

Frequently Asked Questions - Student Letting

How is my monthly/weekly rent calculated?

Student property is often advertised at a weekly cost per person, but rent is charged per calendar month. This monthly amount is calculated by multiplying the weekly rent by the 52 weeks of the year, and then dividing it by the 12 calendar months. (ie. £69 per week multiplied by 52 = £3588.00 per annum, divided by 12 = £299.00 per month).

What is a summer retainer and why do I have to pay it?

A summer retainer is a payment which 'holds' the property for you over the summer months (usually July and August). Rather than charge for a full 12 months, when most student tenants do not actually need occupation of the property over the summer, many landlords opt to charge a retainer payment. This acts as a compromise between a tenant having to pay for a full year and a landlord missing out on two months' rent during this period. If a property is advertised with a summer retainer, this is non-negotiable.

What rent is due and when?

All rent must be paid monthly by standing order, usually on the 1st of each month. Failure to pay on the due date will result in a late payment charge. A summer retainer, equivalent to one month's rent, is payable one month prior to the start of the Tenancy, unless otherwise stated. No access to the property is permitted during this period.

Why do I need a Guarantor?

As student tenants rarely have a guaranteed regular income, it is likely that they will not have sufficient funds to cover the monthly rent payments, aside from the possibility of loans and grants that may become available. Therefore, Landlords insist on tenants having a Guarantor who will be contacted to make payment if a Tenant is in default of rent.

Non-UK International students may opt to pay the rent in full in advance, and we can arrange this on an individual basis. In these cases a Guarantor will not be required.

Can I pay my rent when I get my loan?

The simple answer is no. Rent is due on the date shown in your agreement, on a per calendar month basis, and your Guarantor will be approached to make payment if you fail to do so.

When can I collect my keys?

Keys can be collected from Landlord Direct's offices on or after the agreed start date of the tenancy, unless the property is offered on a 'Let Only' basis, in which case you must make arrangements with the Landlord directly. They may not be collected until all paperwork is received, funds cleared and referencing acceptable. Tenants to call our office one day before commencement of tenancy to confirm all conditions have been adhered to.

When do I get to see an inventory for the property?

An Inventory will be prepared either prior to or shortly after the commencement of tenancy. This may be provided as an online document or hard copy form. Tenants have 21 days to inform Landlord Direct of any inaccuracies on the Inventory and submit/sign for their acceptance of the details contained within. Let Only properties should contact the Landlord directly regarding the inventory.

Who is responsible for repairs to the property?

The property is let as advertised/viewed and the Landlord is responsible for any statutory maintenance or repairs. If upon moving in there are any concerns these should be notified to us in writing. Any urgent maintenance issues must however be notified to us immediately by phone.

Tenants are to provide, wherever possible, access to contractors for works required/requested. Any call outs for repairs that are deemed to be the tenant's responsibility will be charged to the Tenant's deposit.

What are the responsibilities of the Head Tenant?

It is the head tenant's responsibility to ensure that all joint tenants comply with and are aware of the terms within the tenancy agreement. Should any clauses within the tenancy agreement be broken, and conduct letters sent, the tenants may jointly incur an administration charge.

What happens if somebody wants to leave before the end of their tenancy?

If someone wishes to leave, for whatever reason, they must first find someone suitable to take on their part of the tenancy. The tenant can then 'assign' his or her liabilities, with the permission of the landlord and approval of the remaining tenants, to somebody else wishing to move into the property. There will be an administration charge for this assignment. The new occupier will then take over the contractual obligations of the assignor from an agreed date. In all other cases, the remaining tenants will be responsible for the payment of any outstanding rent and bills.

How many copies of the Tenancy Agreement do we get?

One signed tenancy agreement will be supplied between joint tenants and a charge will be made for additional copies requested.

When will I get my deposit returned after I leave?

Your deposit will be held within a 'Protected Government Approved Scheme' and deductions cannot be taken without your written consent. For managed properties, as stated within your Tenancy Agreement, you will be contacted within 40 working days of the end date of your Tenancy to notify you of any proposed deductions.

Final utility and council tax bills (zero balance council tax bill or exemption certificate if students) are to be received by Landlord Direct before the deposit can be returned. Let Only properties will be subject to the conditions laid out in the Landlord's chosen scheme.