



Here to answer your questions

Frequently Asked Questions

We understand that moving home is not only exciting but can be a little bit daunting so we have put together some frequently asked questions to help.

If you have a question that is not answered below then please do not hesitate to contact us.

Who are Citra?

Part of Lloyds Banking Group, Citra has a growing portfolio of over 1,000 professionally managed homes for rent, improving access to good value, quality, sustainable housing across the UK. Citra helps to support investment into local communities by renting homes that people want, in the places they are needed.

Citra aims to address the increased demand for rental properties by providing new quality homes through strategic partnerships with leading developers and housebuilders.

How do I view a home?

All of our available homes are listed on property portals. Once you have found a home that you would like to view, please use the details on the portal to contact Citra to arrange a viewing. This can be either be done by phone call or by completing the 'request details' form.

How do I reserve a home?

Once you have viewed a property and would like to proceed, we will work with one of our partners to guide you through the referencing process. Once you have successfully passed, our partner will arrange for you to pay your holding deposit (please see opposite), sign your tenancy agreement and agree a move in date.

Are there any fees to pay?

We ask for a holding deposit of £100 and this will be deducted from your first month's rental payment.

For more information, please see our terms and conditions.

Do I need to provide any documents?

We do ask that you provide identification documents in order for us to start the referencing process. Our partners will guide you through the process and will let you know what you will need to provide.

How do I pay my rent?

At present rental payments are via standing order.

Do you have other properties available?

We have homes of differing sizes and styles in locations across the country. For more information, please visit Rightmove or Zoopla to see what homes we have available.

Is parking included?

Many of our homes have parking included, but please speak with us to confirm the parking provision for the home that you are interested in.

Do you have a smoking policy?

The health and wellbeing of our customers and staff is our priority so all of our homes operate a no smoking policy including the apartments and balconies.

Can I keep a pet?

We understand that pets are part of the family and we do allow pets in our homes. We ask that you complete a form as we will need to make sure that your pet is suitable for the type of home that you would like to live in.

Is there on site management?

All of our homes are professionally managed, some may have a full time on-site manager, others may have a visiting manager. Our lettings team will be able to provide you with more information.

Who do I contact with any queries?

lettings@citra.co.uk

How do I report a problem or an emergency?

Our contact details are listed below however in the case of an emergency please use the phone number to contact us in the first instance.

 **lettings@citra.co.uk**

 **0345 604 6617**

 **Out of Hours: 0345 268 1547**

Do I pay for repairs?

You will not be charged for any general maintenance requests, however repairs required due to negligence, misuse or damage will be chargeable.

What is the minimum or maximum stay?

We understand that renting a home can either be a short or long term option depending on your circumstances, so with that in mind we offer a range of tenancy lengths ranging from 6 months to 36 months.

How do I extend my tenancy?

If you decide that at the end of your initial tenancy term you would like to stay in your home, then please discuss this with your Citra property manager.

Are the homes fully furnished?

Some of our homes are fully furnished. For more information on the home that you are interested in, please speak with our lettings team.

Is broadband available?

All of our homes are broadband enabled but you will need to arrange and pay for this as it is not included in your rent.

What bills am I responsible for?

As well as your rent, you will be responsible for your other household bills such as council tax, water, utilities, TV licence etc.

Can I change utility supplier?

If you wish to change supplier you will need to let us know in writing and you cannot change to a prepaid or key operated meter.

Can I have a Sky dish?

We do not allow Sky dishes to be installed on to our homes, however you can access Sky services via your broadband such as Sky Stream. This is not included in your rent and will be subject to you agreeing a contract with Sky.