charged any fees, and we only ask for a maximum of five weeks' rent as a deposit (unless the tenancy is over £50,000pa or is not an Assured Shorthold Tenancy).

In the unlikely event that you feel we have not addressed your formal complaint in the correct manner, you can escalate your case to the Property Ombudsman.

Visit us at [whitegates.co.uk](https://www.whitegates.co.uk)
to find your nearest branch.

