

|                  |                     |              |
|------------------|---------------------|--------------|
| <b>Property:</b> | <b>Flat Number:</b> | <b>Room:</b> |
|------------------|---------------------|--------------|

Title  Mr  Miss  Mrs  Ms  Other, please state

IMPORTANT!

Please provide us with a copy of government issued photo ID with this form to complete the reservation.

First name(s) (As it appears on your ID)

Surname/Family name (As it appears on your ID)

Home Telephone number

Mobile

Email Address

|   |  |   |  |
|---|--|---|--|
| Current Term<br>Time<br>Address & Post<br>Code (if<br>applicable) |  | Parent / Guardian<br>Name<br>Address & Post<br>Code |  |
|---|--|---|--|

Date of Birth

Gender  Male  Female  Other

Nationality

Do you have a UK based Guarantor? \* Yes  No

\* **PLEASE NOTE: IF YOU DO NOT CONFIRM THAT YOU ARE ABLE TO PROVIDE A UK BASED GUARANTOR THEN YOU WILL AUTOMATICALLY RECEIVE AN INTERNATIONAL TENANCY AGREEMENT. Please ask the staff for more details.**

University Attending

Course Attending

|                  |       |     |
|------------------|-------|-----|
| Full Course Date | From: | To: |
|------------------|-------|-----|

Year of Study in September 2020    1st     2nd     3rd     4th     Post Graduate

University Student Number

How did you hear about Westmanor Student Living?

I am a Westmanor tenant now     Westmanor website     Westmanor banner/poster/flyer

Friends/family     Rightmove     Other

Declaration

- ✓ I have completed the reservation form and paid the **FULL DEPOSIT** payment which will be held as a damage deposit and understand that the flat/room will be reserved for me for the maximum of **7 days** from the date of this booking form and will only become guaranteed upon signing the appropriate tenancy agreement within this timescale.
- ✓ I understand that if, for any reason, I do not proceed with the proposed tenancy, £100 of the damage deposit will be retained by Westmanor Student Living and is **non-refundable**.
- ✓ If I proceed to signing an appropriate tenancy agreement then the full amount will be allocated as a damage deposit as itemised in my tenancy agreement.
- ✓ I have read, ticked the consent box and signed the data consent form

Print Name: ..... Signature: ..... Date: .....

(Office use only) FULL DEP paid by card /BP    Date received \_\_\_\_\_    Staff initials \_\_\_\_\_

## Data consent form

Please read and complete this consent form to confirm that you agree to Westmanor Student Living processing your personal data.

We, **Westmanor Student Living** need to ask your permission before we can use your personal data.

|   |
|---|
| <b>What personal data do we ask for?</b>  |
| Name, Telephone number(s), Email address, current address, parent/guardian name and address, date of birth, gender, nationality, university attending, university course name and dates, university student number, Certificate of registration or Council tax exemption certificate, bank details and a copy of photographic identification.   |
| <b>Why do we want your personal data?</b>   |
| To ensure that your tenancy is conducted legally and in the best interests of all parties.  |
| <b>How do we use your personal data?</b>  |
| For identity purposes, contractual purposes, contact purposes, processing payments/refunds and registering your deposit (if applicable) in a government scheme.   |
| <b>Who may we share your personal data with?</b>  |
| Leicester City Council, Utility companies, Emergency Services, the landlord of the property, Courts, NatWest Bank, PTX Direct Debit management system, University of Leicester, De Montfort University, your guarantor, Security services, Maintenance contractors working on behalf of Westmanor Student Living and/or the landlord of the property and any other professional agencies. |
| <b>Why do we want to share your personal data?</b>  |
| To ensure that utility accounts are kept up to date for your property, to ensure that any emergency or illegal situations that may arise are dealt with efficiently, to ensure that your tenancy is conducted legally and effectively, to process and receive rent and other payments,  |
| <b>How long will we keep your personal data?</b>  |
| Your personal data may be kept for up to 6 years due to the code of practice outlined by The Property Ombudsman.  |
| <b>Can you withdraw your permission?</b>  |
| Yes, you will need to email the allocated data protection officer Sarah Brant <a href="mailto:sarah@westmanorstudentliving.co.uk">sarah@westmanorstudentliving.co.uk</a> to request this.   |
| <b>Please complete below:</b>   |
| Please tick here if you consent to us using your personal data in this way <input type="checkbox"/>   |
| Signed _____ Date _____   |

**Note: You are not obliged to consent to this request. However, if you do not consent then unfortunately you will not be able to continue with your reservation.**



## Frequently Asked Questions

### **Q. How much is the deposit?**

A. There is no damage deposit payable for this tenancy however to secure the property you will need to pay £100 as an advanced rent payment. If you decide not to proceed with the tenancy agreement before signing the appropriate documents then the £100 will be retained by Westmanor Student Living.

### **Q. How long is the tenancy?**

A. Typically, our tenancy agreements run from 1st July to 30th June the following year. The first eight weeks of rent are half price if you do not live in the property, the full price rent from 27<sup>th</sup> August is payable whether you occupy it or not. The tenancy length can vary depending on the property and in particular for any new properties that are under construction so please ask.

### **Q. Can I live in the property over the summer?**

A. If you have a tenancy that starts in July then usually you can request to live in a property during the July-August period however this is not guaranteed and can vary depending on the property so please ask us for more details.

In most cases, occupancy is not possible before the 22<sup>nd</sup> July and full price rent is payable from the date that you move in. If you wish to move in prior to 27<sup>th</sup> August then you would need to write to us by no later than the 1<sup>st</sup> June to request this.

### **Q. Can I store my belongings in the flat over the summer period?**

A. If your tenancy agreement starts on the 1<sup>st</sup> July with an 8-week half rent period, then in most cases you are able to move 4 boxes/suitcases of your belongings into your accommodation over the summer. However, we can only allow belongings to be moved in on or after 15<sup>th</sup> July. This is because we must carry out the end of tenancy inspection for the previous tenancy before we can allow anyone access. Please be advised that in some properties you are unable to store any belongings over the summer, please ask a member of Westmanor for more details.

### **Q. Does the rent increase for a couple sharing a studio/ 1 bedroom flat?**

A. Yes, for most properties the rent will increase by £10 per week. Please note however that this cost will be more for some properties so please ensure that you ask before reserving if this information is required.

### **Q. How are any maintenance requests dealt with?**

A. Westmanor has a dedicated maintenance department. Where an issue may arise, you will complete a 'maintenance request form' and email it to us, unless the issue is an emergency or you have no internet connection. The dedicated member of staff will then issue the work to a contractor or to the landlord to rectify the issue within an acceptable time frame.

### **Q. What happens if I need assistance when the office is closed?**

A. We have an out of hours security team for any issues that occur such as a lock out or an emergency maintenance issue. Please note that there is a charge for this call out if the issue is due to a tenant fault (such as a lock out).

### **Q. What is done to the property before we move in?**

A. Before you move into your property, an inspection is carried out to determine whether any works are required. This may include cleaning, painting or replacement of damaged items and if this is the case, then these remedial works will be completed before you move in.

### **Q. What is an energy allowance/energy payment/ fair usage cap?**

A. An energy allowance is given to you by the landlord to help you with the costs of your energy during your tenancy. Please note that the allowance cost is for the whole tenancy unless otherwise stated. An energy payment must be paid by yourself before the tenancy starts and then the energy costs are included for your tenancy. If you are liable to pay your own energy costs then with most properties, you will be given a letter at the start of your tenancy containing your start meter reading and contact details for your energy supplier. You will then need to contact them to set up an

account. A Fair usage cap is usually put in place on properties where the bills are all inclusive to ensure that the tenant(s) are not over using or mis-using the electricity. Energy caps are usually calculated based on the average usage of previous tenants to ensure that a sufficient cap is set.

#### **Q. What is a UK based Guarantor?**

A. A Guarantor is a third party, such as a parent or close friend or relative who agrees to pay your rent if you are unable to pay it. This person must live in the UK and be a working professional. If you are unable to provide a guarantor then you will be issued with a tenancy agreement which contains different payment options to that of our standard tenancy agreement.

## **Rent Payments- What is due and when**

Based on a tenancy agreement from 1st July – 30th June with 50% discounted rent for the 8 week summer period for non-occupancy.

With a standard tenancy agreement, a UK guarantor MUST be provided. Other than the first payment, the due dates for payments will fall roughly in line with the student loan dates.

Termly payments are due on the following dates:

|                             |   |
|-----------------------------|---|
| 1 <sup>st</sup> July 2020   | <i>(12 weeks of rent with 8 weeks discounted by 50% for non-occupancy) Equivalent to 8 weeks of full rent</i> |
| 28 <sup>th</sup> Sept 2020  | <i>(16 weeks of rent)</i>   |
| 4 <sup>th</sup> Jan 2021    | <i>(16 weeks of rent)</i>   |
| 26 <sup>th</sup> April 2021 | <i>(8 weeks of rent)</i>  |

If you do not have a guarantor then your rent is payable either in full on or before 1<sup>st</sup> June 2020 or in 2 equal instalments as follows:

|   |                                 |
|---|---------------------------------|
| 1 <sup>st</sup> June 2020                                   | <i>(50% of the annual rent)</i> |
| 1 <sup>st</sup> Sept 2020 or on arrival whichever is sooner | <i>(50% of the annual rent)</i> |

Please note: If you live in your flat over the summer period where the rent is usually discounted by 50%, your payments will change. Please ask a member of the Westmanor team for more details if required.

## **I have viewed a property and want to take it, what do I do now?**

If you have recently viewed one of our properties and you wish to reserve it, please see below for steps on what to do next.

- **Decide which flat and room (if applicable) you want.** Westmanor accept no liability for tenants signing up for the wrong flat so make sure that you make a note of the flat that you want. If you are reserving a cluster flat, you will need to choose your rooms and this cannot be changed after you have signed up.
- **Check that the property is still available** by contacting our office, details are below.
- **Complete a reservation form and data consent form.** Each person that wishes to reserve the property will need to complete their own form, also we require a copy of photographic I.D. from each person to complete the reservation.
- **Pay £100 advanced rent payment.** Each person will need to pay this non-refundable amount for the property to be secured. Providing the tenancy goes ahead, this will become part of your first rent payment. If the tenancy does not go ahead then Westmanor will retain the £100 paid.
- **Receive your tenancy agreement.** Your tenancy agreement will be emailed to you shortly after you have completed the reservation form and paid the £100.
- **Return your contract within seven days of receiving the documents.** If we do not receive this in the timescale specified then unfortunately, we will have to re-let the property and Westmanor will retain the £100 payment.