

## IMPORTANT UPDATE regarding your Tenancy

Monday 19 March 2018

We have some very important news to share with you. The brand **Very Nice Homes** has been acquired by Eclipse Property Ltd.

### What does this mean for you?

In the short term you will probably not notice much change, as the name **Very Nice Homes** will continue as well as your existing methods of communication with us.

In the medium to long term, we want to enhance the service you receive by giving you more support than ever before. This will happen with new resources being put into place such as staff and systems.

We will also be in touch soon with further updates on service improvements.

**Please note that your tenancy or other contractual arrangements will **not change** in any way.**

### What are the immediate changes?

As of today, Monday 19<sup>th</sup> March 2018, all rent and other payments related to your tenancy need to be paid to Eclipse Property Ltd T/A Very Nice Homes. These payments will now be collected by Direct Debit from your bank account as we will not be using Standing Orders (the previous method you used to pay your rent).

Over the next few days you will receive an email with instructions on how to setup your Direct Debit payments. Please look out for this email as it needs to be actioned as soon as you can.

**It is very important that you set this up well in advance of your next rent payment due date, as any future payments to the old account will probably not be received. This will probably lead to the rent payment being classed as a missed payment or a default and trigger late charges which we would really like for you to avoid.**

You will also need to contact your bank to cancel your current standing order arrangement prior to the next payment date, for most tenants this is the 1<sup>st</sup> April 2018.

### Do you have any questions for us?

We are more than happy to help. Please read through our FAQs for any questions you may have. If you have any additional questions, you can email us at [hello@VeryNiceHomes.co.uk](mailto:hello@VeryNiceHomes.co.uk)

We are very excited about enhancing our service for you and looking forward to the serving you better.

Regards  
Saj Hussain - Director

## FAQs (Frequently Asked Questions)

### **Will my tenancy agreement or contractual arrangements change?**

There is no change to your current tenancy agreement and contract.

### **Why do I have to set up a Direct Debit for payments?**

Direct Debits are a much more reliable and efficient way of paying bills than standing orders. They reduce the chances of late payments and therefore reduce the chances of you incurring late payment charges. This payment method also integrates with our property management system.

### **What if I don't want to move to the new agency?**

Your tenancy contract is a legal agreement between you and the landlord of the property. The property management agency is employed by the landlord as it's representative to manage the property. Therefore, the appointment of an agency is solely the landlord's decision.

### **How do I contact the new agency?**

All current contact details such as email addresses, telephone numbers, website address, process for reporting maintenance, process for submitting notice to end tenancy, the office address etc. all remain the same.

### **What action do I need to take?**

All you need to do is the following:

- Respond to the Direct Debit email which you will receive this week
- Cancel your current standing order at the bank for rental payments

### **Where can I find a list of your fees?**

An up to date list of our fees is available at [www.VeryNiceHomes.co.uk/fees](http://www.VeryNiceHomes.co.uk/fees)