

**The five pledges are grounded in the 30+ years experience  
in the market place of our parent company Finders  
Keepers Ltd.**

### **48 hour deposit refund**

We will refund deposits in 48 hours if the property is in good order (if there are damages, this period will be longer).

### **24 hour Emergency Helpline**

The only letting helpline manned by a member of staff, not a call centre. Call at any time if problems arise.

### **Personalised Check-In and Check-Out**

The Check-In explains the Inventory and any confusing appliances and central heating systems.

### **Streamlined reservation process**

Simply complete the Tenancy Application form with the fee and the property is yours.

### **Your own letting and management team**

The same two staff form your rental team for your whole tenancy, so you always know who to contact.