

THE STUDENTS QUARTER.

FAQs and Schedule of Fees

Welcome to The Students Quarter!

The Students Quarter is owned and operated by The Students Quarter Ltd.

WE KNOW THAT YOU MAY HAVE QUESTIONS, SO WE HAVE THE ANSWERS!

What deposit do you require?

A non-refundable holding retainer of 1 week's rent is payable up front to reserve the property. This is deducted from your first months' rent payment. You will be required to pay a Tenancy Deposit equivalent to 5 weeks rent, payable at the start of the tenancy along with the remainder of your first month's rent. Your Tenancy Deposit will be protected and held with the custodial Tenancy Deposit Scheme.

What happens if we decide we no longer want to take the house?

Once you have signed the contract, this is a legally binding document which makes you liable for paying rent for the property for the duration of the agreement. You must pay your rent from the start of the contract date until you can find suitable replacement tenants and complete a deed of assignment. If it is one person that wishes to be replaced, the new tenant will be liable to pay a Tenancy Deposit, and the agency and remaining tenants must all agree to the replacement tenant. Any holding retainer payments made will not be refunded.

How do I pay my rent?

Rent is due on the 1st of each month and can be paid either in cash, bank transfer or by standing order.

What happens if I do not pay my rent on time?

We issue a Late/Non-Payment Charge of £25.00 per each additional communication we have to send in order to recover the rent from you. The charge is issued to cover credit control administration for costs of letters/ e-mails or telephone calls made to tenant.

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What happens if one my housemates does not pay their rent?

As you will be on a Joint and Several tenancy, according to Citizens Advice, if you have a joint tenancy, you are liable for the rent both jointly and individually. This means that one or all of you can be held responsible for the whole rent. It's not possible to argue that each tenant is liable for their particular share.

So, if someone you live with doesn't pay their share of the rent, the rest of you are responsible for making up the shortfall. If you don't make up the shortfall, you are all jointly and individually responsible for any rent arrears that build up.

What bills are included in my monthly rent?

All bills are included – Gas, Electricity, Water and Broadband.

COUNCIL TAX IS THE STUDENTS' RESPONSIBILITY. Whilst students are exempt from paying council tax, you must notify the council of your student status by obtaining a student exemption certificate from your university and sending this to Birmingham City Council (counciltax@birmingham.gov.uk).

How is the monthly rental figure calculated from the weekly figure?

Your weekly rental figure is multiplied by 52 to work out your yearly rental figure. This is then divided by 12 to give your monthly figure.

We have confirmed our upcoming tenancy – what happens next?

As a requirement for your tenancy, you are legally required to provide the following: Proof of right to rent in the UK, a Parental Guarantor form in order to collect your keys. Please see a list of acceptable identification according to UK Governmental standards. We will require to see and photocopy one or more identification documents from the lists below, one from List A (Group 1) or two from List A (Group 2) or one from List B:-

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List A (Group 1) (one from this group). Acceptable single documents which show an unlimited right to rent.

UK Passport Registration Certificate or document certifying or document permanent residence of EEA/Swiss National Biometric Residence Permit with unlimited leave. UK immigration status document endorsed with unlimited leave.	EEA/Swiss national passport/identity card EEA/Swiss family member Permanent Residence card Passport or travel document endorsed with unlimited leave A certificate of naturalisation or registration as a British Citizen.
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List B: Documents which show a time-limited right to rent.

A valid passport endorsed with a time-limited period Non-EEA national residence card.	Biometric immigration document with permission to stay for time-limited period. UK immigration status document with a time-limited endorsement from Home Office.
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What is my Parental Guarantor liable for?

Your Parental Guarantor is liable for any rent arrears or damages that occur during the tenancy. As the contract denotes a Joint and Several tenancy, each tenant is individually and jointly responsible for fulfilling the contract. Therefore, indirectly, Parental Guarantors are equally individually and jointly responsible for the whole rent/ damages.



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I don't have a UK Parental Guarantor – what are my other options?

If you do not have a UK Parental Guarantor, there are companies that will represent you as a UK rent guarantor at a fee, an example of this is: 'Housing Hands' (www.housinghand.co.uk)

What happens if we have need to reach you out of hours?

If you have a maintenance issue, we have a reporting system in place where you can raise any queries to us and be kept up to date with any developments.

However, if you require a call out for emergency visits, i.e. lost keys or being locked out of a property, you can reach us at the office number 24 hours a day at (0121 454 1444) there will be a maintenance call out charge of £60+Vat per visit to cover contractors' out of hours expenses.

What fees do you charge?

Late/ non-payment of rent charge – £25.00+Vat per additional month's rent owed on a cumulative basis

Charge issued to cover credit control administration for costs of letters/ e-mails or telephone calls made to tenant.

E.g. If one month's rent is owed, that will incur a charge of £25.00+Vat. If two month's rent is owed, this will incur a charge of £25.00+Vat for the first month's late payment, and a charge of £50.00+Vat for the second month's late payment, as 2 months would be outstanding, costing a total of £75.00+Vat.

Maintenance call out Charge – £60.00+Vat per visit

Charge issued to cover contractors' expenses outside office hours for non-emergency visits i.e. Lost keys or locked out of property.

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Fee for transfer of tenancy if the tenant provides their own replacement for the tenancy – £250.00 +VAT

Charge issued to cover administration for costs of letters/ e-mails or telephone calls made to tenants, co-ordinating change of tenancies and processing tenancy documents. Offering this service is at the landlords/agents discretion.

Fee for transfer of tenancy if Premier Student Homes provides a replacement for the tenancy – £500.00 +VAT

Charge issued to cover marketing and advertising costs, administration for costs of letters/ e-mails or telephone calls made to tenants, co-ordinating change of tenancies and processing tenancy documents. Offering this service is at the landlords/agents discretion.

Replacement key fee – £10.00+Vat per key

Charge issued for cost and staff time to organise copies of keys to be cut.

Fee for contractor access issues, provided the tenant has been given 24 hours' notice of visit for works – £50.00+Vat

Charge issued for cost of call out for contractor time and administration for new appointment date.

E.g. If tenants have agreed to be at the property to allow access and do not answer the door, or if the door is locked from the inside inhibiting access with a key.

CONTACT US

If you have questions or concerns, please contact us through our contact page or via the contact information below:

The Students Quarter Ltd

Email: info@thestudentsquarter.co.uk

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