

Tenant Onboarding Checklist

A tenancy that starts tidy tends to stay tidy. Every item here exists because missing it costs real money later — several of them are the difference between a valid possession notice and an unenforceable one.

HOW TO USE THIS — Run it start to finish for every new tenancy. Keys don't change hands until every item in the first section is ticked.

01 Before the tenancy

- ☐ Full referencing: credit, employer, previous landlord, affordability at 30 x's monthly rent annually
 - ☐ Right to Rent checks completed and copied
 - ☐ Deposit capped correctly (five weeks' rent) and protected within 30 days
 - ☐ Prescribed information served with the deposit certificate
 - ☐ How to Rent guide (current version), EPC, gas certificate and EICR served BEFORE occupation — these gate a valid s21
-

02 Move-in day

- ☐ Signed AST with any addendums (pets, garden, parking)
 - ☐ Independent inventory with timestamped photos, signed by the tenant
 - ☐ Meter readings photographed together
 - ☐ Keys logged: how many cut, who holds what
 - ☐ Standing order confirmed for rent date; first month cleared before keys
-

03 The first quarter

- ☐ Two-week courtesy call: anything not working, anything unclear
 - ☐ Six-week inspection, diarised with proper notice
 - ☐ Repairs channel agreed and in writing (email or portal, not text-message chaos)
 - ☐ Renewal and rent-review dates diarised at month one, not month eleven
-