

Renting a home can be complicated, sometimes even frustrating, particularly if you are unsure of the process. To help make the experience as straightforward as possible for you, we have outlined the key stages.

Register with Gilli

To find your ideal property, we need to know as much as possible about your requirements. This includes your rental budget and the date by which you need to move, etc. You can let us know all about your requirements by registering online, by phone or by visiting us where a member of staff can assist you with your search.

With a clear understanding of your requirements we will access all properties that match your criteria.

When you have registered, details of property can be sent to you by Text/SMS or by Email.

Viewings

Viewings can be conducted 9am - 8pm Monday to Friday and 9am - 5pm on Saturdays. You can book a viewing by phone Monday to Friday 9.00 am – 8.00 pm, Saturday 9.00 am – 5.00 pm, Sunday 10.00am – 4.00 pm. You can also book a viewing on-line from within you're 'My Gilli' account.

We usually conduct property viewings; the Landlord will not always be present. Sometimes a Landlord gives us specific times for viewings, although we do ask them to be as flexible as possible. We normally keep keys and can access the property to suit your availability. You should also ensure that anyone likely to share in the decision views the property as well.

After the viewing we need to know if you have any questions or if you are interested in renting the property. So please allow time to discuss your thoughts with us.

Please be on time for viewings. We will arrange to meet you at the property.

Making an Offer

If the property is suitable for you don't delay your offer as it may be let to someone else the same day. When you make an offer you'll need to pay us an administration fee to cover our tenant vetting costs and a deposit to reserve the property. The deposit will be deducted from your first month's rent, unless you change your mind about taking the property, in which case you will lose your deposit.

Sometimes there may be an opportunity to negotiate the rental. This can be difficult, but by working Gilli you'll benefit from our expertise in this area.