

StudentTenantFind Sees Significant Business Growth and Clear Cost Savings with DocuSign

Student property agency now has contracts signed by multiple tenants, globally, in under 1 hour

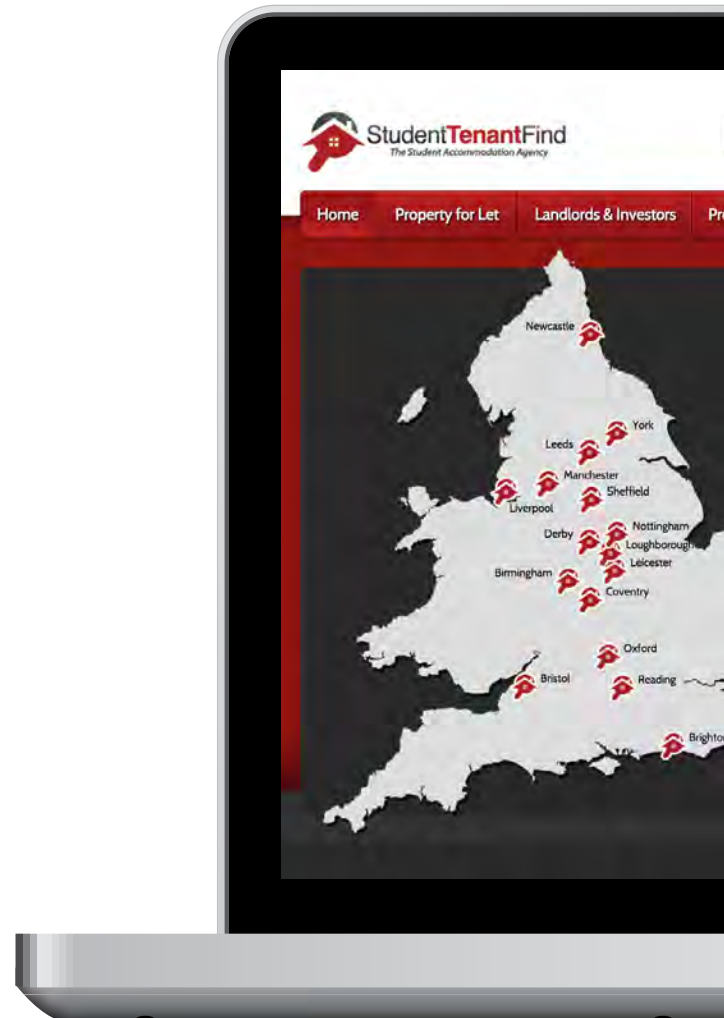
Company's Top Objectives

StudentTenantFind is a successful student property letting and property management agency operating in 16 cities across the UK. The majority of its business is done online; prospective tenants are able to be alerted, find, compare, book viewings and secure property on their website.

StudentTenantFind strives to maintain a personal and high quality customer service to tenants, investors and landlords alike – accompanying the vast majority of their viewings.

Challenge

StudentTenantFind is a fast moving student property agency that has successfully utilised the online aspect of letting properties and is seeing significant growth while keeping costs down. In order to keep overheads at a minimum while maintaining substantial business growth, StudentTenantFind looks to keep business as efficient as possible.



Top Benefits Achieved

- ✓ Reduced recruitment costs by DocuSign taking care of administrative tasks
- ✓ Contracts signed by multiple tenants, globally, in under 1 hour
- ✓ Using DocuSign to it's full potential for all aspects of the rental process

Reduced recruitment costs by DocuSign taking care of administrative tasks

“Before DocuSign it was very labour intensive, very time consuming. Basically DocuSign took a lot of that pressure and freed up a lot more time within the business.” says Anthony Laville, Managing Director of StudentTenantFind.

With the influx of international students seeking an education in England, StudentTenantFind helps many overseas tenants that are looking for residence whilst out of school terms and need to have this signed and agreed on before they come back to England. This means it can be very difficult to gather a group of students in one place to sign one document.

“These are student houses, so some are nine or maybe even ten bed houses; trying to get them together at the same time is impossible. You may have somebody in China, Nigeria, France, some in the UK. Trying to get them to sign at the same time in the summer when everyone has gone home to their respective countries is very difficult.”

A key element that was essential for StudentTenantFind in purchasing an eSignature solution was the legalities behind it and how the solution could support the transaction of such large value contracts.

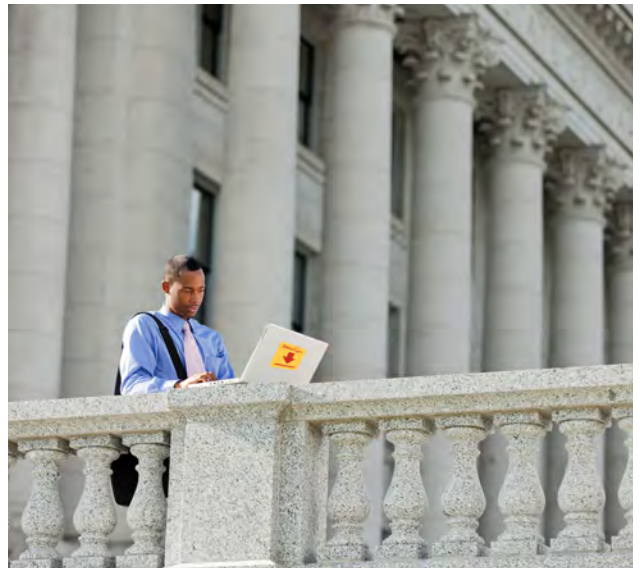
“We’re getting tenancy agreements signed on a ninebed property, that’s a £30-40k contract. We don’t want to fill out the landlord’s rental income on a system or a form of contract signing that isn’t legitimate. So once we confirmed the legal obligations were the same we were more than convinced on DocuSign.

Thinking about all the contracts we’ve executed using DocuSign it would equate to a rental value in the millions and so we had to be sure that our clients and ourselves were in a safe position, which with DocuSign, it was clear that we were,” explained Anthony.

The Key Benefits

StudentTenantFind sought a solution that would ensure time and cost savings alike, and that it would be simple and easy to use for its staff. The idea was to find a tool that would help alleviate a lot of the administrative work that can often become overbearing.

“When I started the business, I was having contracts physically signed myself by hand, which was a nightmare. When you’ve got a group of nine tenants in a joint tenancy agreement, you’ve got to run that agreement by nine people that may not be there at the same time,” explains Laville. “I was doing all this running around and getting contracts signed. Signers may not be in the same place or they may have to get it scanned, send it to somebody to sign and send it back, which becomes a very lengthy process.”



DocuSign is easier to use than faxing and printing. Businesses implementing DocuSign will reduce their need of employing administrative staff so there’s a clear cost saving there.”

Anthony Laville,

Managing Director

www.studenttenantfind.com



DocuSign was able to remove a lot of these tasks by enabling StudentTenantFind to create its own bespoke tenancy agreements. These are sent electronically around the world and signed by multiple tenants in under an hour.

“DocuSign takes care of all of those administrative tasks for us. Landlords are very accepting of it and very happy with eSignatures. It works very well and we’d be in a very awkward position if we didn’t have DocuSign, and it would be very difficult to have grown like we have without DocuSign.”

The Key Benefits

StudentTenantFind has achieved its success through DocuSign with massive cost savings, streamlined business processes and a very efficient storage solution. “We deal with a lot less paper in the office now because of DocuSign. We have all our documents stored in DocuSign and then we back it up electronically so now have two backups, which is great. In terms of the attachments, we no longer have bulging filing cabinets. Everything is stored electronically, quickly and it’s at your finger tips.” continued Laville.

DocuSign has been “instrumental” in the growth of the StudentTenantFind. The company is able to let properties

all over the UK with nominal overheads and keeping administrative staff recruitment to a minimum.

A key success indicator for StudentTenantFind was the improved efficiency of processes that would usually take days or weeks. Time saved alone is paramount when reviewing the success of DocuSign.

“Let’s say for instance that a tenant wants to move in the next day or even the same day, and it’s for a property else where, we can now arrange that within the hour. We can get guarantors approved, everything signed, ID agreements attached to the document, payment taken; all using DocuSign. So we can literally complete the whole process within an hour, if not less.”

Using DocuSign, StudentTenantFind are offering a rapid service to complete with the ever-increasing speed of the UK property market that is unrivalled in the real estate industry. This is down to a quick and timely agreement process to ensure that customers continue to come back for an easy, painless and sought after rental process.

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