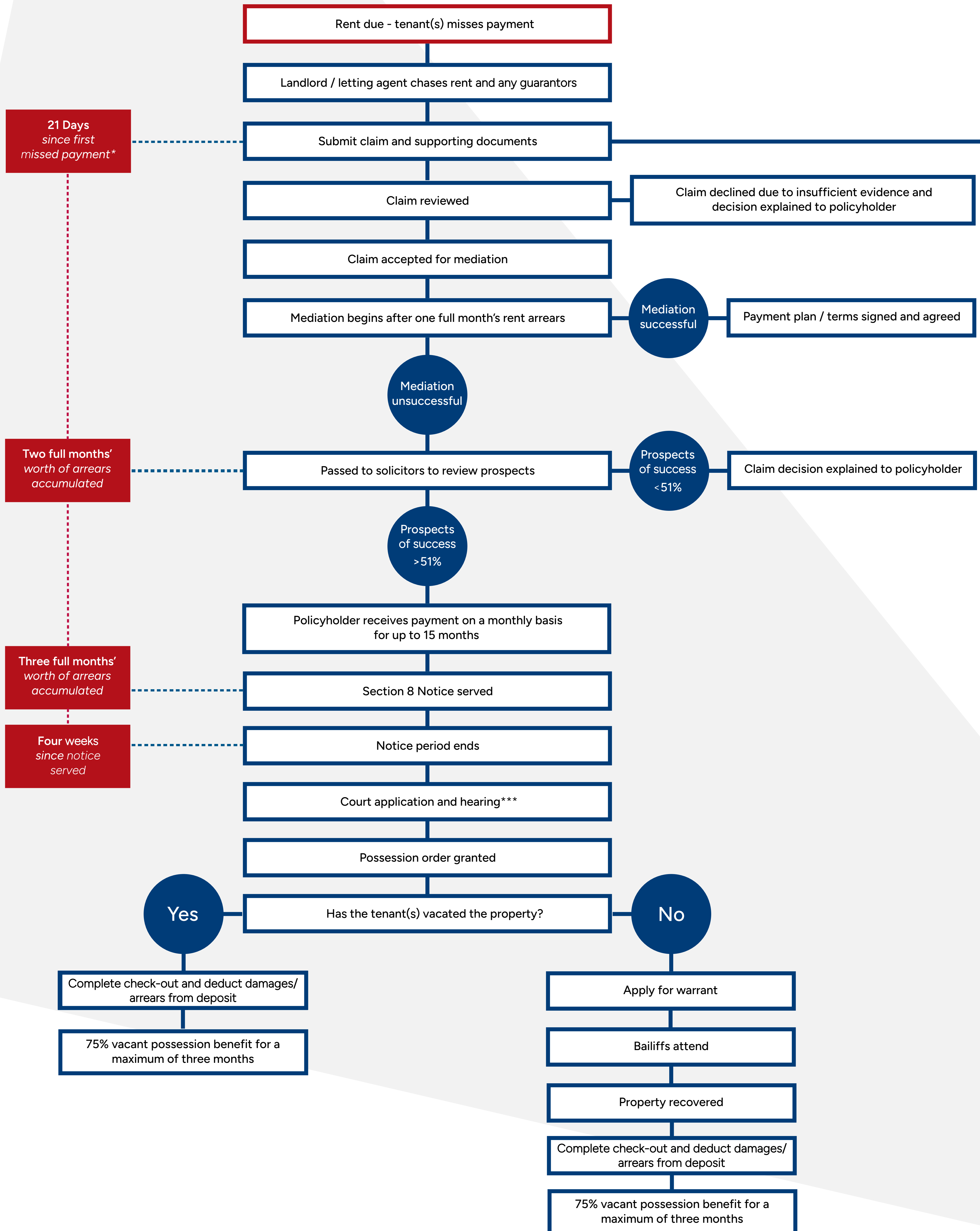


Rent Protection Claims Flowchart

- Upon submitting your claim form you must provide the following:**
- ☑ A full explanation of the claim.
 - ☑ Updated rent statement.
 - ☑ Copy of tenancy agreement.
 - ☑ Tenant(s)/Guarantor references.
 - ☑ Confirmation that any deposit has been properly protected in accordance with relevant legislation or deposit replacement scheme.
 - ☑ Copy of Energy Performance Certificates (EPC) and proof this was issued to the tenant(s).
 - ☑ Gas safety certificate and proof this was provided to the tenant(s), where applicable.
 - ☑ Copies of notices or correspondence that has been exchanged with the tenant(s).
 - ☑ Copy of Electrical Installation Condition Report (EICR).



Useful contact numbers

Claims advice line: 03003 035 885
 Legal advice line: 03003 035 899

Make a claim online: [rent guarantee and legal expenses claim](#).

* We recommend letting us know if rent payments go beyond 21 days in arrears. Claims must be submitted within 90 days of the first missed payment and before 60 days to avoid penalties.
 ** Additional information might be required depending on circumstances.
 *** If you are subject to a counter claim, Alan Boswell Group reserve the right to review prospects again based on additional evidence provided.