

Frequently asked questions (FAQ)

What is right to rent in the UK?

Landlords' are required to check the status of the tenant's right to rent, please check further details as per the link here, <https://www.gov.uk/prove-right-to-rent>

For all applicant's photographic identification in the form of a passport or driving licence and birth certificate is required

For non UK applicants additionally **tenant to check online** and provide a share code to the agent/landlords ,link here <https://www.gov.uk/prove-right-to-rent/get-a-share-code-online>, for the check immigration status details are required

What Identification and verifications required?

At the discretion of the agent or landlords 'prospective tenants' details will be checked and verified based on the information provided with the application for tenancy. The Prospective Tenant should provide photographic identification in the form of a passport or driving licence or birth certificate

Is the property furnished?

The property will be part furnished, the following items are included, washing machine, fridge/freezer, cooker/ oven, bed base, mattress, study desk, study desk chair, wardrobe, curtains, sofa if there is a lounge room, dining table if there is a dining area, smoke alarms. The check in inventory will list and record the condition of the furniture, fixtures, and fittings.

The tenant can bring additional own furniture to supplement existing furniture in the property and these are to be removed prior to the end of tenancy

If the tenant requests the landlords' to remove furniture from the property, then any costs incurred by the Landlord in relation to transport and storage shall be payable by the tenant

Is the Tenancy deposit protected?

Tenancy deposit payable prior to the tenancy commencement date as per the tenancy agreement and protected with the Government approved scheme set out by mydeposits.co.uk, address is 1st Floor, Premiere House, Elstree Way, Borehamwood, Hertfordshire, WD6 1JH, www.mydeposits.co.uk, telephone 0333 321 9401 and these details are on the tenancy agreement. Deposit Protection Certificate will be provided to the tenant as soon as possible

When is the tenancy deposit due?

Tenancy deposit is payable as one total payment for the property on signing tenancy agreement

In the situation the tenancy commencement date is less than one calendar month from the date of the tenancy agreement, the tenant shall pay the tenancy deposit on signing tenancy agreement

When is the first month rent due?

First calendar month rent is payable as one total payment for the whole property **one calendar month** prior to the tenancy commencement date

In the situation the tenancy commencement date is less than one calendar month from the date of the tenancy agreement, the tenant shall pay the first calendar month rent, on signing tenancy agreement

When is the second month rent due?

Second month rent is due on the first day of the second calendar month after the tenancy commencement date and payable by one total standing order to arrive on the due date as per the tenancy agreement

How, when, and where to pay the rent?

Rent to be payable directly to landlords' specified bank account as **one total** for the property by standing order to arrive on the due date as per the tenancy agreement

Tenant to instruct and set up the standing order for dates as per the tenancy agreement with their bank to transfer the rent to the landlords' specified bank account on the specified dates. Landlords'/agent cannot set the standing order as the bank account belongs to the tenant

Please **do not** transfer individual tenant payments, the tenancy agreement requires the payments are to be made as a **one total for the property**

Highly recommend setting up a **joint bank** account with least two tenant names in order to manage the payments for the property

Landlords bank account details are within the e mail communications to date, should you require these then please email

Which bank account to transfer the funds?

Landlords' bank account details are on tenancy agreement electronically signing email, if you require these details please request by email

How to calculate rent per calendar month?

Further details are as per link here

<https://www.kingstonlettings.com/application-request.html>

Is the property cleaned?

Prior to the check in property is cleaned to a professional standard and at the end of the tenancy prior to check out the tenants are required to clean the property to a professional standard. The inventory will record the condition of the property at check in and check out

Further details as per link here <https://www.kingstonlettings.com/wp-content/uploads/sites/13/cleaning-to-a-professional-standard.pdf>

Is there an inventory and a schedule of condition?

www.kingstonlettings.com

An independent inventory company prepares an inventory report detailing the condition of furniture, fixtures, fittings, and the property at commencement and at the end of the tenancy

At checkout inventory company prepares the checkout report comparing the check in and check out inventory details

Check in and key collection date is on or after the tenancy commencement date, Kingston Lettings and inventory company will set up the date and time to meet the tenant at the property

Check out and key return date is on or prior the tenancy ending date, Kingston Lettings and inventory company will set up the date and time to meet the tenant at the property

Are all tenants required to be present for the check in and check out?

For joint and several tenancies highly recommend that at least two tenants be present for the inventory check in and check out meeting

How to secure the property to rent?

Applications are considered on a first come first serve basis subject to the application process and landlord's/agent approval

Highly recommend completing the online application for tenancy and send the required information as soon as possible and complete the application process

It is only when the tenancy agreement is signed, and the required funds are received according to the tenancy agreement the property is exclusively secured for the named tenant on tenancy agreement and no longer marketed

How long will it take to secure the property to rent?

Application process normally take between five to ten working days from the day the application form is completed by the prospective applicant. The application process can be less than five days depending on how quickly the prospective applicant sends the required information

What are the next steps after signing tenancy agreement?

Once the tenancy agreement is signed and the required funds are paid according to the tenancy agreement then next steps are to set up check in and key collection meeting, further details are as per link here

https://www.kingstonlettings.com/wp-content/uploads/sites/13/after_signing_tenancy_agreement.pdf

Does a holding deposit required?

No, landlords/agents do not take holding deposits therefore highly recommend completing the application process, then check and sign tenancy agreement and secure the property

Will the property be marketed?

The property will be marketed until the tenancy agreement is signed and the required funds are received according to the tenancy agreement

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Any guarantors required?

For full time students and young professionals, a UK resident guarantor is required (and tenants' proof of income is not required). If a satisfactory credit worthy UK resident guarantor cannot be provided, then for this individual the full rent is payable in advance on commencement of the tenancy

Further details as per link here https://www.kingstonlettings.com/wp-content/uploads/sites/13/application_requirements.pdf

Who will manage the property?

Kingston Lettings Group LLP will manage the property during the tenancy and at check in the prospective tenant will be provided with an approved contact list. Further contact details are on the website here www.kingstonlettings.com

Who pays for the utility bills?

The tenant to pay the utility bills directly to the respective utility suppliers

The property will have continuous gas, electricity and water services connected. Once check in inventory is complete and keys collected the tenant to contact utility suppliers and change the account name to the incoming tenant names. Check in report will have the meter readings and the supplier names

Is there an internet connection at the property?

The property will have internet connection point. Once check in inventory is complete and keys collected the tenant to contact internet service providers and set up the account name to the incoming tenant names.

The tenant to pay the internet service providers' bills directly to the respective internet service providers

What to do at the start of tenancy?

Details as per link here

<https://www.kingstonlettings.com/wp-content/uploads/sites/13/to-do-start-of-tenancy-.pdf>

Where are the utility meter locations?

<https://www.kingstonlettings.com/wp-content/uploads/sites/13/to-do-start-of-tenancy-.pdf>

What is the process at end of tenancy?

Further details as per link here <https://www.kingstonlettings.com/wp-content/uploads/sites/13/check-out-inventory-and-key-return.pdf>

What is the process if a tenant wishes to leave a property prior to the end of tenancy?

If a tenant wishes to leave during the fixed tenancy period, the procedure is known as the deed of assignment

Further details as per link here

www.kingstonlettings.com

https://www.kingstonlettings.com/wp-content/uploads/sites/13/deed_of_assignment.pdf

What is the process if a tenant wishes to renew a tenancy for the following year?

If a tenant wishes to renew for the following year complete an online tenancy application request here <https://www.kingstonlettings.com/application-request>

Does a tenant pay council tax?

Full time students are exempted from council tax and do not pay council tax subject to providing student details to the council

When student details such as student ID, full name, name of educational institution, property address are provided to the council then exemptions are provided

Further details per link here

<https://www.kingston.gov.uk/council-tax>

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