

JG Student Lets FAQ'S

Our team is available Monday - Friday 8:30 am - 5 pm to answer any questions you may have. We've put together this list on the most frequently asked questions for you but if you have a particular query in mind don't hesitate to get in touch.

DO I NEED 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 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 take of all your water, gas, electricity and sewage bills as a standard. Wi-Fi is also included in most of our portfolio. If you're unsure of what is covered within your rent, check the terms of the tenancy agreement or contact us to speak to the team.

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.

If you do not have a UK based 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 guarantor.
- c. Pay the yearly rental amount upfront.

HOW DO I GO ABOUT MOVING IN?

Providing the terms of the agreement are satisfied, 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 you are not part of a group [i.e. an individual tenant, we will post the key to your guarantors address unless we are told by yourself to do otherwise.

Please ensure you let us know of your plans to avoid any delays in your occupation.

IF I HAVE MOVED IN AND THERE ARE PROBLEMS, WHAT DO I DO?

Report all maintenance issues to us via the StuRents app and if it is an emergency follow up with a call to the office on: **01795 534416.**

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. We expect the property to be at an acceptable level of cleanliness when you hand it back over 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.

We also rent to working professionals too, if you are graduating or applying for a postgrad, get in touch with us so we can send you some potential homes for your consideration.

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 alternatively, we are happy to discuss your query over the phone:

01795 534416