



## **IMPORTANT INFORMATION FOR STUDENT LETTINGS**

Fee and damage deposit information will show in red text.

**Please note:** ALL PAYMENTS MUST BE MADE IN CLEARED FUNDS.  
UNFORTUNATELY WE ARE NO LONGER ABLE TO ACCEPT PAYMENTS MADE BY  
CREDIT CARD. WE APOLOGISE FOR ANY INCONVENIENCE CAUSED.

The landlord of a property not managed by Groves may request the damage deposit payment to be made via cheque. Further information will be given with your tenancy agreement pack.

In order to reserve your chosen property you are required to pay our fee of **£118.80 Inc VAT PER PERSON** (The equivalent of £99 + VAT per person) which is non-refundable.

Once the fee is paid the property is removed from the market for a period of two weeks, giving you time to complete and return all of the required paperwork with supporting documents and pay the damage deposit. If your paperwork and supporting documents are not returned and the damage deposit is not paid by the deadline date the property will be offered to student(s) on the reserve list. You will also lose the fee. However, if the landlord decides not to proceed with the tenancy, for whatever reason, the fee will be refunded back to you or if you would like to take another property through Groves the fee can be transferred to the new tenancy.

**ALL TENANTS MUST COMPLETE AN APPLICATION FORM** – Please ensure you read, understand and complete the application form fully. You must have permission from all parties for any personal information given. (Additional information and documents may be required with the application form) Please note the landlord may also request a credit check prior to the commencement of your tenancy.

**You will be asked to allocate/elect one tenant to be the Lead Tenant** -The lead tenant will be our point of contact throughout. We will contact the lead tenant to collect the tenancy agreement pack from the Jesmond office. They will then be given an appointment to return the completed pack along with any supporting documents and the damage deposit payment. This appointment will be two weeks after the initial contact with the lead tenant. It is important that you collect the pack as soon as you are notified it is ready. This will give you the maximum time to complete and return it.

Further responsibilities of the Lead Tenant are listed further through this document.

**WE REQUIRE THE FOLLOWING WITHIN TWO WEEKS FROM THE DATE YOU RECEIVE THE TENANCY AGREEMENT PACK:**

- **Guarantor Form(s) Along With Supporting Documents –**  
The guarantor form(s) must be completed in full by a parent or guardian of each applicant.

**The required supporting documents are:**

Photo ID (either in the form of a passport or driver's license)

**&**

Proof of home ownership (either a mortgage statement or a copy of your property deeds – a utility bill is NOT acceptable)

**OR**

Proof of income (This can be a recent payslip, copy of your work contract or a letter from your accountant).

**Please Note:** A guarantor must be based in either England or Wales only.

- **Standing Order Mandate(s) –** Dated two days prior to the start of the tenancy. We forward the original documents to either your bank or the landlord, whichever is applicable, closer to the tenancy start date. We will also take a copy for the tenancy records.

**Please ensure you take note of the payment amount, the date the payments are due to be taken from your account and the bank account that the payments are to be made from.**

**Student rent is usually paid in eight equal consecutive monthly installments.** There are several reasons why the tenancies are paid this way. Some of the reasons being; the last four months of the tenancy are usually around exam time, students tend to go home leaving the rental properties following exams. You can therefore concentrate on your exams and then leave to go home without worrying about paying your rent during this time.

The eight equal consecutive rent installments are calculated:

Weekly rental amount per person X (number of weeks the tenancy runs), divided by 8 equal consecutive monthly installments = £ rent amount per person

(E.g. £70pppw x 51weeks = £3570 / 8 = £445.25 to be paid per person for 8 consecutive months starting on the first day of the tenancy agreement)

- **Tenancy Agreement – Signed by all tenants**

All guarantors and any relevant person relating to the damage deposit must be shown the tenancy agreement.

**YOU ARE ALSO REQUIRED TO PAY:** (When returning all of the completed paperwork pack)

- **A Damage Deposit - Equivalent to one month's rent, to be paid in one transaction only.** (Occasionally a landlord may request a higher deposit amount. You would be notified of this before any fees were taken)

Because of legal changes we are no longer able to accept the damage deposit payment in separate transactions from each tenant. **The deposit payment must be made on one transaction only.** It is up to you to choose who makes the payment. However, we suggest that all tenants give their share to the lead tenant for them to make the payment when they return the paperwork at the end of the two week deadline.

**PLEASE NOTE: If the property is managed by Groves Residential at the end of the tenancy any damage deposit payment will be made in one transaction to the lead tenant only. We are not able to make separate payments to individual tenants. It is the lead tenant's responsibility to return the correct payment to each party involved.**

If you are taking a property not managed by Groves Residential you might be asked to make the damage deposit payment directly to the landlord of the property. The staff member dealing with your tenancy will give you further information on this payment in your tenancy agreement pack.

The damage deposit is taken at this stage as it forms part of the tenancy agreement and is required to be lodged with one of the government deposit schemes.

**THE RESPONSIBILITIES OF THE LEAD TENANT INCLUDE BUT ARE NOT LIMITED TO:**

- Ensure all application form(s), right to rent identity paperwork, ID and supporting documents, guarantor form(s), standing order mandate(s), prescribed information, if applicable, from all tenants, guarantors and any relevant person(s) and the tenancy agreement are completed and returned to Groves along with the damage deposit payment, any accompanying documents and paperwork requested or given in the tenancy agreement pack before the two week deadline expires.
- Ensure that all payments are received in full cleared funds (unless instructed otherwise in the tenancy agreement pack) before the two week deadline expires.
- You are required to be the one point of contact for Groves in your tenancy group and will take full responsibility for the tenancy agreement pack and will ensure the process can be completed as quickly and smoothly as possible.
- To be the main point of contact throughout the tenancy for Groves, The Landlord, any parties involved in the tenancy, the damage deposit scheme provider and any contractors.
- Release the correct amount of any damage deposit payment due to each tenant at the end of the tenancy.

**THE TENANCY WILL NOT PROCEED IF ALL OF THE ABOVE ARE NOT RECEIVED AND COMPLETED WITHIN THE TWO WEEK DEADLINE PERIOD.**

**All fees and damage deposit apply if a tenant(s) is replaced by another.** Please Note: It is the tenant's responsibility to find a replacement tenant. The outgoing tenant's damage deposit will be refunded following a satisfactory check out, if applicable, and the receipt of the incoming tenants damage deposit and fee(s). Tenants in a non-managed property should speak to their landlord about any changes.

If you require a tenant reference following the end of your tenancy there is a **£30.00 charge applicable**. Please note we are only able to give tenant references for named tenants of a property fully managed by Groves Residential.

The lead tenant will be give copies of all of the relevant paperwork including the tenancy agreement as soon as Groves have finalized the administration process. (For properties managed by Groves, copies will also be in the Check-In Welcome Pack, this is given at the check in appointment. If the Welcome Pack is not returned to Groves at the end of the tenancy **a charge of £5.00** will be deducted from your damage deposit)

You will need a copy of the tenancy agreement to apply for your parking permit(s). For further information on parking permits please contact Newcastle City Council by calling 0191 2772718 or visiting [www.newcastle.gov.uk](http://www.newcastle.gov.uk) Please make sure you request the agreement from the lead tenant before requesting a copy from Groves, additional copies of the tenancy agreement are **charged at £5.00 per copy**.

Managed property out of hour's services.\*\* Where actions of the tenant results in the agent attending the property, time to remedy the situation is **charged as £40.00 initial call out fee and then at a rate of £40.00 per hour thereafter**.

\*\* If a contractor is called out. The contractors own fees will apply.

**If you have any questions please contact a member of the lettings team in the Jesmond office.**

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NE2 2DJ

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