



RENTING GUIDE FOR STUDENTS, PARENTS AND GUARDIANS

1.0 WELCOME

Going to University is a milestone moment for any new student. If you're a parent or guardian, it can be a little daunting for you, too. At Hopwood Student Living we want to give you as much information as possible so that you can help your son or daughter make the best choices about their new home.

We're dedicated – not to mention experienced – in delivering quality living which supports your son or daughter through their time at University. Our parents' page has been devised with this in mind, for parents and guardians of both prospective and current students.

It includes loads of details about all of the questions you probably have, we hope this page gives you the vital information you require to help make the best choice for your family and ultimately your student-to-be.

2.0 HOW TO BOOK

Booking with Hopwood House Student Living is nice and simple. We want to make things absolutely clear for both you and your son/daughter. It's easy to book with us. Hopwood House Student Living is owned by property company Norton Property Investments Ltd, a private landlord, and rooms managed by us are contracted to students based on a Tenancy Agreement – also known as an Assured Shorthold Tenancy Agreement, or AST for short.

This is the most common form of rental arrangement across the UK and protects both the resident and landlord. In fact, it's the only way we can contract rooms to our students. It's good news though for you and your son or daughter – it ensures all obligations are correctly communicated and observed from both sides, to avoid any confusion.

When it comes to securing a room the process is outlined below:

- 1) View the room
- 2) If you like it and want to apply, transfer £50.00 via bank transfer. This ensures the room is taken off the market while references are being processed. (This £50.00 is deducted from your total £200.00 tenancy deposit). There is no fee for processing an applicant's references.
- 3) Referencing forms are sent to your email address, you then complete and send back.
- 4) Referencing forms are processed in 2 to 3 days.
- 6) Once referencing is completed a Tenancy Agreement is sent to you via email. This can be signed 'on-screen'. Once you and the landlord have signed then a copy of your agreement is automatically emailed to you for your records.
- 7) The first month's rent and remainder of the deposit is payable in cleared funds before you get the keys to the property. For the avoidance of doubt the remaining deposit is £150.00 (this is protected via the tenancy deposit protection scheme www.mydeposits.co.uk).

3.0 ACTING AS A RENTAL GUARANTOR

As part of their Tenancy Agreement with Norton Property Investments Ltd (the owners of Hopwood House Student Living) your son or daughter has a duty to pay his or her rent on time. It's the first time that many students are faced with such a big responsibility, and we understand that sometimes the biggest life lessons can be learned in making mistakes!

If a student misjudges their ability to pay rent, we need a fall-back plan in place, which is why we ask UK students and any international students paying in instalments to back themselves up with a responsible adult that they can trust (and one who trusts them!).

A Guarantor pays for the student in cases where they miss a payment or are otherwise unable to pay. Usually, students ask their parents, guardians or another family member to be the Guarantor. If you are asked to be this person, it's important to understand what this entails before you agree to it. As a Guarantor, you would have a legal obligation to us, which is why it's vital that your son or daughter gets your full consent before they submit your name as part of this role.

If you agree to be a Guarantor for a student, then we'd need to take some personal details from you as well as proof of your address (in the form of a council tax bill), as you need to be a UK resident to take on the responsibility. You'd also need to sign the Guarantor form we will send you once they've completed their booking to prove to us that you're alright with everything and that you understand what's being asked of you.

4.0 INTERNATIONAL STUDENTS

As an international student you will most likely find it difficult to obtain a UK guarantor unless you have family in the UK. Accordingly, you will be required to use a Guarantor Service known as Housing Hand www.housinghand.co.uk. Housing Hand is a UK rent guarantor service. So if you cannot find a UK guarantor they can stand as your guarantor. Applying is quick, easy and free and they will give you an instant response concerning your eligibility and a quote of your fee based on your specifications.

5.0 FEES/ DEPOSITS PAYABLE

You will be glad to know that there are no booking fees. Your son or daughter will be asked to pay a £200 refundable rental deposit, this is done in two parts. To reserve the room applicants are asked to pay £50.00 to reserve the room pending referencing. Once referencing has been satisfactorily completed a tenancy agreement is sent to the applicant and guarantor for signature (excludes those using Housing Hand guarantor service). Once these are signed the remaining deposit of £150.00 is payable. The rent is due the day before you move in.

The deposit protects the landlord in the event of a student that leaves the property owing money or has damaged something during the course of their stay. They can use this deposit to cover costs. When your son or daughter moves in, they'll need to complete an inventory to protect them against any damages which may have been caused by the previous resident. It's really essential that this is agreed immediately because we don't want them to have to take the blame for something that they didn't do! A video inventory will be done on the move-in day.

All deposits are protected by www.mydeposits.co.uk which protects the deposit throughout the Tenancy Agreement. The deposit will then be returned within 30 days of the Tenancy Agreement ending, less any charges applied for damage to the property or rent outstanding.

To ensure that mutual agreement can be reached, your son or daughter should make sure to arrange a room inspection before they leave. This way, everything is out in the open and there will be no unpleasant shocks. If your child disagrees with any charges, they should raise the issue in writing within 10 days of being told about them.

In the event that an agreement cannot be reached on level of charges, then the MyDeposits service will be able to step in and mediate fairly.

6.0 RENT PAYMENT

Under the terms of the Tenancy Agreement, rent is due monthly or can be paid termly. If a student fails to make payment of rent then they are in breach of contract and we have to recover outstanding rent from a Guarantor – most often a parent or guardian.