

# Getting Started

## Your agent will send you an activation email

Welcome to My Property File, the new way to easily manage your tenancy. To get started you should have received an activation email, please follow the link and set up your account. If you haven't received an email, please call your agent.

## Activating your account

To activate your account please follow the activation link in your email. Your agent should have done all of the hard work for you, all you have to do is set-up your account password, and you'll be ready to go.

## Using your My Property File account

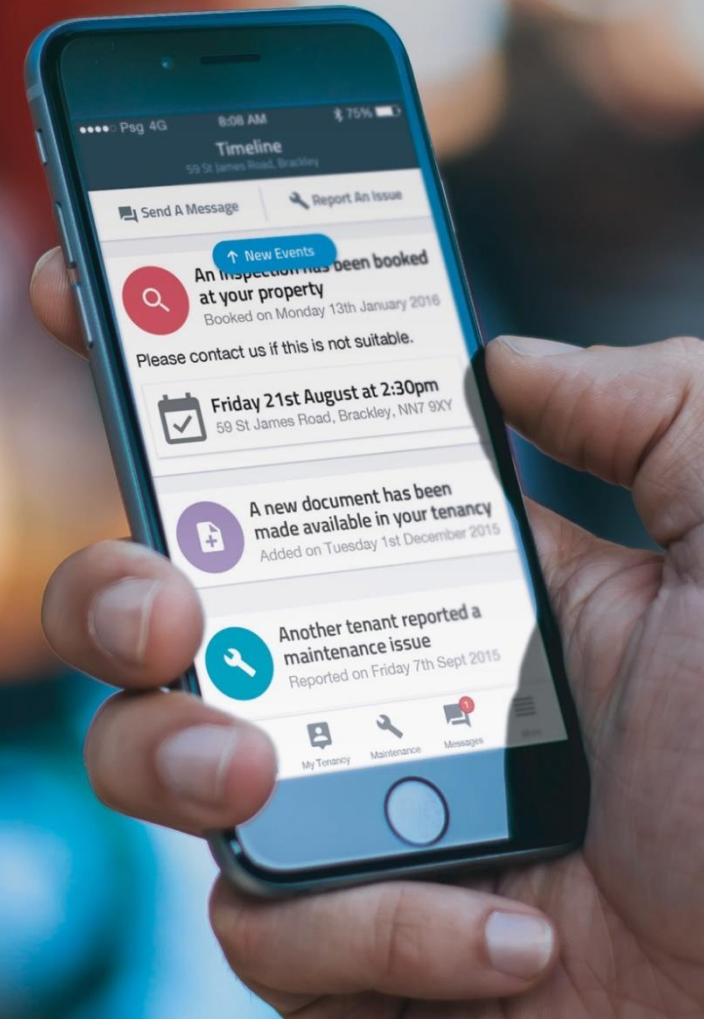
With My Property File, you can easily report maintenance issues directly to your agent and landlord, allowing any problem within your home to be reported correctly and resolved quickly. You can also view all of your important documents and keep up-to-date with all of your tenancy information online.

You can sign into your My Property File account by visiting:

Or download the My Property File app for Android and iOS:



# Welcome to My Property File



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Tenant Guide

## Our Tenant Guide

So you've found your perfect home, and started to settle-in, but as we all know, renting comes with some responsibilities for both you, your letting agent and your landlord. To make sure you've got these covered we've created the My Property File Tenant Checklist:

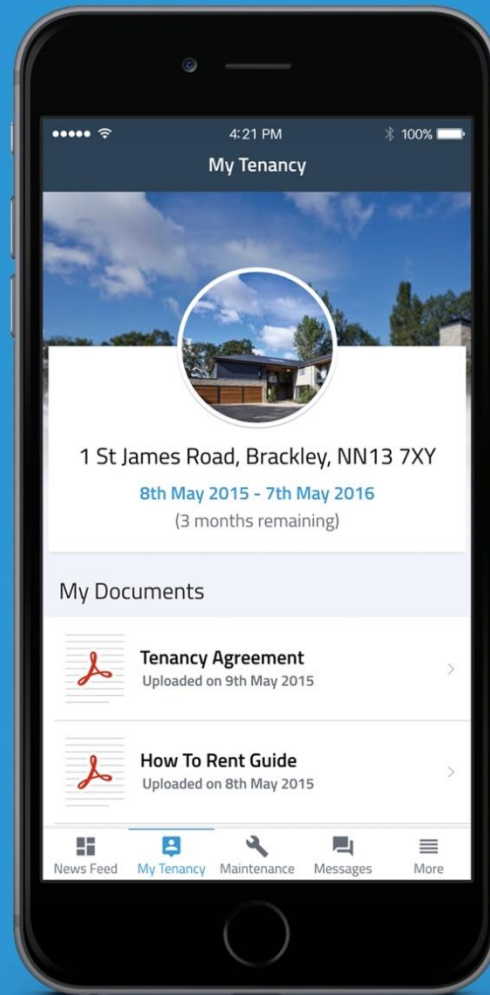
### Your responsibilities

- Make sure you know how to use the appliances in your new home and find out where the stopcock, fuse box and any meters are. This will be helpful for future reference.
- Make sure you look after your property. The majority of maintenance will be down to your landlord but it's important that you find out what responsibilities lie with you, such as cutting the grass.
- Regularly test your smoke alarms and carbon monoxide detector – at least once a month.
- Make sure you report any issues straight away, letting them get worse could put your deposit at risk when you have to cover the cost later on.
- Make sure you agree and sign an inventory with your agent. It could include existing damages, photos and meter readings, which will help if you have a deposit dispute when your tenancy is up.

### Have you received...?

- A gas safety certificate. This must be provided once a year, if there is gas installation, by your landlord.
- Deposit paperwork. Your deposit must be protected in a government approved scheme, make sure you get the official information about your deposit scheme so you know where it is and how to get it back when you move.
- The energy performance certificate.
- A tenancy agreement.

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Instant access from any location, on any device!

My Property File gives you instant access to all of your tenancy details and maintenance reporting, together with any progress and updates.

## Features



### Report maintenance issues and their progress

We understand just how annoying maintenance issues can be, so get them resolved quickly with My Property File. You can even include pictures, meaning that your pesky broken sink will get fixed quickly, and without all of the hassle.



### We keep you informed every step of the way

Keep up-to-date with every stage of your tenancy. From the moment you move-in to the moment you leave, you will always be in the know with My Property File.



### Find all of your tenancy details in one place

We know you have better things to be doing than hunting down your tenancy details. Get 24-hour access to all your important documents, like your tenancy agreement or deposit details.