



**miles&barr**  
LETTINGS

# The Customer Journey

## Landlord Journey



1

Meet with the landlord to discuss values and services and understand their expectations, preferences, and rental goals



2

Explain the services offered by Miles & Barr



3

Conduct a property inspection to assess condition and rental potential



4

Advise the landlord on any necessary repairs or improvements



5

Create a compelling property listing with attractive photos and details



6

Advertise the property on various platforms and marketing channels



7

Present suitable tenant candidates to the landlord for approval



8

Collate all of the required compliance certificates alongside referencing checks on tenant



9

Prepare the Tenancy Agreement with agreed terms and conditions



10

Tenants and Miles & Barr sign the Tenancy Agreements



11

Collect the security deposit and first month's rent



12

Tenants collect keys to the property and the Tenancy commences



13

Ensure prompt payment to the landlord after deducting our fee



14

The Tenancy has commenced