



# HOUSING GUIDE

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# WHERE TO START

## Ask around:

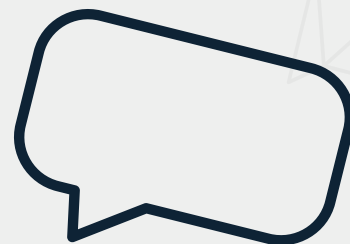
Before you begin the daunting task of looking for housing, You should ask other students or check the University website for advice, by asking around you'll be able to find out how much the average rent is in the area you're looking at.

## Use the experts:

Anyone can be a landlord, sometimes Landlords don't always have tenants best interests at heart so you're best to look at local letting agencies to you. Make sure the agent your dealing with are members of the Association of residential Letting agents as they have a code of practice.

## Set a budget:

What can you and your friends you plan to move in with afford? Make sure you allow for bills and extras you may get for the house - such as internet and a TV licence if need be and things like this.



### **Searching for properties:**

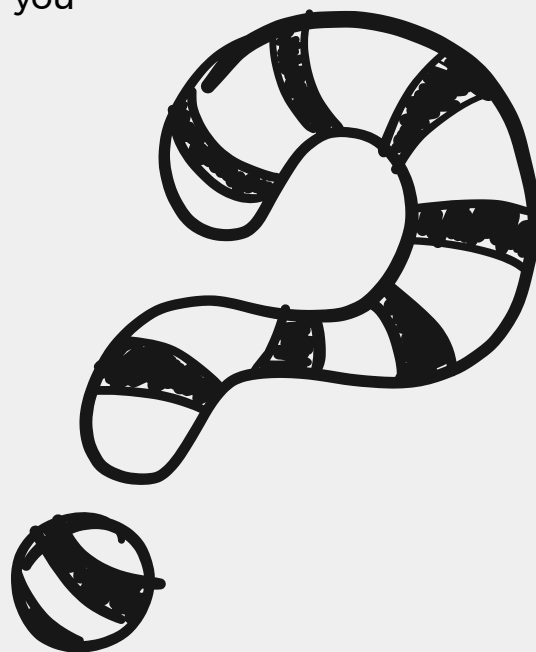
You can go to letting agents or you can search online and get right down to the specifics. How many bedrooms, location, things in the local area. If you see something you like you can arrange a viewing for you and your friends.

### **Other ways of Searching:**

You can look at newspapers, keep an eye out for 'to let' signs - these might not all be available to students though!

### **Viewing a property:**

You can go to letting agents or you can search online and get right down to the specifics. How many bedrooms, location, things in the local area. If you see something you like you can arrange a viewing for you and your friends.



# HOUSE VIEWING CHECKLIST

## *What is the rent?*

*It's best to confirm the price, even if you've already seen it on the advert. The rent can change, so it's worth checking with the landlord before committing to anything.*

## *How soon are you looking to fill the unit?*

*This is a good conversation opener with your potential landlord. You don't want to waste each other's time if your time frames don't match up - it probably won't work. Sorry!*

## *How should I pay you my rent?*

*AVOID landlords that only accept cash! Bank transfers are the standard payment method, as they allow security and convenience. Cash-only landlords may not be keeping appropriate paperwork and your rights as a tenant could be at risk.*

## *Are bills included?*

*Utilities can be a huge additional cost if not included in the rent. Particularly if the landlord specifies that you use certain utility companies - you might be paying higher bills than you have in previous houses.*

*Find out what the bill situation is, and do some research into utility companies to find out who can give you the best deal. Current tenants in the house might be able to offer helpful advice on this too.*



## ***Are there any deposits or non-refundable fees? What are they for?***

*You'll need to know what to expect before signing the lease. You want to make sure any deposit is also protected by a reputable deposit protection scheme. You can question or challenge any fees you think are unfair, such as high cleaning costs.*

## ***What's your late fee policy?***

*Try to gauge how understanding a landlord might be about late rent payments. If they're too relaxed about rent payments, it could be a sign that they will be relaxed about their own obligations as a landlord.*

## ***Do you allow early lease terminations? Are there any associated fees??***

*AVOID landlords who say the lease cannot be broken for any reason. These landlords may ask for several months' rent or, at worst, ask that you pay rent for the remainder of the lease. Some landlords may also expect you to pay rent until they have found a replacement tenant.*



## ***Describe your ideal tenant?***

*Some landlords are more friendly to students than others. You should try to get a sense of what sort of tenant the landlord is looking for (families, professionals, quiet or friendly, above a certain age, etc) to make sure you are the right fit. This is especially important in houses with a live-in landlord.*

## ***What's your guest policy?***

*Some landlords don't like guests staying over or have restrictions on guests visiting.*

## What's the procedure for submitting a maintenance request? Who typically makes repairs?

If your landlord doesn't have a definite answer, they may not maintain their properties well. You only want to rent from a landlord who will listen and make suitable repairs in a timely manner.

## How much notice do you usually give before you or your representative shows up at the property?

A landlord by law **MUST** give you 24 hours notice before entering the premises - this should be in your lease. This does not apply in the case of an emergency.

## How safe is the neighbourhood? Has this property experienced any break-ins, theft, or assaults?

A landlord by law **MUST** give you 24 hours notice before entering the premises - this should be in your lease. This does not apply in the case of an emergency.

## Which furnishings or appliances are included?

Your deposit can be docked when you move out if anything is damaged or missing. Ask for an inventory of everything that's already in the house when you move in. Make sure to check it and challenge any discrepancies so you're not caught out when it's time to move.



## ***How much interest have you had in this unit?***

*If the landlord says they've had minimal interest, do some digging to find out what the real story is - is the place overpriced compared to the local average? Is there a hefty deposit, or harsh restrictions placed on tenants? On the other hand, if they say there's a high level of interest, be skeptical. Try not to feel rushed into a decision if you need some time to do research or ask further questions.*

## ***What's the parking situation?***

*High density areas normally require permits - your landlord should know about these. They are an extra cost to think about if you need to drive. If there is no space for parking, ask about public transport links.*

***If there are 5 or more bedrooms ask to see a HMO licence (House in Multiple Occupation)***



# GUARANTORS

## What is a **Guarantor**?

Most people who rent in the UK are expected to provide a guarantor - someone who can cover their rent if they're not able to. Some landlords will ask for a deposit instead of a guarantor, or will waive the need for a guarantor all together. If you're an international student, you are particularly likely to be asked

## Who can be a **Guarantor**?

There are several requirements that a guarantor must meet:

- **Be between the age of 18 and 75**
- **Have a good credit history**
- **Be capable of paying your monthly rent**
- **Be a UK resident**

## What if I can't provide a rent **Guarantor**?

Finding a suitable guarantor is not always possible especially for international students or professionals as they may not know any UK residents, especially one who is prepared to take on the responsibility! This often means landlords request 6-12 months rent up front which is a challenge most will find impossible, especially with ever increasing rental costs.

You can find a number of guarantor schemes online if you're not able to provide your own guarantor. Do some research and make sure that any scheme you sign up to is legal and reputable.



# LETTING AGENCIES

## **Going through an Agency:**

Many students find private accommodation through letting agencies. Going through a letting agent can take a lot of the stress out of house hunting, but at the cost of letting agency fees - be sure you know what you're getting into financially beforehand if you choose to go the agency route. Here are some of the key things to know if you go through a letting agency.

## **What is a letting Agent?**

A letting agent helps landlords find tenants for their properties. Some also manage the property while the tenant is living there. As a tenant, you might choose a particular letting agency to help you find a home. The agent will then show you suitable homes from the selection of properties they are currently responsible for.

## **What is the benefit of going for a property that's leased through an agency?**

It can be less risky to rent from a property managed by an agency. If you have any issues in the house, an agency is more likely to uphold a higher standard of maintenance and support, whereas individual landlords can be very hit-or-miss.

## How do you choose an **Agent**?

Letting agents are not regulated, which means that anyone can technically operate a letting agency without qualification or license.

The safest way to choose is by using an agent that is registered with the National Approved Letting Scheme (NALS), or is a member of a self-regulating body such as:

- Association of Residential Letting Agents (ARLA)
- National Association of Estate Agents (NAEA)
- Royal Institution of Chartered Surveyors (RICS)
- UK Association of Letting Agents (UKALA).

Letting agents that are part of one of these schemes will have to maintain particular standards, such as having a complaints procedure for tenants.. Some of these schemes may also require agents to have money protection arrangements so that tenants are protected if the agency goes out of business. Agents that have the **Safe Agent** registered mark indicate that they protect your money through a client money protection scheme.

You can check if a letting agent is a member of one of these organisations through their website.





### **Registering with a letting Agent:**

You can register with multiple agents at a time. Lettings agents are NOT allowed to charge you for registering or for simply providing a list of properties. If they attempt to charge a fee for this, they are committing a criminal offence and you can report them to Trading Standards.

### **What are the Costs?**

Fees vary from one letting agent to another, so it's best to investigate, read customer reviews, and figure out who can offer you the best deal. You should ask for receipts for any payments you make.

Citizens advice information.

<https://bit.ly/2bvrOby>

# DEPOSITS

## **Holding Deposit:**

You can register with multiple agents at a time. Lettings agents are NOT allowed to charge you for registering or for simply providing a list of properties. If they attempt to charge a fee for this, they are committing a criminal offence and you can report them to Trading Standards.

If you're asked to pay a holding deposit make sure you're aware of what will happen before you pay any money. It will be useful to know:

- Under what circumstances can the deposit can be returned? For example, if you fail a credit check?
- Under what circumstances are you entitled to withdraw? If you change your mind about the tenancy is the deposit refundable?
- If the landlord decides not to go ahead with the tenancy, will the deposit be returned?
- If the tenancy doesn't go ahead for any reason, are you committed to using that agency, or can you reclaim your deposit?

*If you do pay a holding deposit it is usually deducted from the security deposit you may be asked to pay when you move in.*



### **Security Deposit:**

Agents may require payment of a deposit, as security against damage or a tenant getting into rent debt. A typical security deposit is one month's rent.

Security deposits for assured shorthold tenancies must be protected in a government-approved scheme. You must also be provided with details of the scheme.

A tenancy deposit protection scheme will pay back as much of your deposit as you are entitled to at the end of the tenancy. It also provides a dispute resolution service that can be used if there is a disagreement about the deposit at the end of the tenancy.

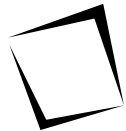
### **Rent in Advance:**

Agents can, and often do, ask for one month's rent in advance in addition to the security deposit. If you have to pay rent in advance you should check when the next rent payment is due, to make sure you don't overpay.

### **How to get your deposit back:**

To give yourself the best chance of getting your full deposit back, you need to make sure the property is clean and tidy, and that there is no damage to the property or any of its contents. Here is a checklist to help you out

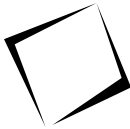
## Before you move in...



Take photos of the inside and outside of the property, covering every room



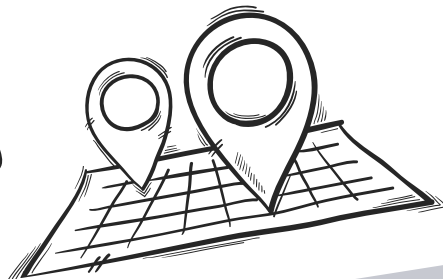
Check your tenancy agreement for anything unusual you might need to be aware of



Make sure your deposit is in a tenancy deposit protection scheme



Ask for an inventory of furniture and items in the house





## Whilst living there...

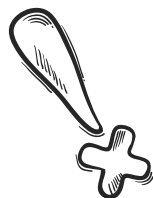
Replace or repair anything that you may have damaged

Make sure to pay your bills on time

Keep the house clean and tidy whenever possible

Agree with your housemates how to divide chores

WWW





## *When you're moving out...*

- Allow yourself plenty of time - at least a few days - to pack up and prepare to move out (don't think you can do it all on the day!)
- Coordinate moving dates with your housemates, to ensure all the last-minute cleaning isn't left to one person!
- Google a cleaning checklist and divide the tasks fairly between you
- Take out the rubbish - you may have to find the local tip and make a trip or two
- Double check your inventory against the items in the house
- Make sure you haven't left any of your belongings behind
- Invite your landlord around for a final inspection - make sure to ask if they have any concerns that might affect the deposit and try to rectify them

# INSURANCE

Young people moving for university may not have lived away from home before with research finding that almost 40% of students don't have contents insurance, and a similar percentage admit to not locking their doors before leaving their houses.

*Do you NEED contents insurance?!*

*YES! Given the stats above - We'd say so!*

A lot of Universities accommodation offer a basic level of insurance, UCA is one of these. Check with accommodation services for a copy of the current insurance.

If you're in Private accommodation, you should look around and see what you can find however we recommend going with what your University use also. Here is a link to UCA's current supplier of Insurance for students, It's NUS approved too!

<https://bit.ly/2rftfEF>

# BEING A GOOD NEIGHBOUR

## Tips and tricks:

1. *Introduce yourself to your neighbours*
2. *If you're heading home late at night, be quiet and considerate*
3. *After 11pm please consider the noise you are making in and around the house*
4. *Make sure you close the windows and doors to stop the sound from carrying*
5. *Make sure speakers aren't near adjoining walls*
6. *Go to community meetings*
7. *Make sure you park your vehicles within the parking regulations*
8. *Let your neighbours know if you're planning a party*

## Having a Party?

- *Make sure you have room for everyone*
- *Agree as a household when the party should finish and tell the neighbours*
- *Keep windows shut so sound doesn't carry into the street*
- *Don't allow damage to your property*
- *Only invite people you know!*

*If you're persistently noisy and disrespectful, your neighbours could report you to your landlord, the University, or the Council, and you could be landed with a hefty £5000 fine. So it really does pay to be considerate!*



# BINS



Mixed Paper  
Cardboard

Leaves  
Grass Cuttings  
Foliage  
Twigs

Any non recycling  
waste

Household plastic  
+ foil packaging  
Glass  
Cans  
Cartons

## Know your bins

*Above we have an example of different bins, make sure you check with your local council about the colours of your bins! Each council has different coloured bags and bins so it might not be the same as your bins at home. Please and remember to bring your bins in to keep the street neat!*

# SAFETY

Don't leave valuables on display. Lock your doors and windows when you leave the house, Even if you think somebody is still in!

Register your electronic devices free of charge to help the police identify lost and stolen property.

If possible move your wheelie bins away from windows and doors.

Make sure you lock your doors! Burglars are known to try door handles first! Keep external doors locked unless necessary, even if you're in.

Ordering a cab can be a sign that your house is now empty, especially if you're heading out in a group. It could be worth leaving a light on or drawing the curtains to make your house look occupied still.

Opening windows helps with ventilation and could prevent mould in the house. If you have UPVC windows you can open these to the first stage locking point. If you're leaving the house you should close all the windows fully.





Fire and smoke can cause serious harm to you and your health. You can become disorientated and time is key, so ensure you have working smoke and heat alarms, check them at least once a year, preferably more.

Keep aware of what you are doing, if you use hair straighteners, or a hair dryer, don't put anything on top of them, and leave them to cool in a safe place... That means don't leave them on your bed!

Make sure you know how to use your appliances, such as tumble dryers, and keep up the maintenance of them.

Don't leave cooking unattended, particularly if you're making a late night snack after a night out! Cooking fires can spread quickly and produce a lot of smoke.

Avoid charging your electronics overnight or unattended.

### *Love your phone? Log it!*

Don't let them get away with it. Register your valuables to help reduce property crime and improve your chances of getting them back in the event of loss or theft.

If your life revolves around your phone, keep it safe.

Register its IMEI number and you could be reunited if it's lost or stolen.  
[www.immobilise.com](http://www.immobilise.com)

# THE BILLS

## *How does it work?*

*Before you move in you will need to speak to the various utility companies, notify them of the date and time you are moving in and make sure that you are not going to be billed for what the people who lived there before consumed. Check when your first bills arrive that you are only charged for what you owe and only from the date your tenancy begins.*

*When you move in make a careful note of the gas and electricity meter readings – and water, if this is metered. You will need to phone these through as soon as you move in, unless you are on a prepaid meter.*

## **Gas**

There are a range of companies that provide gas to homes. However, if you move into a flat you may need to use a prepaid meter. Using a prepaid meter also protects you from friends or guests using vast amounts of gas and disappearing without paying. Landlords are very keen on prepaid meters as it prevents them being saddled with bills left behind by tenants. The main supplier is British Gas, but other gas suppliers will also fit prepaid meters.

Your landlord has responsibility for gas installations, including all gas equipment being tested annually by a Corgi registered engineer. Failure to comply with this is extremely dangerous. Leaking gas appliances can kill.



## *Electricity*

Usually, the companies that supply gas also supply electricity. You can pay for electricity using prepaid meters as well.

### **There are some simple tips for reducing energy consumption:**

- Close the curtains in the evenings – it traps hot air in the room overnight.
- Switch off heaters when you don't need them.
- Put on an extra layer of clothes before putting the heating on.
- Use a timer for central heating, so that it switches off after a while.
- Fit thermostats on radiators, so they don't overheat.
- If your home doesn't have double glazing, cover the inside of the windows with clear polythene during the winter.
- Close doors.
- Don't leave computers, televisions and other gadgets on when you are not using them.
- Don't leave things on standby mode.
- Don't overcharge mobiles and laptops.
- Use energy saving light bulbs.
- If the water tank is not lagged, pad it with blankets.
- Wash clothes at 40 degrees or less.
- Wash full loads only.
- Put lids on saucepans when cooking.
- Only put as much water in a kettle as needed.
- Don't let hot water taps drip.

## *Water*

You will need to check with the landlord who pays the water bills. Usually water rates are included in the rent. But sometimes they are billed to the tenant. Occasionally water is metered: in which case your household will have to pay for the water used. In Scotland, water rates are included within the council tax bill, so undergraduates are exempted.



## Phone

There are several companies that provide phone services, including BT, TalkTalk, Virgin Media and Sky. You may be able to arrange a joint phone, broadband internet and tv package. Calls on mobiles are usually more expensive than those from fixed line phones – but if everyone uses their own mobile it avoids rows about who owes what for phone calls.

If your property is classed as a House in Multiple Occupation, your landlord is obliged to have a phone line fitted – though it is the tenants' responsibility to pay for the calls.

## Insurance

As a tenant, you may want to get the contents of your rented property insured.. This will mean that if your computer, television, books, bike, furnishings and so on are stolen, then you will be compensated. You need to check whether your policy would pay out the current value of the stolen goods – which would be much less than the replacement cost – or whether it is 'new for old' cover.

The main specialist insurer for students is Endsleigh, which is recommended by the National Union of Students. Saxon Insurance also provides policies specifically for students, with cover provided by the giant Aviva group.

If you are studying abroad, a specialist insurance policy is offered by Aon. Mainstream insurers of domestic properties – including the supermarkets, which now offer competitive products – can be compared on a money comparison website, to help you get the best deal.



## ***TV Licensing***

You need to buy a tv licence – even if you live in a hall of residence and even if you only watch tv on a laptop computer or mobile phone. The cost is £142.50 a year. It can be spread by paying monthly using a direct debit. If you only rent a home during term time and move back with your parents for the summer, or go on a long holiday/study visit, you can apply for a refund for the period you are away.

## ***Internet***

Suppliers include BT, TalkTalk, Virgin Media and Sky – though not all of them can provide broadband services in all areas. Mobile internet using a Blackberry or similar mobile device is another option.



# COUNCIL TAX

## *Discounts for full-time students*

*Households where everyone's a full-time student don't have to pay council tax. You have to apply for an exemption on the Government website to make sure you don't get charged.*

To be considered a full-time student, your course must:

- last at least 1 year
- involve at least 21 hours study per week

If you study for a qualification up to A-level and you're under 20, your course must:

- Last at least 3 months
- Involve at least 12 hours study per week

You'll get a Council Tax bill if there's someone in your household who's not a full-time student, but your household might still qualify for a discount. Look up the regulations on the Government website. Contact your local council if you're unsure about whether you can get a discount or who's responsible for paying.

<https://www.gov.uk/council-tax>

# CHORE CHART

When sharing a house it's important to keep on top of the jobs and chores. Many arguments arise from doing chores so we've created a chart to help you divide them between you and your house mates.

You can download the chart to print out weekly so you keep on top of the jobs that you need to do in your house.

We think the easiest way is to simply sign your initials in the box of the chore you've done that day. You have freedom to fill out the chart however you think is best.

Is there something in your house that needs doing yet isn't on the chart? We have added some space for you to add your own options. You also can create your own chart to customise it accordingly!



# DAYS

## CHORES

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Washing Up/ Dishwasher							
Hoovering							
Clean Bathroom							
Mopping							
Take out bins							
Take out recycling							
Clean oven top							

*Download the chart here*

*<https://bit.ly/2BE0khp>*

# THINGS TO WATCH OUT FOR

## *“Sex For Rent”*

*Sex-for-rent offers are a criminal offense. Landlords offering this arrangement could face criminal charges and up to seven years in prison. These ‘deals’ are set up to target vulnerable students who can’t afford rising rent prices in student accommodation. There is support available for students in unstable housing or financial situations (more detail below), and information on the NHS website about how to access help after being sexually assaulted or exploited.*

*If you are a victim or potential victim of sex-for-rent exploitation, you should not hesitate to seek help - your landlord has committed the crime and should, if you feel comfortable, be reported.*

*Tackle the exploitation of women students. If you’re homeless or at risk of losing your home, you can seek help from your local council. Shelter can offer support with accessing emergency housing. Lastly, if you’re sleeping rough or aware of someone who is, you can get in touch with Streetlink, or seek advice from your Students’ Union.*

## **Poor maintenance**

As noted earlier, if a house is kept poorly or a landlord is unresponsive to maintenance requests (you should ask current tenants about this if you get a chance), this is a red flag.



## ***Overcrowding***

A home should typically not exceed two people per room. You can judge whether your house is overcrowded using the room standard or space standard, as demonstrated below.

If you are living in an overcrowded home, you may technically be considered homeless. You could also qualify for priority council housing.

## ***Difficult to contact***

## ***Doesn't produce or keep paperwork***

## ***Isn't licensed***

In some areas, local councils now expect landlords to be licensed in order to rent out properties. This doesn't apply everywhere - check on your council website. If they are expected to be licensed, they should be able to show you proof of this. Having a license means they comply with certain council standards, and so may feel like a safer option for a first-time renter.

If you are living in an overcrowded home, you may technically be considered homeless. You could also qualify for priority council housing.

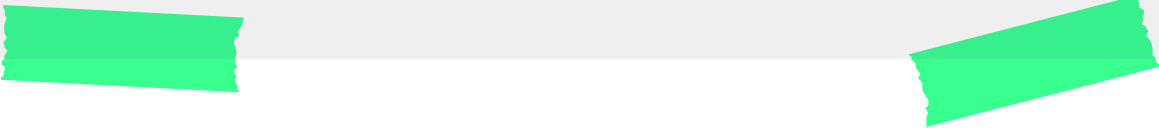


# WHAT IT'S LIKE TO BE A LEAD TENANT

In most cases, a landlord will ask that someone act as a 'lead tenant'. That person is responsible for the payment of the entire property's rent. If other people agree to share and fail to pay their part of the rent, decide at the last moment to pull out, or withdraw from the house for some reason, the lead tenant may find themselves liable for a large portion of the rent.

The landlord is not obligated to seek the rent from anyone other than the lead tenant (the person on the lease agreement) or their guarantor. This is also true of utility companies – they will seek payment from whoever is named on the contract.





Sadly, sometimes issues around the payment of rent or bills can come between friends or housemates. It is not only necessary for everyone to pay their share of the rent as agreed – they also need to pay their share of the electricity, gas and phone bills and for their food. Consider when you move in with new housemates whether you feel comfortable enough to discuss financial issues and trust them to pay on time.

If the tenancy agreement is signed by all tenants, it is helpful if they all pay the landlord directly from their bank accounts by direct debit or standing order. Otherwise, if the lead tenant pays the entirety of the rent, you should set up a standing order to your lead tenant's account.

# YOUR RIGHTS AS TENANTS

*Many students rent self-contained accommodation from private landlords. If your tenancy began recently, and your landlord doesn't live in the property with you, you will have an assured shorthold tenancy.*

*This page covers the key rights and responsibilities of assured shorthold tenants.*

## *Your Rights*

Assured shorthold tenants are protected by a number of tenants' rights. However, if your landlord follows proper legal process, you can still be evicted quite easily. It is worth keeping this in mind if you find yourself in a dispute with your landlord. Send complaints in writing, as a verbal complaint may not protect you in the event of a 'revenge eviction'. Check out the Shelter website for more advice about revenge evictions and how to avoid them.

## *Your landlord's name and address*

Your landlord must provide a name and an address in England or Wales where you can write to them. In particular, you need a landlord's address so they can be served papers if you end up having to take them to court. about revenge evictions and how to avoid them.



## *Information about your tenancy*

You have a right to a statement of the main terms of your tenancy. This includes the date it began, the rent due and when it must be paid, how and when the rent can be changed and the length of any fixed term.

You should be given a copy of the tenancy agreement before you move in, which would normally include this information. If it doesn't, you can ask for it in writing and your landlord must respond within 28 days.

Always check a tenancy agreement carefully before signing it.

## *Living in your home undisturbed*

You have the right to feel comfortable and at home wherever you live. This means that your landlord doesn't have the right to enter your home unless you invite them in. It is against the law for your landlord to harass you or illegally evict you.

Your landlord or their agent does have the right to access your home to check any repair work needed and to carry out the repairs. Unless it's an emergency, they must give you at least 24 hours' notice of this.

## *Eviction*

Your landlord can only evict you by serving notice and getting a possession order from the court. You have the right to stay in your home until the court bailiffs enforce that order and evict you. However, you may have to pay some of your landlord's legal costs if you do stay on after the notice has expired.

## *Repairs and safety in your home*

You are entitled to having essential repairs and maintenance completed in a timely manner. Your landlord is responsible for most repairs except very minor things, such as changing fuses. You should report any required repairs to your landlord as soon as you notice them.

Your landlord also has certain responsibilities for gas and electrical safety, furnishings and asbestos. If you live in a house in multiple occupation (HMO) your landlord has to meet extra responsibilities around areas like fire and general safety.

## *If you have a fixed term tenancy*

If you have a fixed term tenancy, you don't have to move out when that term ends. If you don't sign a new agreement, your tenancy automatically becomes a 'periodic' assured shorthold tenancy. Periodic means that it runs from one rent period to the next. Your landlord can only evict you by serving notice and getting a possession order.

If you want to end your fixed term tenancy early, you can only do so if your tenancy agreement contains a break clause, or if your landlord agrees to you ending the tenancy early.

Your landlord or their agent does have the right to access your home to check any repair work needed and to carry out the repairs. Unless it's an emergency, they must give you at least 24 hours' notice of this.

## *Your responsibilities*

Your tenancy agreement is a contract between you and your landlord. As well as giving you legal rights, it also means that you have certain responsibilities.

## *Paying the rent*

You must pay your rent otherwise your landlord can take legal action to evict you.



## *Looking after your home*

You must use your home in a respectful and thoughtful way, not acting as an owner.

This generally means:

- Doing minor repairs yourself, such as changing fuses
- Keeping your home clean (not at risk of issues like mould)
- Not causing any damage to the property and making sure your visitors don't
- Using any fixtures and fittings properly.

Your tenancy agreement may also set out what your responsibilities are for repairs.

## *The tenancy agreement*

Your tenancy agreement may set out other obligations which you must keep to, for example, whether pets are allowed in your home. However, in line with the Unfair Terms in Consumer Contracts Regulations 1999, your tenancy must not contain any terms which could be held to be unfair. A term may be unfair if it creates a 'significant imbalance' between you and your landlord.

## *Other types of Tenancy Agreements*

Your Tenancy type will change depending on:

- The date you moved in
- Who you live with
- Who your landlord is
- The type of housing you live in

Use this This Tenancy Checker by Shelter to see what type of tenancy you have

<https://bit.ly/2TVq7J7>

# IF YOUR RIGHTS ARE VIOLATED

## Your landlord is not **legally** entitled to:

- Change the locks of the property without informing you and supplying you with new keys
- Cut off the water, gas or electricity unless required for repairs, and even then should be done with some notice and adequate alternative provided
- Threaten you either physically or verbally
- Interfere with your mail
- Neglect the property

## Where to go for **help** and **advice**:

Do your best to maintain calm and respectful communication with your landlord or letting agent, always aiming to resolving the matter.

Further guidance should be sought from professional advisors at Shelter or the Citizens Advice Bureau (CAB).

<https://bit.ly/2DatGUF>



# HOW TO KEEP YOUR PROPERTY SAFE DURING THE HOLIDAYS

## *Don't be an easy target*

Around one in five students become a victim of crime each year. Burglary only takes a few minutes. Take some time to think about how you could reduce the risk and save yourself the stress of losing your belongings.

## *Out of sight*

What's on view outside your home? Don't leave valuable items such as bikes on display or anything that offenders could use to break into your home. Try and put items like these in secured places like a shed or garage with a padlock.

## *Window shopping*

Don't leave anything valuable where it can be seen by passers-by. If you've purchased a new TV don't leave it in front of the window with the box outside to be collected by the waste collector. Use your blinds and curtains to hide what people can see from outside.

## *Lock Up!*

Make sure you lock up properly. Most burglaries against student houses happen because of an unsecure window or door.



# EMERGENCY HOUSING

If you find yourself in a **tricky** situation there are a few options!

Head to see the LSS on your campus to see if they can arrange you some emergency accommodation.

If this is unavailable to you, you should look into the options below

## **Shelter**

<https://bit.ly/2MRCJy8>

## **Emergency council housing**

<https://bit.ly/2HWOkbI>



# TO DO LIST WHEN MOVING OUT

## *Tennancy Agreement*

Check and see if your landlord or letting agent has included an end of tenancy procedure and follow it! Arrange for the keys to be returned as instructed to do so.

## *Bills & Contracts*

If you pay your bills separately, contact your suppliers to make sure they are all paid off and let them know when you are moving out, this will ensure your names are removed from the bills of the property.

## *Mail*

○ If your mail comes to your residence, contact Royal mail and have this redirected to your new house. This is important when it comes to bank statements and other important confidential paperwork.

## *Cleaning*

○ Most contracts will state the cleaning requirements when moving out of a house. These will often talk about leaving the house in the same condition as it was when you moved in. Give the house a good clean and clear out the fridge. Be sure to check for any damages and let your landlord or letting agent know. You might have to pay for these damages.



### **TV Licence**

If you have purchased a TV license you can get a refund for the summer months. For further information and to arrange a refund, visit [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk) or call 0300 790611

### **Rubbish**

Remove all rubbish and waste from the property as you may be charged by the cleaners and could stop you getting your full deposit back!

### **Deposit Return**

Your Deposit should be safe in a tenancy deposit scheme. Ask your landlord about this!

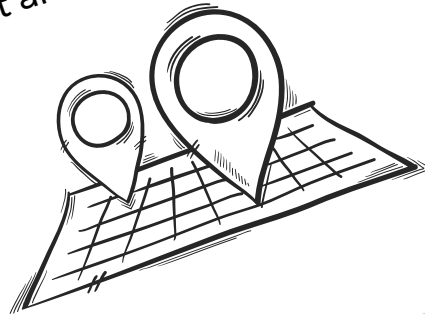
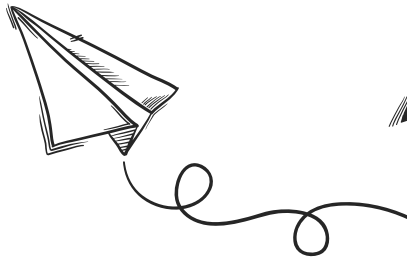
## Unwanted Items

Anything that belongs to you and you no longer want or need should be removed from the property and recycled or donated to charities and local causes.



## Return Keys

Follow the instructions on your tenancy agreement on how to return the keys to the landlord/agent and ask for a receipt as proof.



# HELPFUL CONTACTS

## **Emergencies:**

999(Fire/Police/Ambulance)

## **NHS Direct**

0845 4647

## **NHS 24**

0845 424 2424

## **Mind (Mental Health)**

0845 766 0163

## **National Drug Awareness**

0800 776 600

## **Victim Support**

0845 30 30 90

## **Student Finance**

0300 100 0607

## **Deposit Protection Service**

0330 303 0030

[www.depositprotection.com](http://www.depositprotection.com)

## **Talk to Frank**

0300 123 6600

## **Housing Related Advice**

Shelter UK

Housing Advice

[England.shelter.org.uk](http://England.shelter.org.uk)

## **Housing Advice**

01227 76 2605

[www.chac.co.uk](http://www.chac.co.uk)

## **Citizens Advice Bureau**

Housing Advice

01227 76 4206