



## Student FAQ's

### **Q. Are utility bills Included in the price?**

A. The monthly rent as advertised does not include any utilities. However, we work with a company called Unihomes, who can offer bills at a fixed rate, inclusive of internet under one account. These bills would be charged per person per week and would be a separate contract than the contract for the property between tenants and landlord. If you have seen the advert on the Unihomes website, then this price is inclusive of bills and calculated per person, per week.

### **Q. How long is the tenancy?**

A. In most circumstances the landlord will be looking for a 12 month tenancy, starting on the date published on the advert. In some cases a shorter term can be agreed if the landlord allows.

### **Q. My tenancy starts in July, but my course doesn't start until September. Can I have a rent discount for those months?**

A. No. The rent is payable in full for all months of tenancy as most landlords do have mortgages to pay.

### **Q. Are the rooms rented out separately?**

A. No unless advertised as single rooms, the property is let as a whole property. This means that tenants and guarantors are joint and severally liable.

### **Q. What does joint and severally liable mean?**

A. From a legal perspective this means that everyone named on the contract is responsible for all aspects of the property. Whilst we do chase each individual that has not paid rent and in turn their guarantor legally speaking you are liable to ensure rent is paid and the property looked after.

### **Q. What is a guarantor?**

A. A guarantor is someone who guarantees all aspects of the legal contract including the rent. This person needs to reside in the UK and earn 36 times each tenants share of the rent.

### **Q. My guarantor doesn't want to be liable for the other tenants rent as well. Can they only be liable for my rent?**

A. Unfortunately we cannot offer this unless the property is let on a room by room basis.

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### **Q. When do I need to pay?**

A. If your offer is accepted, then we would request 1 weeks rent as a holding fee which would need to be paid straight away to secure the property, subject to references.

The next payment would be for the dilapidations deposit which is held and protected until you move out of the property. This is requested once the legal documents are all signed. This is normally another 4 weeks rent and added to the 1 week already paid. Once received we will then protect your deposit and send you a certificate showing it is protected.

Then about 6 weeks before your tenancy start you will be asked to pay your first month's rent.

### **Q. How much is the deposit?**

A. If your offer for a property is accepted, then you will be asked to pay 1 weeks rent to secure the property. Before you move in, we will request the remaining deposit as advertised when you secured the property.

The deposit is held and protected until the end of the tenancy and will be refunded to you as long as the property is returned in the same condition, as when you moved in.

### **Q. Do we all need to be present to collect keys and when moving out?**

A. We would only require one tenant to either come and collect keys or meet at the property to check you in. When moving out it is recommended that one tenant is present but it is not essential. Your landlord or our inventory clerk will attend the property to access the condition. You are required to hand back the property in the same condition you found it minus fair wear and tear.

### **Q. How long does it take for my deposit to be returned once we move out?**

A. On the last day of tenancy your landlord or ourselves will have 14 days to confirm if a claim will be made from your deposit. Once confirmed both parties are happy with the property and any deductions potentially made, your deposit will be requested to be returned to you.