



HOW TO RENT STUDENT PROPERTIES

CP Walker & Son's letting procedure

1. Identify a property you would like to rent

Please arrange all viewings through our office. We advise tenants currently living in properties not to let people in to look around without a prior appointment. If you are interested in a reserving a property without seeing it (e.g. you are based abroad and you are unable to view before your arrival in the UK), we strongly advise that you to speak with a representative at CP Walker prior to submitting your application. We will give you accurate feedback on available properties. Once an agreement has been signed, you are not able to change properties when you arrive in Nottingham if for any reason you decide you don't like the location etc. It is not a good long term solution for a landlord to have an unhappy tenant in his/her property and so we will try and make sure you find the right property to start with.

2. Complete an Application Form

Once you have identified a property that you want to rent, each person in your group will need to complete an Application Form. This provides us with the details we require to take appropriate references and obtain the owner's approval to proceed with the letting. Application Forms are available in digital form on our website at <https://www.cpwalker.co.uk/pages/student-application-form> . All students are asked to provide with their application:

1. Photo ID (copy passport)
2. A copy of your Student Card (or a copy of your offer letter if you are not currently registered as a student)
3. Overseas Students will be required to provide confirmation of their overseas address

Once we have received all of the forms and all of the supporting information from your group, we will speak with the Property Owner to confirm that they are happy to accept your application.

3. Payment of Holding Deposit

If the Owner is happy to accept your application (subject to referencing and contract), we will confirm this to you in writing and ask you to pay the Holding Deposit of £100 per person. We strongly recommend that the full Holding Deposit for the property is paid in one lump by one of the applicants (if in a group) rather than on an individual basis so that the property can be secured promptly. This demonstrates your commitment to rent a property whilst referencing checks take place. Once that deposit has been paid, the property will be reserved for you and marked 'under offer.' At this point we will not show the property to any other applicants or accept any other applications. Once the holding deposit has been paid, you will have a maximum of 7 days to complete the tenancy agreement before the 'deadline for agreement.' The holding deposit may be retained where an applicant or guarantor a) provides false or misleading information which it is reasonable for a landlord or agent to consider in deciding whether to grant the tenancy b) fails a Right to Rent check c) withdraws from a property d) fails to take all reasonable steps to enter into a tenancy agreement when a landlord has done so. Where a tenancy agreement has been completed, the tenant(s) and payee (if applicable) agree that the Holding Deposit will be used for part payment of the first instalment of rent required under the assured shorthold tenancy.

Although we will stop marketing when we accept your application, the property is only "secured" once the Tenancy Agreement is signed. You should ensure that you and your Guarantor complete the tenancy as soon as you can. If there is a delay in any of the tenants or Guarantors signing, we reserve the right to start re-marketing the property, and your Holding Deposit will be liable for retention. We would inform you that we have done this and the reason why. As we work in good faith and do not seek to let the house to others once you have applied, we would also appreciate it if you can contact us immediately if for any reason there is a change of plan and you decide not to proceed with renting the property.

4. Right to Rent Check

In accordance with UK Law, we are required to check that all tenants have the right to rent a property, meaning that they are in the country legally as a UK/Irish citizen, or have valid immigration permission to be in the UK. We are required to complete a 'right to rent' check prior to the start of the tenancy or before keys are released. The format of the check depends on your nationality/immigration status. Details of the procedure for the check will be provided around 28 days before you move in to the property.

5. Check and Complete the Tenancy Agreement

Once we have accepted your application, we will draft the Tenancy Agreement and send this to you by email. The tenancy is completed using electronic signature through the "DocuSign" software. Each tenant and each Guarantor will receive a copy of this contract for signature. It is important that you notify your Guarantor to let them know that you have applied for the property and provided their details as Guarantor. You should also advise them to look out for the DocuSign email inviting them to sign the Tenancy. Once you receive the DocuSign email, we ask that you sign the Agreement promptly. If the tenancy agreement is not completed within the 'deadline for agreement' we reserve the right to re-market the property and your Holding Deposit will be at risk. Once the Tenancy Agreement has been signed by all parties (Tenants and Guarantors), you will receive an electronic copy of the completed contract for your records.

6. Pay the Deposit

Once the Tenancy Agreement has been signed, each person is required to pay the deposit (or "damage bond") which is fixed for each property at £300 per person. The Deposit will be registered as required under UK Law. If someone is going to pay the Deposit on your behalf, you will need to inform CP Walker when the money is paid. Unless we advise you otherwise, the Deposit will be held by CP Walker & Son in accordance with the terms of The Tenancy Deposit Scheme. The Tenancy Deposit Scheme provides tenants with the protection that the Deposit will be dealt with fairly and will be returned at the end of the tenancy less any proper deductions. The Scheme offers an arbitration service for the benefit of both parties should there be any dispute about any proposed deductions from the Deposit at the end of the Tenancy. For further details of the scheme, visit www.thedisputeservice.co.uk.

7. Set up your Standing Order Mandate for your Rent Payments

The default arrangements for rent payments are termly with payments designed to coincide with student loan payments. The dates and amounts are as below and on the following dates.

Payment date	Amount of Rent Due
Tenancy start	6 weeks (48 week contract) or 9 weeks (51 week contract)
1 October	16 weeks
1 February	16 weeks
1 May	10 weeks

Students who receive funding monthly will usually ask to pay monthly. If you want to request a variation from the standard termly payment arrangement, we ask that you state this on your application so we can discuss this with the Property Owner.

All payments are due by Standing Order (direct bank transfer). An invoice will be sent to you when the Tenancy Agreement is drafted with details of the payment dates and amounts. Once you receive this, you will need to make arrangements to set up the relevant payments with your bank. The first instalment of rent is due 14 days before the start of the tenancy. This allows cleared funds to be in our account when you come to collect keys.

We may ask that overseas students without UK guarantors pay differently to this – please discuss on a case by case basis before you submit your application. If you don't have a UK account when you complete the application (i.e. you currently live overseas), then you should make the initial payment by international bank transfer and complete a Standing Order once you have set up your UK account. We will provide you with our international banking details for the overseas transfer. Keys will only be released once the initial payment of rent has been received in full (i.e. everyone in the house has paid).

8. What to do after signing the tenancy – utilities

In some houses, you will have the option of either renting on a bills inclusive or bills exclusive basis. If you choose “bills inclusive”, the amount set aside for bills is designed to easily cover fair and normal use. You will be given an allowance for your bills within your Tenancy Agreement. Actual use will be calculated at the end of the tenancy. In the event that you exceed normal use, you will be asked to pay the difference. The intention is that the allowance should easily cover normal use so you should ensure that you regulate the heating etc. in the normal way to avoid paying for excessive use.

If you are paying the bills directly to the suppliers, we will take readings when you move in to the property and notify the relevant suppliers of electricity and gas and water. After you have moved in and the accounts have been set up (this process normally takes at least 14 days), we advise that you speak with the suppliers to agree how you pay your bills. Utility bills are usually considerably cheaper if you agree contracts with the suppliers and arrange to pay by direct debit. In any shared house you will therefore need to agree between your group how the bills are to be paid.

9. Internet and TV

Once you have completed the tenancy, we will pre-register you with Virgin Media on their “early bird” scheme for students. This will not commit you to taking up Virgin internet or TV services but it will mean that you are entitled to a discount if you do sign up when you move in to the property. You can usually only sign up and commit to take services around the time you are due to move in to your property. Prices and deals change through the year. You need to decide what services you want and how long you want to take a contract for (you can either sign up for a year or pay a higher amount to take a month to month contract). The start of any academic year is always a busy time of year with lots of people moving and a failure to plan ahead can mean that you have to wait for internet to be installed after you have moved in. By pre-registering by Virgin Media, you will be entitled to additional discounts that are not usually available by going through the Virgin Media website. You should plan to place your order around 4 weeks before you plan to move in so that you can arrange for the installation on the day after you collect keys for the property.

If you choose a bills inclusive package, then we will usually still ask you to set up the contract with Virgin but we will make a lump sum payment at the start of the year for the value of an internet package. This means that you can upgrade if you want to take on more services or even choose a cheaper solution if you so wish. Setting up the contract yourself means that you will be able to contact the internet provider yourself if there are any issues – which means any faults that may occur are much easier to resolve.

10. Moving in – Collecting your keys

Before you are due to move in to your property, we will send you a “Move In Email” which sets out the process for the start of your tenancy and your move in to your property. This will include reminders about what you need to do in terms of the arrangements for utilities and internet.

When you are ready to move in to the property, we advise that you contact our office in advance to advise us that you will be coming to collect the keys. We also advise that you check to make sure that the initial payments of rent have been paid / received. Keys are collected from our office 9am to 5pm Monday to Friday and 9am to 12.30pm on Saturday. Keys will only be released once we have received the initial instalment of rent in full. If you have a Joint Tenancy then this means that everyone in the house has paid. You are advised to check payments have been received before you start your journey to our office. If you are letting as a group, one person can collect all the keys or just some of them. If you want someone to collect keys on your behalf, you can do this as long as you advise us in advance of the person who will collect keys for you and that person brings their ID to the office.

11. Agreeing the Inventory and Schedule of Condition

An Inventory & Schedule of Condition is prepared shortly before you move in to the property (usually the day before). This document records the general state of the property as at the start of the tenancy and lists the various contents that are supplied with it. Once it has been typed and emailed over to you, you will then have a period of seven days to check through the Inventory it to make sure you are happy with it. The Inventory forms a record of the state of the property for the benefit of both parties and against which any disputes can be referred to during or at the end of the tenancy.

We will take meter readings at the start of the Tenancy and will notify the gas, electric and water suppliers. We will also notify the Local Authority. If you are on a bills exclusive package, you should speak directly with the suppliers with any

queries that you may have on any of these accounts. As these accounts will be in your name, the suppliers will not discuss any aspect of the account with CP Walker or the Landlord under data protection rules.

Students who are registered in full time education on a course lasting at least a full year will usually be exempt from paying Council Tax. However, when you move in the Local Authority will usually still send you a bill. The Universities supply the Councils with a list of students registered in late October / early November each year. Once you have received your bill, you will need to contact the Council, provide your student ID number and the Council will then place your account in to exemption. If you are not registered as a student before you move in or if your exemption runs out before you have moved out, the Council may charge you for the time you are registered as a full time student.

If you have any further questions, please telephone (+44) 115 925 4062 or email lettings@cpwalker.co.uk