

# Frequently Asked Questions



## Contact Information

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## Questions and Answers

### Q: Do I need a guarantor?

A: Yes, we require all student tenants to provide a UK Guarantor that can either provide proof of home ownership OR proof of income of £25,000 per year. If you do not have a UK guarantor that meets these requirements, there are a number of online guarantors that we can accept. It is up to you to make enquiries about these. The other option is to pay for the tenancy upfront. A guarantor can only act as a guarantor for one person.

### Q: What documents do my guarantor need to provide?

A: We need all guarantors to provide the following at the point of signing:

1. Proof of ID (passport, driving licence)
2. Proof of address (utility bill, council tax, bank statement etc.)
3. EITHER proof of home ownership (mortgage statement, title deeds, buildings insurance, completion letter - we cannot accept a tenancy agreement or council tax for this) OR proof of income of £25,000 per annum (pay slips covering the last 3 months, a P60, a recent tax return)

### Q: Do I need to pay a deposit?

A: We ask for a holding deposit of one week's rent for all student applications. This secures the room for you for 15 days to allow you to complete the paperwork. This will then be deducted from your first month when you move in. The holding deposit is non-refundable if you drop out at any point. For our student tenancies we do not ask for a security/damage deposit, so there will be no deposit to return to you when you move out of the property.

### Q: How is my monthly rent calculated?

A: Your rent is due Per Calendar Month – this is a term which “averages out” the different lengths of months in the year – February is 28 or 29 days, then the rest are 30 or 31 days – often tenants think that a month’s rent is 4x one week’s rent – all of the days have to be paid for, not just 28 of them! The average month is 30.42 days – 365 days in a year, divided by 12 months. Your house is advertised in pounds per week – if you divide this by 7 (days in a week) you get a daily amount. If you multiply this by the average month (30.42) you get the per calendar month rent.

### **Q: When is my rent due?**

A: Your rent is due on the 1st day of every rental period – this is usually the 1st of every month.

### **Q: What do I need to pay before I move in?**

A: You need to pay your first month in full before we can release the keys. The holding deposit you have paid will be deducted from your first month of rent.

### **Q: How do I pay my rent?**

A: We can only accept money via bank transfer; we cannot accept cash or card payments. It is important that you reference the payment with your name and address or we will not know that you have paid. You are also able to pay by direct debit and forms will be sent out for this before your tenancy begins. If you do not want to pay by direct debit, you will need to manually make the payment yourself, either by making the payment each time or setting up a standing order. You can choose to pay termly when the student loans come in if you would prefer.

### **Q: When can I collect my keys?**

A: Keys can be collected during office hours (Monday – Friday, 9am-5pm) on the start date of your tenancy or thereafter, once your first month of rent has been paid. Our office will not be open outside of these hours so cannot be collected at any other time.

### **Q: Can I park at my property?**

A: Unless specifically advertised for the property, it will not come with off-road parking. If there is no off-road parking it is your own responsibility to make enquiries to establish whether there is on-street parking. Most streets will require a parking permit for on-street parking and you will need to make enquiries with Plymouth City Council to check if your property qualifies for a permit. Some larger HMO properties will be excluded from being allowed a parking permit. This can be checked on the Plymouth City Council website. In a house with off-road parking, where there are fewer spaces than there are tenants, you would need to make your own arrangements for the use of the spaces OR work on a first come / first serve basis.

### **Q: How do I report any maintenance?**

A: Maintenance can be reported through our online ticket system; you will be sent a link to log in to this before you move in. This is the quickest and easiest way for you to do this, and also means you can see any updates from us or the contractor. If there is an urgent issue, you can contact our office during office hours, or text our emergency out of hours phone if it falls outside of office hours. Maintenance requests must come from a tenant at the

property. We will not accept maintenance requests from anyone that does not live in the property, including a guarantor.

### **Q: What happens if I drop out?**

A: If you no longer wish to live at the property you have signed a tenancy agreement for, you will need to find a replacement tenant to take over your tenancy. We can help with advertising the room on our website but it is ultimately your responsibility to find your replacement. Until a replacement tenant is found, you are still liable for the room and the rent. It will be your responsibility to ensure that the room is ready and suitable for the new tenant to move in. Once a replacement tenant has signed their tenancy agreement, you will be sent a surrender of tenancy to confirm you are no longer liable for the room. The holding deposit will not be returned as this is non-refundable, but you will be refunded any rent you have paid past the date that the new tenant moves in.

### **Q: What is provided at my accommodation?**

A: All properties come fully furnished with bedroom furniture. All rooms have a double bed. Kitchens come with white goods, a toaster, microwave, and kettle (please note that a kettle and toaster are not provided in studio flats). We do not provide items such as crockery, cutlery, bedding, pots/pans etc.

### **Q: What should I do if I get locked out?**

A: If you have locked yourself out of your house or room you can be let in free of charge between our office opening hours (Monday to Friday 09:00 to 17:00, excluding public holidays). If you do not want to wait until the office is open:

You can arrange a locksmith of your choosing to gain entry for you, but you will be responsible for ensuring we have working keys for the property, and for any damage caused. You will be required to pay for this.

You can request an out of hours call out from us to let you back in. The call out fee if you are locked out of your room during evenings or at weekends is based on the time of day; before 22:30 there will be a charge of £60.40 and after 22:30 (we cannot guarantee that someone will be available to come out to you) the charge will be £96.60.

**If you have any questions that aren't answered here, please get in touch with the office.**