

**PRIVATE HOUSING
LEAVING GUIDE**

**RH
SU**



HELLO.

We've packed our best tips for finding a new home into this guide, helping you to safely find accommodation and understand your rights as a tenant.

Take your time and make informed decisions - there's accommodation available throughout the year and this is a huge legal and financial commitment.

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03.

BEFORE LOOKING.

- Calculate how much rent, council tax + bills you can afford to pay: ask for guidance if you're unsure how much things should cost.
- Decide which area you want to live in: the more flexible you are, the more likely you are to find something to suit your budget. Keep your travel time and costs in mind though!
- Locate all the documents you'll need: landlords have to confirm your identity, immigration status (even if you're British), credit history and student status.
- Most landlords/agencies require students to have a UK guarantor. Those without a guarantor, including international/EU students, are usually asked to pay 3-6 months' rent in advance instead. If you do not have a guarantor, check if you're eligible for the [Study Support Grant](#), which can cover the costs of using a guarantor scheme such as [Housing Hand](#). If you're not eligible, ask an advisor for guidance.

04.

THINGS TO LOOK OUT FOR.

- Online ads are not properly regulated and can have fraudulent users and scams.
- Avoid going to a viewing alone. Take a housemate or a friend along with you. If you don't have a good feeling, don't go.
- When your group attends a viewing, let someone know where you'll be.
- Never pay in cash.
- Don't sign or pay anything before having your contract checked by the Students' Union Advice Centre. Just email your contract over to advice@su.rhul.ac.uk with the subject 'contract check request'.

05.

WHERE TO LOOK.

>> RHUL STUDENTPAD

Studentpad is your free portal to hundreds of properties in the local area. You can use it to search for accommodation, post ads for rooms, and find housemates.

>> ONLINE

There are loads of great ways to find accommodation online, including on our **RHSU HouseMating** Facebook group.

>> LETTING AGENTS

Most lettings are managed by lettings/estate agents who represent landlords. You should read the government's **How to Rent** guide before dealing with landlords and agents, so that you know your rights as a prospective tenant.

>> HALLS

Private halls, like The Garage, Parish Hall, Hox Park and Pad and Podium, are independent from the University. They're one of the simplest and safest options if you're not able to visit the area, but they're also the most luxurious/expensive.

If you are registered with the **Disability & Neurodiversity team**, you can email disability-dyslexia@royalholloway.ac.uk to see if you're eligible for a priority placement in University-run halls on campus.

06.

FEES AND CHARGES.

- Most fees agents and landlords could charge were banned on 1 June 2019 as part of the **Tenant Fees Act**.
- You could be asked for a holding fee (maximum 1 week's rent; refundable unless you cancel) to stop advertising the property. Before paying, we recommend you ask to see the contract and send it to the Advice Centre for checking.
- To sign, you'll be asked for a security deposit (maximum 5 weeks' rent), and you will also have to pay the first month's rent before you move in. Double-check what dates these are due before signing.
- You can make an appointment to get help with budgeting by emailing Financial Wellbeing at **moneymatters@royalholloway.ac.uk**.

07.

ALL THE LEGAL BITS.

>> YOUR LANDLORD IS REQUIRED TO:

- Provide a smoke detector on each level of the property, i.e. on the staircase and near the kitchen.
- Provide a carbon monoxide detector which needs to be placed near the boiler and have an installation date written on/by the side of it.
- All furniture must have a label stating it meets the requirements of the Furnishing Regulations Act 1988. If it doesn't, it could be a fire hazard.
- Place your deposit in a government protected scheme (TDS, DPS or My Deposits) within 30 days of you paying. This will prevent unfair deductions being made from your deposit.

08.

ATTENDING VIEWINGS.

- It can be hard work getting your landlord to fix things after you've signed. Landlords and agents often make promises they never fulfil during viewings, so if they promise to fix things, ask them to put it in writing.
- If the current tenants are present during the viewing, ask for their contact details so you can get some background on the landlord/agents. You can ask them about what the bills are like, too. They are more likely to be honest without the agent/landlord present.
- Ask the landlord or agent if you can see the inventory which will state exactly what pieces of furniture will be staying at the property. If they do not have one, request that this is done to guarantee you have adequate furniture and appliances for your tenancy.

09.

CHECKLIST.

- Think about location - is it close enough to walk to campus, or close to public transport links?
- Make sure there is enough furniture and that it is in good condition.
- Are the carpets in good condition and properly fitted?
- Ask the current tenants if the heating works well and if they have any issues with the hot water.
- Do you have access to a shed/garage? Is it included? Get it in writing.
- Does it contain gardening equipment that is in good working order? If not, you'll have to source your own.
- Can the property be securely locked? If there was a fire, could you get out of the property?
- Check the roof has no missing slates, no broken gutters, moss or weeds growing out of the gutters.
- Ask existing tenants if all kitchen appliances including the fridge, freezer and cooker are in good working order.
- Is the sealant around the bath and shower damaged? Turn on the shower to assess the water pressure and temperature control.
- Ask existing tenants if they've had any plumbing issues.
- Look out for any evidence of damp or mould on walls, ceilings, around windows and on furniture. AVOID properties with damp/mould, which there is no short-term cure for.
- DON'T pay a holding fee before seeing the contract/tenancy agreement – you can request a free contract check.

10.

BEFORE SIGNING.

>> **YOUR LANDLORD/AGENT SHOULD GIVE YOU:**

- A copy of the government's **How to Rent** guide.
- A Gas Safety Certificate issued within the last year.
- Evidence of an electrical inspection within the last five years.
- **Tenancy deposit protection scheme** information.
- Energy Performance Certificate.
- Information about who manages the property i.e. if the landlord or agent is responsible for maintenance/repairs.
- Confirmation in writing if your bills are included, either in an email, letter or in your tenancy agreement.

[Ask for guidance](#) if you need help checking these documents.

>> YOU SHOULD:

- Check the rules about overnight guests, smoking and pets.
- Check who is responsible for the bills and make sure this information is included in the tenancy agreement.
- Know your **rights and responsibilities regarding fire safety**.
- Check under which circumstances you could leave the tenancy early without still being liable for rent. Usually, you'd have to find a replacement tenant.
- Make sure any other appliances, such as washing machines, are included in the inventory so that the landlord will be responsible for any repairs/replacements necessary.
- Check who owns the property at **landregistry.gov.uk** if you're not using a letting agent. It only costs £3 and will give you peace of mind as you can confirm that the name on the tenancy agreement matches government records.
- Request a free contract check from our Advice Centre.
- Make sure you are happy with the tenancy agreement. Don't be afraid to question the meaning of certain clauses. You should not sign anything you are not 100% clear on!

12.

SHARE YOUR EXPERIENCE.

SHARING YOUR EXPERIENCE WILL HELP FUTURE STUDENTS MAKE MORE INFORMED CHOICES.

- When students use the Advice Centre, they inform our outreach campaigns so we can keep putting out useful information for you.
- Once you are no longer dealing with a landlord or agent, leave a review, good or bad, to inform other students. We recommend adding a review on [Marks Out Of Tenancy](#).

13.

USEFUL CONTACTS.

>> ADVICE CENTRE

The Advice Centre is a free and independent service for all students here at Royal Holloway, based on the first floor of the Students' Union building. Our friendly, experienced and professional staff will provide a listening ear and offer general and specialist advice. We're here to support you with a whole range of issues, big and small, but if we're not the best people to help you we'll find you the right support.

- You can find Advice Drop-ins listed on the [SU Events Calendar](#).
- Email us at advice@su.rhul.ac.uk.
- Look through our online resources at su.rhul.ac.uk/advice.

>> HALLS ENQUIRIES

For halls enquiries, contact the **Student Services Centre**.

- Call them on 01784 246641.
- Drop them an email at hall.life@rhul.ac.uk.

14.

GOOD LUCK!

Looking for housing can be stressful, but we're here for you.

Finding the right housemates or somewhere to live can be a daunting task in a new place. Our top tip is: don't rush into anything, as housing contracts are legally binding and there are lots of options all year.

If you encounter any problems, please get help as soon as possible - looking for housing is complicated and risky, so it's important that you get guidance.

We wish you the best of luck in finding your next home!

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November 2023