



MY TENANCY (751020 FLAT 1, DMP AVENUE)

**Your Property Manager**  
There are 2 Property Managers assigned to this unit

CONTACT	London A1 by contact
ADDRESS	Some street, Somebank, London, W8 9JF United Kingdom
CONTACT NAME	Ali Khan
CONTACT EMAIL	
PHONE WORK	
MOBILE	
CONTACT NAME	Ali Khan
CONTACT EMAIL	ali.khan@somebank.com
PHONE WORK	07707274766
MOBILE	07707274766

**Rent Payment Details**

Please see tenancy reference to see payments made

TENANCY REFERENCE	751020
RENT AMOUNT	1,000.000 Monthly
Bank Topology	Barclays
BANK NAME	
BANK ADDRESS	Parliament Square
BANK ACCOUNT	85307793626
ACCOUNT NUMBER	610072
SWIFT CODE	

**Deposit Information**

DEPOSIT AMOUNT	1,000.000
CERTIFICATE NO.	1077000
DEPOSIT SOURCE	Tenancy Deposit Scheme (TDS)
DEPOSIT HELD BY	Somebank
DATE REGISTERED	04/01/2018

**Tenancy Details**

PROPERTY TENANT	
TENANCY STATUS	
TENANCY START	
TENANCY END	
BREAK CLAUSE	

Tenant user guide

# Why use the app

The app will give you access to all information regarding your tenancy, your documents, your rent statement as well as additional property information and functionality.

To gain access, you will need to have been invited by your property manager. An email will arrive and at the bottom is a link as follows:

[https://system.arthuronline.co.uk/users/invite/4KHT987\\*](https://system.arthuronline.co.uk/users/invite/4KHT987*)

Please click on the link at the bottom of the email and add a password. Once you have registered, you will be able to access the desktop version. You can also obtain your app from Apple or Android by searching for Arthur Online and logging in with your email and password.

**Access to the app is not possible until you have gone through the process above.**



*\*for illustration purposes*

# Features

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My Tenancy

## My Tenancy:

This will give information about your property manager, tenancy dates, how to pay the rent and your deposit information.



Raise Issue

## Raise an issue:

All queries are raised via this button. If your query is maintenance related, you can attach a photo of the problem.



Track Issues

## Track issue:

Track the progress of your query from here. If you have any further comments, add them to the query. **Do not** raise a further issue.



My Documents

## My documents:

All documentation regarding the property or the tenancy can be located here.



Statement

## Statement:

Your rental statement can be viewed from here.



Property Manager

## Property manager:

You will find details of your property manager.



Extend/End Tenancy

## Extend or end my tenancy:

From here you can make a request to extend or end your tenancy.



Edit My Details

## Edit my details:

Should your contact number change, then you can update this information.

For further information please contact  
your property manager