

JG Student Lets

For all of your accommodation needs.

WELCOME HOME!

The JG Team wishes you a warm welcome to your new accommodation. We've put together this Welcome Pack to help you settle in the property and the area. If you need any further assistance we're happy to help.

Don't forget!

Make sure you download the StuRents app on your phone or device so that you can view all of the information in this pack and more.



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CONTENTS.



- 1 HOW TO DOWNLOAD STURENTS
2. WHAT'S IN MY ROOM?
3. WHAT'S IN MY COMMUNAL AREAS?
- 4.GENERAL INFORMATION
5. GENERAL INFORMATION CONTINUED.
6. FAQS: DEPOSITS
7. FAQ'S: RENT & GUARANTORS



- 8.FAQ'S: MAINTENANCE
- 9.TENANT & LANDLORD RESPONSIBILITIES
10. WHAT'S IN THE AREA CANTERBURY?
11. WHATS IN THE AREA MEDWAY
12. COMMUNAL LIVING TIPS
13. INSTAGRAM PAGES WORTH A FOLLOW
14. GRADUATE AND PROFESSIONAL LETS
15. THANK YOU

HOW TO DOWNLOAD STURENTS



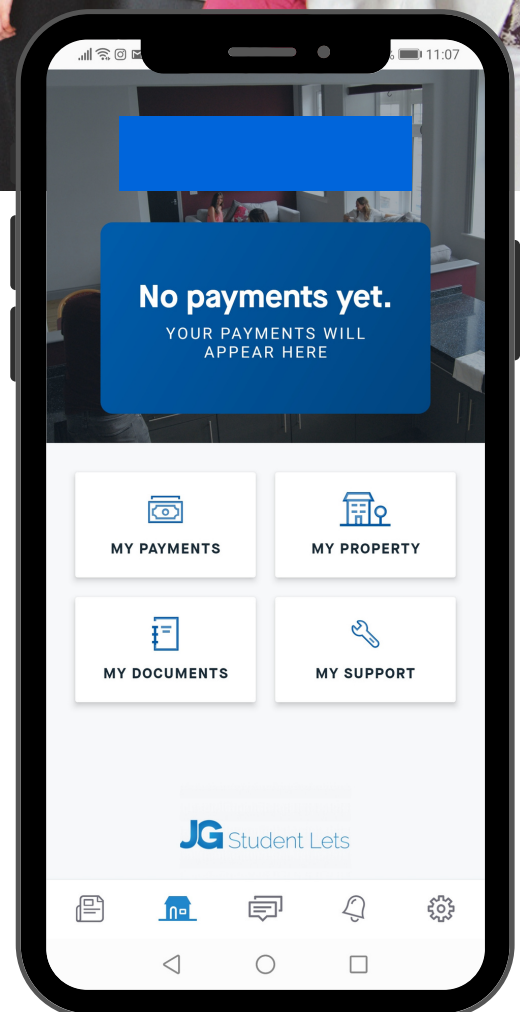
Open your Apple or Google play store on your phone or smart device and search for "StuRents".

Their logo looks like this :



Download the app and login using the same email and password you used to sign your tenancy agreement on StuRents.com.

The app will open onto the home page where you can create a maintenance ticket and review payments and tenancy documents 24/7.



IF YOU WOULD LIKE TO SPEAK TO A MEMBER OF THE TEAM, YOU CAN CALL THE OFFICE
ON 01795 534416 MON-FRI 8:30 AM- 5PM

WHATS IN MY ROOM?

At a minimum, each bedroom is furnished with a bed and storage for your belongings.

All bedrooms are also individually lockable. For full details on what furnishings are in your room, refer to your inventory on StuRents. You'll find it under "My Documents".

If you find something amiss, submit a maintenance ticket detailing your concerns and we'll address them as soon as possible for you.

The property may have been cleaned up to a few months prior to your moving in date. This means that there may be some dust or a few cobwebs present at the property where it has been empty over the summer. We are happy to send our cleaner to remove these, however, their charge will be levied against you for this service. If you are unhappy with the cleanliness of the property, please submit your concerns to us in writing with accompanying pictures so that we can fully investigate the matter.

If you have any questions on what should be in your room we are available to help Monday to Friday 8:30am-5pm.

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WHATS IN MY COMMUNAL AREAS?



Your living room will be furnished with:

- Enough seats for everyone in the property.
- Most of our properties have a communal TV.

Every kitchen is equipped with:

- Washing machine. (laundry rooms are provided in purpose-built accommodation.)
- Oven with a hob.
- Microwave.
- Fridge and freezer space suitable for the number of people living in the property as outlined in the HMO landlord handbook issued by the City Council. For full details on what is included in your tenancy, please refer to your inventory on StuRents.

If you are living in a Studio, you'll have all of the same facilities and appliances in your room or communal laundry room.

We also take care of the gardening throughout your stay with us.

We do not supply household items such as hoovers, mops, bins, toilet brushes, kettles etc. If the item is not within the tenancy agreement or your inventory, we do not provide it. If you have an item not mentioned in the contract or inventory in the property and it is working/useable and was left by the previous tenants, if you so choose you may keep/use it.

IMPORTANT INFORMATION

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GENERAL INFORMATION.

REFUSE COLLECTION

To check which days your bins go out on, please scan the QR code of the location you're accommodation is in and type in your postcode. The council website will then tell you when each bin goes out. Please make sure you put your bins out weekly for collection. Overflowing bins are not collected by the council and they attract rodents when left.

CYCLE STORAGE

We ask where possible that you keep your bikes securely outside of the premises for both hygiene reasons and for fire safety, as there should not be any blockages in the hallways that may get in your way in the event of an emergency.

SMOKING

All of our properties are non-smoking throughout. For the smokers amongst you, you will need to do so outside of the property. Please make sure you are both away from other residents' windows, and that you dispose of your cigarette butts after use to avoid a littering fine.



MEDWAY



CANTERBURY



If your tenancy includes Wi-Fi with Glide, follow the link below to speak to their support team.

<https://my.glidestudent.co.uk/contact-us>

FIRE SAFETY

In the event of a fire please exit the building immediately to a safe distance and call 999. Do not attempt to fight the fire in any circumstance and do not re-enter the building until told safe to do so by the fire brigade.

TOILET BLOCKAGES

For toilet blockages please either use a plunger or a makeshift plunger with a mop and plastic bag over the mop head, a quick google will show you how it's done. We will insist that these simple resolutions are tried before sending a plumber, failing to do so will incur charges levied against you if the report decides their intervention wasn't necessary.

DISHWASHERS

If your property is fitted with a dishwasher, you will need to purchase the dishwasher tablets to use, as well as providing the salt and rinse aid. You will need to maintain your dishwasher regularly and clear out any blockages. Please note call outs for issues with the dishwasher that could have been avoided with proper care will be charged on to the property. If you need guidance on use this can be provided over the phone if necessary.

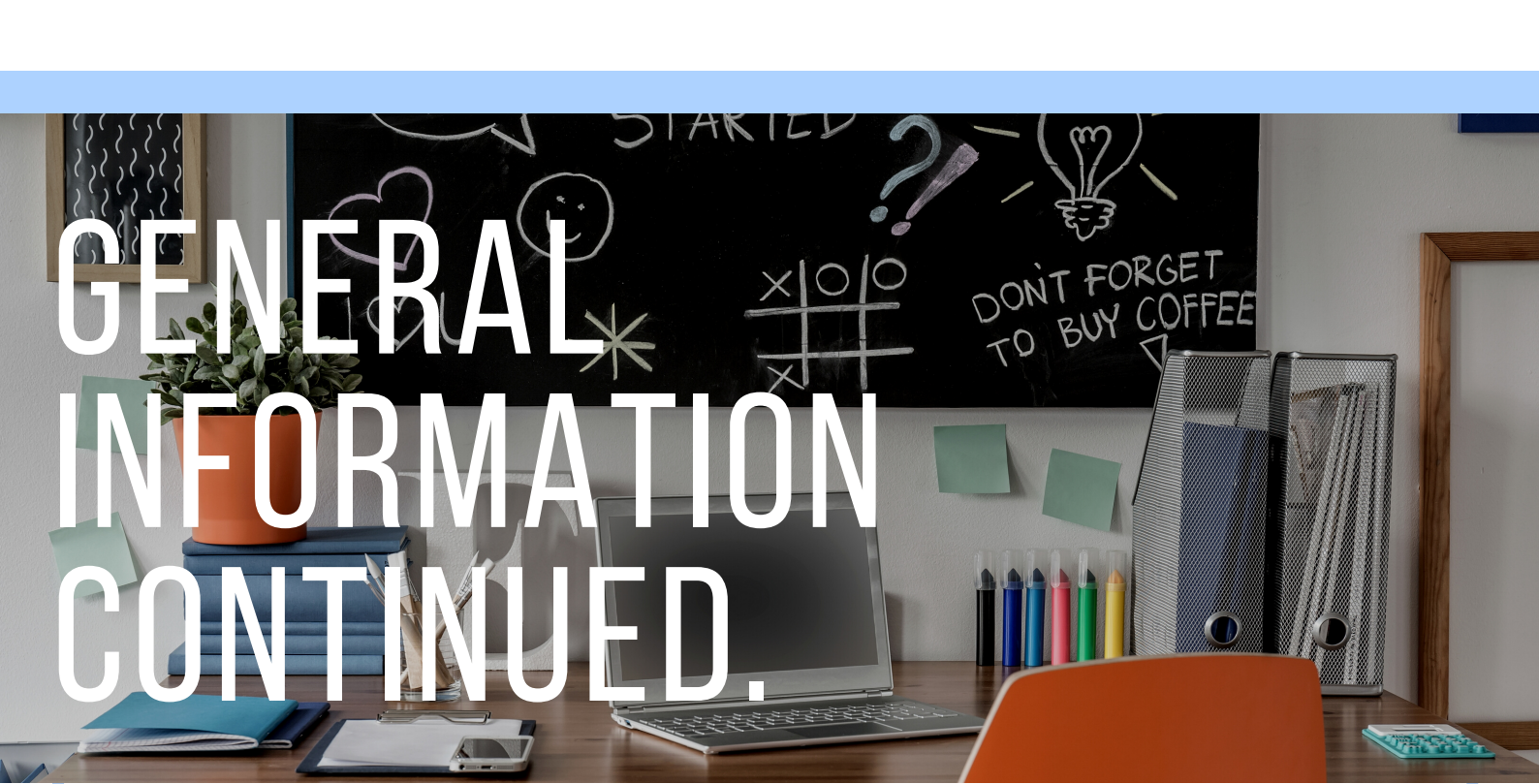
USEFUL LINKS

[HTTPS://MY.GLIDESTUDENT.CO.UK/CONTACT-US](https://my.glidestudent.co.uk/contact-us)

[HTTPS://WWW.CLEANIPEDIA.COM/GB/FAMILY/TOP-CLEANING-TIPS-FOR-STUDENTS.HTML](https://www.cleanipedia.com/gb/family/top-cleaning-tips-for-students.html)

[HTTPS://WWW.SAVETHESTUDENT.ORG/ACCOMMODATION/CHEAP-CLEANING-TRICKS.HTML](https://www.savethestudent.org/accommodation/cheap-cleaning-tricks.html)

[HTTPS://WWW.WHICH.CO.UK/REVIEWS/DISHWASHERS/ARTICLE/HOW-TO-CLEAN-A-DISHWASHER-AM44P4I33HZL](https://www.which.co.uk/reviews/dishwashers/article/how-to-clean-a-dishwasher-am44p4i33hzl)



GENERAL INFORMATION CONTINUED.

SINK/SHOWER BLOCKAGE

Before you move into the property, we will make sure that all water runs away freely and that there are no blockages. If you are experiencing an issue with the shower, bath or sink not draining very quickly or at all, you first need to carry out the following steps before contacting us, we will check that these steps have been followed, so to save time, please do these in advance.

- Remove any visible blockages in the plughole, there may be some hair or other obstruction which is causing the blockage and removing any impediment will help with unblocking.
- Use a drain unblocker, these can be brought from any supermarket or local shop, it is effectively a strong acid that will dissolve any minor blockages within the drain, follow the instructions on the product you buy.

If both of the above steps have been carried out and there is still an issue, please report via the StuRents App, and we will arrange for a trades person to pop by.

PEST CONTROL

If you are having issues with rodents or insects, please get in contact with us and we will send someone around to take a look. If the issue is rodents, there are several codes of best practice that can help both deter their visits and them returning:

- All food must be sealed away in a container that cannot be chewed through, this means everything in the cupboard and on the sides, if there is a food source, they will keep coming back
- A general state of cleanliness will help to deter visits as anything rotting or mouldy will attract rodents, so make sure all surfaces have been cleaned throughout the property.
- Much as we will make every effort to minimise their re-entry, a rodent can enter spaces so small, it would be impractical for us to try and fill all of them, so please be aware that we will not be filling in holes needlessly.

The process itself can take time, upon an initial visit, pest control will identify the entry spots and lay down poison, this is a slow-acting poison as it has the best rate of success for removing the problem long term, after the initial visit, a period of 7-10 days will be left before reattendance to allow the poison to do its job. Please note during this time, nothing further can be done to prevent further issues, and any additional visits for this problem during the waiting period can be charged for. In the meantime, you must make sure there is no attraction for them to enter the property, which will mean daily cleaning.

HEATING/HOT WATER

The heating in your room is generally controlled by a valve, which is located to the side of your radiator, it will be number from 1 to 5, the higher the number, the higher the temperature. If this does not seem to be working, please call the office.

USEFUL
LINKS

[HTTPS://WWW.PLUMBWORLD.CO.UK/BLOG/HOW-UNCLOG-SHOWER-DRAIN](https://www.plumbworld.co.uk/blog/how-unclog-shower-drain)
[HTTPS://ENGLAND.SHELTER.ORG.UK/HOUSING_ADVICE/PRIVATE_RENTING/LANDLORD_RESPONSIBILITIES](https://england.shelter.org.uk/housing_advice/private_renting/landlord_responsibilities)

[HTTPS://JGSTUDENTLETS.CO.UK/REQUEST-A-REPAIR/](https://jgstudentlets.co.uk/request-a-repair/)

FAQ'S: DEPOSITS

A deposit is an amount paid by the tenant before the start of the tenancy. It is kept in a Deposit Protection Scheme, and held as a guarantee to offset any damages or as security in case the tenant breaks an obligation in their tenancy and doesn't maintain their rights and responsibilities to the property.

WHAT IS A DEPOSIT?

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 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.

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.

WHEN WILL I GET MY SECURITY DEPOSIT BACK?

Deposits are refunded you within a week of your tenancy agreement finishing. We will send you an email with your deposit details so you can claim it back from the Deposit Protection Scheme.

UNDER WHAT CIRCUMSTANCES COULD MY DEPOSIT BE AFFECTED?

Reasonable deductions could include unpaid rent or damage to the property including waste disposal and cleaning costs incurred if you fail to leave the property in an acceptable condition; reasonable amounts of wear and tear don't count as damage. In the unlikely event that your deposit was to be affected, you can challenge deductions through the scheme if you think they're unfair. Each deposit protection scheme has a free dispute resolution service that looks at evidence from both sides and decides how much of the deposit should be returned to the tenant. You can find more information in the Useful Links.

USEFUL LINKS

[HTTPS://WWW.GOV.UK/TENANCY-DEPOSIT-PROTECTION](https://www.gov.uk/tenancy-deposit-protection)
[HTTPS://WWW.GOV.UK/PRIVATE-RENTING/DEPOSITS](https://www.gov.uk/private-renting/deposits)

[HTTPS://WWW.GOV.UK/TENANCY-DEPOSIT-PROTECTION/INFORMATION-LANDLORDS-MUST-GIVE-TENANTS](https://www.gov.uk/tenancy-deposit-protection/information-landlords-must-give-tenants)

[HTTPS://ENGLAND.SHELTER.ORG.UK/HOUSING_ADVICE/TENANCY_DEPOSITS/HOW_TO_GET_YOUR_TENANCY_DEPOSIT_BACK](https://england.shelter.org.uk/housing_advice/tenancy_deposits/how_to_get_your_tenancy_deposit_back)

[HTTPS://ENGLAND.SHELTER.ORG.UK/HOUSING_ADVICE/PRIVATE_RENTING](https://england.shelter.org.uk/housing_advice/private_renting)

[HTTPS://ENGLAND.SHELTER.ORG.UK/HOUSING_ADVICE/TENANCY_DEPOSITS/WHAT_IS_A_TENANCY_DEPOSIT](https://england.shelter.org.uk/housing_advice/tenancy_deposits/what_is_a_tenancy_deposit)



FAQ'S: RENT & GUARANTORS

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 care of your water, gas, electricity and sewage bills. In selected properties, we also take care of the WiFi, TV licence and contents insurance for you.

HOW DO I PAY MY RENT?

We require a Direct Debit to be set up before the start of your tenancy. Your rent schedule can be found in the table at the end of your Tenancy Agreement. The Oct, Jan & May instalments can normally be altered slightly to coincide with your student loan payments too.

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. You can negate the need for a guarantor by:

- Paying the first and last instalment on the payment schedule upfront (5 months' rent)
- 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.
- 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. Guarantors must be over the age of 25, homeowner or have sufficient income with no adverse credit history. You can find more information on the requirements of guarantors in the Useful Links below.

HOW DO I CHANGE MY PAYMENT DATES?

Email a member of the team with your preferred payment dates We'll make the changes to the schedule on StuRents and after you've logged on and confirmed the changes the new dates will be in place for the Direct Debit.

USEFUL LINKS

[HTTPS://WWW.MIND.ORG.UK/INFORMATION-SUPPORT/TIPS-FOR-EVERYDAY-LIVING/MONEY-AND-MENTAL-HEALTH/MONEY-AND-MENTAL-HEALTH/](https://www.mind.org.uk/information-support/tips-for-everyday-living/money-and-mental-health/money-and-mental-health/)
[HTTPS://ENGLAND.SHELTER.ORG.UK/HOUSING_ADVICE/PRIVATE_RENTING/GUARANTORS_FOR_PRIVATE_RENTERS](https://england.shelter.org.uk/housing_advice/private_renting/guarantors_for_private_renters)

[HTTPS://ENGLAND.SHELTER.ORG.UK/LEGAL/HOUSING_OPTIONS/PRIVATE_RENTED_ACCOMMODATION/GUARANTORS](https://england.shelter.org.uk/legal/housing_options/private_rented_accommodation/guarantors)
[HTTPS://WWW.HOUSINGHAND.CO.UK/GUARANTOR-SERVICE/](https://www.housinghand.co.uk/guarantor-service/)



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USEFUL LINKS

[HTTPS://WWW.MIND.ORG.UK/INFORMATION-SUPPORT/TIPS-FOR-EVERYDAY-LIVING/MONEY-AND-MENTAL-HEALTH/MONEY-AND-MENTAL-HEALTH/](https://www.mind.org.uk/information-support/tips-for-everyday-living/money-and-mental-health/money-and-mental-health/)
[HTTPS://ENGLAND.SHELTER.ORG.UK/HOUSING_ADVICE/PRIVATE_RENTING/GUARANTORS_FOR_PRIVATE_RENTERS](https://england.shelter.org.uk/housing_advice/private_renting/guarantors_for_private_renters)

[HTTPS://ENGLAND.SHELTER.ORG.UK/LEGAL/HOUSING_OPTIONS/PRIVATE_RENTED_ACCOMMODATION/GUARANTORS](https://england.shelter.org.uk/legal/housing_options/private_rented_accommodation/guarantors)
[HTTPS://WWW.HOUSINGHAND.CO.UK/GUARANTOR-SERVICE/](https://www.housinghand.co.uk/guarantor-service/)

PARCELS AND DELIVERIES FAQ'S

HOW SHOULD I PREPARE FOR MY DELIVERY?

There is nowhere on our purpose-built accommodation sites for parcels to be safely and securely deposited. We don't provide this facility to ensure that the courier has to deliver to you directly. This means you must make sure that you have communicated to the delivery company how you would like to receive your parcel. You could do so in the following ways:

- Leave your number and intercom details (if applicable) on the delivery note so the driver can call and meet you.
- Arrange for your parcel (if it has been ordered on Amazon), to be deposited in a Amazon hub locker.

You can find your nearest one here: <https://www.amazon.co.uk/gp/help/customer/display.html?nodeId=201910660>

- Hermes offers a similar service, you can find more information here: <https://www.myhermes.co.uk/our-services/lockers>
- Arrange to collect your parcel from the local post office. You can find more information on how to do so here: <https://www.postoffice.co.uk/mail/collection-services>

MY DELIVERY HAS BEEN SIGNED FOR, BUT I HAVEN'T RECEIVED IT?

Staff on site will never accept or sign for post or parcels on behalf of tenants. You'll need to get in touch with the delivery company to find out more information on the location and delivery details of your parcel.

DO YOU HAVE MY PARCEL?

We will never take parcels belonging to someone else or sign for them on behalf of tenants. If a team member is approached by a delivery person, we will always tell them to return the parcel if they are unable to deliver it safely to you.

If you are having trouble receiving deliveries, scan the QR code below or take a look in Useful Links for tips and advice.



USEFUL LINKS.

[HTTPS://WWW.MYHERMES.CO.UK/HELP-AND-SUPPORT](https://www.myhermes.co.uk/help-and-support)

[HTTPS://WWW.POSTOFFICE.CO.UK/HELP](https://www.postoffice.co.uk/help)

[HTTPS://WWW.AMAZON.CO.UK/GP/HELP/CUSTOMER/DISPLAY.HTML?NODEID=1061814](https://www.amazon.co.uk/gp/help/customer/display.html?nodeId=1061814)

[HTTPS://WWW.UPS.COM/GB/EN/HELP-SUPPORT-CENTER.PAGE#0](https://www.ups.com/gb/en/help-support-center.page#0)

[HTTPS://WWW.PARCELFORCE.COM/RECEIVING/PARCEL-DELIVERY](https://www.parcelforce.com/receiving/parcel-delivery)

[HTTPS://WWW.DPD.CO.UK/CONTENT/HOW-CAN-WE-HELP/INDEX.JSP](https://www.dpd.co.uk/content/how-can-we-help/index.jsp)



FAQ'S: MAINTENANCE

HOW DO I REPORT A MAINTENANCE ISSUE?

Download and open the StuRents app on your phone or device. From there you will be able to logon and submit a maintenance ticket via "My Support".

HOW LONG WILL I HAVE TO WAIT TO HAVE MY PROBLEM FIXED?

Emergency repairs are usually attended to within 24 hours. All other general maintenance will be actioned soon as possible within a reasonable time frame.

We will reply to you on StuRents when you can expect a tradesperson to pop by.

I'M HAVING TROUBLE WITH AN APPLIANCE.

If you are having trouble with an appliance, we will always try to fix it before ordering a new one. Report the issue to us as soon as possible so we can investigate the problem and resolve it for you. We are also happy to show you how to work them if you're unsure.

DO I HAVE TO BE AT HOME WHILE THE JOB IS DONE?

No, our trusted trades people have a key and will always try to keep the disturbance to yourself to a minimum. If you would like to rearrange a visit, contact us as soon as possible so we can rearrange the appointment with them.

UNDER WHAT CIRCUMSTANCES AM I ENTITLED TO COMPENSATION?

We will always do our very best to ensure that works are completed to a good standard within a reasonable timeframe, in the unlikely event we were unable to do so, you may be entitled to compensation. You can find more details about that in this link:

<https://jgstudentlets.co.uk/wp-content/uploads/2019/02/Compensation-Clauses.pdf>

WHAT HAPPENS WHEN I REPORT AN ISSUE OVER THE PHONE?

The team is always happy to take your reports over the phone, however we will ask you to follow up the call with a maintenance ticket on the StuRents app so that we can reply to you with updates and keep a paper trail of events.

I WANT TO SEE THE CERTIFICATES FOR THE PROEPRTY.

All of the house documents, including your tenancy agreement is accessible on the StuRents app 24/7. If you have specific information about the property you would like, send us an email so we can answer your query in full.

WILL THE VISIT BE COVID SAFE?

Every member of staff is aware of social distancing policies and wears PPE. Tradespeople will always complete the job as quickly as possible and to minimise the transmission risk we ask that you stay in a different room or leave the property while they work.

USEFUL LINKS

[HTTPS://JGSTUDENTLETS.CO.UK/REQUEST-A-REPAIR/](https://jgstudentlets.co.uk/request-a-repair/)
[HTTPS://ENGLAND.SHELTER.ORG.UK/HOUSING_ADVICE/REPAIRS/
LANDLORD_AND_TENANT_RESPONSIBILITIES_FOR_REPAIRS](https://england.shelter.org.uk/housing_advice/repairs/landlord_and_tenant_responsibilities_for_repairs)

[HTTPS://ENGLAND.SHELTER.ORG.UK/HOUSING_ADVICE/REPAIRS/ASKING
_YOUR_LANDLORD_TO_IMPROVE_YOUR_HOME](https://england.shelter.org.uk/housing_advice/repairs/asking_your_landlord_to_improve_your_home)
[HTTPS://JGSTUDENTLETS.CO.UK/USEFUL-DOCUMENTS/](https://jgstudentlets.co.uk/useful-documents/)



TENANT & LANDLORD RESPONSIBILITIES

WHAT RESPONSIBILITIES DO I HAVE?

Your contract outlines in detail the Rights and Responsibilities owed to the property by you the tenant. They include:

- Paying your rent in a timely manner.
- Regularly cleaning the communal areas and your room.
- Keeping the items on the inventory in a satisfactory condition.
- Avoid annoying your neighbours or housemates with inconsiderate behaviour.
- Keep the property in a good condition.

WHAT RESPONSIBILITIES DOES THE LANDLORD HAVE?

As your agency, we are beholden to:

- Have maintenance reports resolved within a reasonable amount of time.
- Pay for all of the utilities at the property and keep them in a working order.

The full rights and responsibilities owed can be found in Part 1 of your contract available on StuRents.

WHAT LOW MAINTENANCE RESPONSIBILITIES DO I HAVE?

Your property will require small amounts of maintenance that comes with living in a house. This includes general cleaning and at times attempting to fix things yourself before calling us. For instance, if you experience a blocked shower, you'll need to use drain unblocker to try to solve the issue before we will send a plumber to take a look.

We are always happy to answer queries if you are unsure, however we will insist that you try a few simple checks with us before we book in a tradesperson. For example, if the property was to lose power, you'll be expected to check the fuse board for a tripped switch before we send an electrician to the property.

IF SOMETHING IS BROKE, LET'S FIX IT.

If you see something that doesn't look right or needs fixing, get in touch via the StuRents app by starting a maintenance ticket. We will always be happy to hear how you think we can improve the property and your experience. Please tell us as soon as you notice something not working as it should so we can investigate and fix it for you!

IS THE PROPERTY COVID SAFE?

Your property will have been professionally cleaned after the previous tenants had vacated. We encourage tenants to follow government and WHO advice and endeavour to provide and implement the most up-to-date policies available as the situation changes.

END OF TENNANCY

Your agreement with us outlines that all rubbish and belongings must be removed from the property at the end of your tenancy. This includes returning the property to us in a thoroughly clean condition. Failing to do so may result in charges.

WELCOME TO CANTERBURY

SCAN THE CODE TO DISCOVER ALL OF THE THINGS TO DO
AND PLACES TO SEE FOR FREE!



NIGHTLIFE IN CANTERBURY



CCCU STUDENT UNION



UKC STUDENT UNION



WELCOME TO MEDWAY

SCAN THE CODE TO DISCOVER ALL OF THE THINGS TO DO
AND PLACES TO SEE FOR FREE!



NIGHT LIFE IN GILLINGHAM



THINGS TO DO - MEDWAY



GREENWICH STUDENT UNION



FIRST WEEK CHECK LIST



1

SIGN UP AT YOUR NEAREST GP

Get registered at a practice so that you can access a doctor when you need one.

2

MAKE A HOUSE YOUR HOME

Add homely touches to your room and the communal areas to help you settle in.

3

GET A DIARY

Keeping events and deadlines organised will help keep your stress levels down and bring a focus to activities you can look forward to!

4

EXPLORE!

Take some time to explore the area. Find the nearest shops and activities either with your housemates or on a solo adventure.

Our friendly team is local to the area and happy to help with recommendations or advice to help you settle in.

ADMIN@JGSTUDENTLETS.COM

01795 534416

COMMUNAL LIVING

Sharing a home or a building with strangers will initially be a little daunting! However, you will soon realise that everyone is in the same boat, here are a few tips to help you settle in with your new housemates.

Hot drink anyone?

Offering your new housemates a cup of tea or coffee opens an opportunity for getting to know each other. Do they take sugar? Are they more of an oat milk person? It's an easy conversation starter and a kind first impression that will likely lead to biscuits.

Be social.

Your new life at University doesn't end with meeting new housemates. Make sure you attend the Freshers Fayre to meet as many people as possible who also enjoy the same hobbies/activities as you or look into joining a new one.

Be a team player.

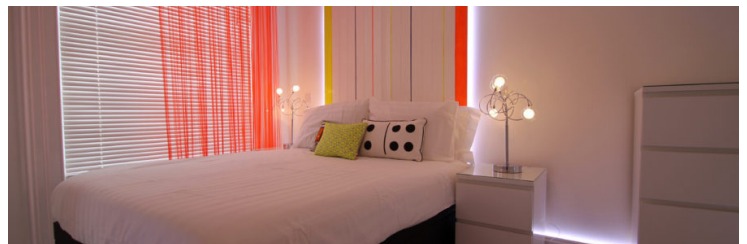
Sometimes personalities clash or tensions rise in houseshares. It is important in times where frustrations are peaking to **remain objective and diplomatic and work as a team** to resolve household issues.

If you are ever concerned about a housemates behaviour, your university has representatives in place that can help mediate the matter.

Keep your door open.

When you're feeling open to guests or conversation in your room, keep the door open. This invites people your living with to pop their head in and say hello!

#1 TIP FOR YOUR FIRST WEEK



“ “ Make plans together! ” ”

Asking your housemates to plan together to start in social events such as quiz nights and games will help break the ice and reveal common ground you may have.

“ “ NEVER leave the pan to soak. ” ”

Clearing up after yourself is essential in communal living. Try to be a **conscientious and proactive** housemate, little things like throwing away the empty loo roll card and clearing dishes as soon as you're done using them will go a long way!

“ “ Make time for yourself. ” ”

Being a social butterfly can be tiring. It's always best to be mindful of your space and take time to relax and make time for yourself. Don't be afraid to say no to things if you're too tired or academically busy!

Your university has programmes and professionals in place for when you're feeling overwhelmed, don't be afraid to reach out for help! It's also important you set yourself up with a GP while you're at the university, get in touch with your campus to get signed up and booked in for a check-up.

MENTAL HEALTH MATTERS

“ “ Staying and moving on. ” ”

We give all tenants first refusal in November before we advertise the rooms for the next academic year. If you would like to stay on, just reply to our email stating so and we'll look and deposit details to you. If you want to stay with us but share, be sure to get in touch so we can make the necessary arrangements.



How often should the property be cleaned?

General cleaning and household tasks such as washing up and taking the bins out should be done daily. This is to avoid a build-up of mess in the property which will always take longer to clean!

Aim to turn day to day tasks into habit such as taking out the bins when you're on your way out of the house and cleaning communal areas as soon as you're finished using them.

Hoovering and mopping should be done at least once a week.



Can I put posters and fixtures in my room?

Yes! We kindly ask that you make sure you use drawing pins instead of blue-tac as it tends to stain the walls however please feel free to decorate your room with posters and fixtures such as fairy lights and hangings. When you leave the property, make sure it is left the way it was when you originally moved in.

If you're unsure you can always call the team or send us an email to check.



Can I swap rooms with my housemates?

As long as your housemates are also happy with the arrangement. We don't allocate rooms to tenant groups for this reason; thus if you are unhappy with the room allocated by the tenant group it is between yourselves and your housemates to resolve the issue.

If you are renting a room on an individual tenancy in a houseshare and would like to swap rooms with someone, get in touch with us so we can update our records.





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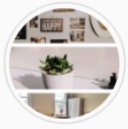
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