

ARTHUR

Occupant User Guide

Part of the Aareon Group



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Why use the app

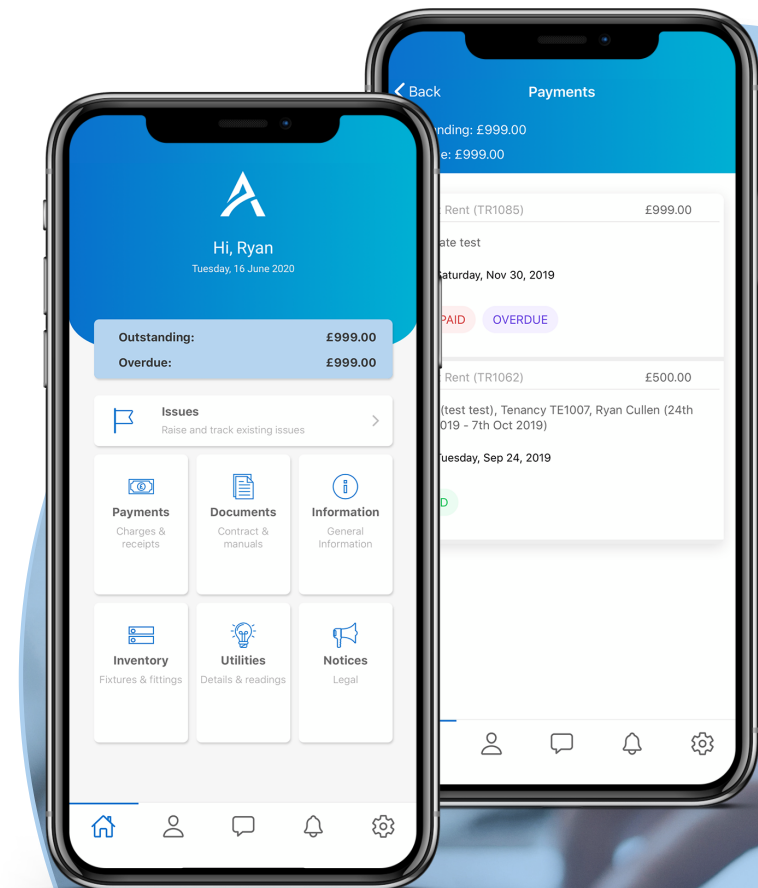
The app will give you access to all information regarding your tenancy, your documents, your rent statement as well as additional property information and functionality.

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 that looks like:

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.

*for illustration purposes



Features

My Tenancy:

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

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 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.

Extend or end my tenancy:

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

Statement:

Your rental statement can be viewed in this section.

My documents:

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

Property Manager:

You will find details of your property manager here.

Edit my details:

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





For further information please
contact your property manager

+44(0)207 112 4860

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www.arthuronline.co.uk



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