

WESTMANOR STUDENT LIVING FREQUENTLY ASKED QUESTIONS



2023 - 2024



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 have a UK Guarantor and 25% of your annual rent if you do not. If you decide not to proceed with the tenancy agreement before signing the appropriate documents then the £100 or £500 (international) payment will be retained by Westmanor Student Living Ltd.

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 for non-occupancy, full price rent from 27th 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 store my belongings in the flat over the summer period?

A. If your tenancy agreement starts on the 1st 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 17th 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 £20 - £35 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 maintenance issues processed?

A. Westmanor has a dedicated maintenance department. Where an issue may arise, you will complete a 'maintenance request form' and email it to us. You can do this on our website, unless the issue is an emergency then please call us directly. The dedicated staff members 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 or lost keys).

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. 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 be liable for the costs from the **start date** of your tenancy agreement. You will need to contact the electric company directly 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 full time 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 first 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 st July 2023	(12 weeks of rent with 8 weeks discounted by 50% for non-occupancy) Equivalent to 8 weeks of full rent
25 th Sept 2023	(16 weeks of rent)
8 th Jan 2024	(16 weeks of rent)
29 th April 2024	(8 weeks of rent)

If you do not have a guarantor then your rent is payable 25% at time of reservation then in full on or before 1st June 2022 or in 2 instalments as follows:

1 st June 2023	(50% of the annual rent)
1 st Sept 2023 or on arrival whichever is sooner	(25% of the annual rent)

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 as 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 or 25% 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 or £500 paid.
- **Receive your tenancy agreement.** Your tenancy agreement will be emailed to you within 24 hours after you have completed the reservation form and paid the £100 / 25% advanced rent payment.
- **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 full £100/£500 payment.