

## [Frequently asked questions.](#)

### Do I have to pay a deposit?

Yes. You will need to initially pay a weeks' rent to reserve the property to take it off the market, then you can choose to purchase a Deposit Replacement Scheme or put the holding deposit towards a traditional 5-week security deposit.

### What is a deposit replacement scheme?

Opting to use a Deposit Replacement Scheme is a low-cost alternative to paying a full 5-week security deposit. It is a non-refundable guarantee allowing you to reduce your upfront costs. It is still held on the Landlord's behalf and can be used at the end of the tenancy to offset the cost of any breaches of your tenancy such as damages.

This amount is the same as the holding deposit, so this payment can be transferred over into the Deposit Replacement Scheme and no further payment is required after the holding deposit has been paid.

### What is a security deposit?

A Security Deposit is an amount held on the Landlord's behalf and can be used at the end of the tenancy to offset the cost of any breaches of your tenancy such as damages. It is 5 weeks rent.

If the cost of any breaches incurs more costs than the Security Deposit held, you will be liable for those costs. If the cost of any breaches are less than the Security Deposit held, you will get the balance back. If there are no costs, you will get your Security Deposit back in full.

### When do I need to pay my rent?

Normally we take our payments termly to be in line with your student loan. If you have proof of a regular income or your guarantor is paying then we accept monthly payments.

### If I am having money problems, what do I do?

Get in contact with us ASAP. We understand that our tenants sometimes have money problems so we will try to work out a payment schedule that works out for both parties.

### What does my rent cover?

Your rent covers living in the house. We also pay all your water, gas, electricity and sewage bills. In our Gillingham properties we also pay for your internet.

### Do I need a guarantor?

Yes. They act as our insurance policy if you fail to pay your rent as they will cover any shortfalls.

What happens if I don't have a guarantor?

You can negate the need for a guarantor by:

- a. Paying the first and last instalment on the payment schedule upfront (5 months' rent)
- b. Employ the services of Housing Hand or a similar body, they stand as guarantor for your tenancy if you are unable to provide a satisfactory guarantor.

c. Pay the yearly rental amount upfront.

Can I have a guarantor that lives abroad?

No unfortunately we can only accept UK residents as your guarantor. They also need to be home owners.

How do I go about moving in?

We will send the key to the address of the lead tenant on the contract on the first working day in September. If you need it any earlier, we can arrange that if you give us 10 working days' notice. Once you have received your key you can move into the property whenever you like.

If I have moved in and there are problems, what do I do?

Call us and let us know of any issues. It is possible that we miss the odd thing on our inspection so if there is a problem just let us know and we will try to get it sorted right away.

Do I have to be in for maintenance?

No, our tradesmen will collect a key from our office to gain access. If you want to be in the property when the tradesmen visit the property, you will have to let us know when you will be around.

What happens when I move out?

Once you move out, we request that you let us know so we can get into the property and inspect it. You will be provided with a pre-paid jiffy bag to send your key back to us.

What happens if I want to stay on in the house for the next academic year?

We send out an email to all tenants in November asking if you want to stay on. If you do, you just need to reply outlining this and we will arrange the contract for the next year.

What happens if I lose my key?

If you lose your key you will need to call us and let us know. You will then need to go Acme Locks and Keys in Canterbury (CT2 7JD) to pick it up. You will need to pay £15 for your replacement.

Can't find what you're looking for? That's OK, you can email your query to [admin@jgstuentlets.com](mailto:admin@jgstuentlets.com) alternatively, we are happy to discuss your query over the phone:

**01795 534416**