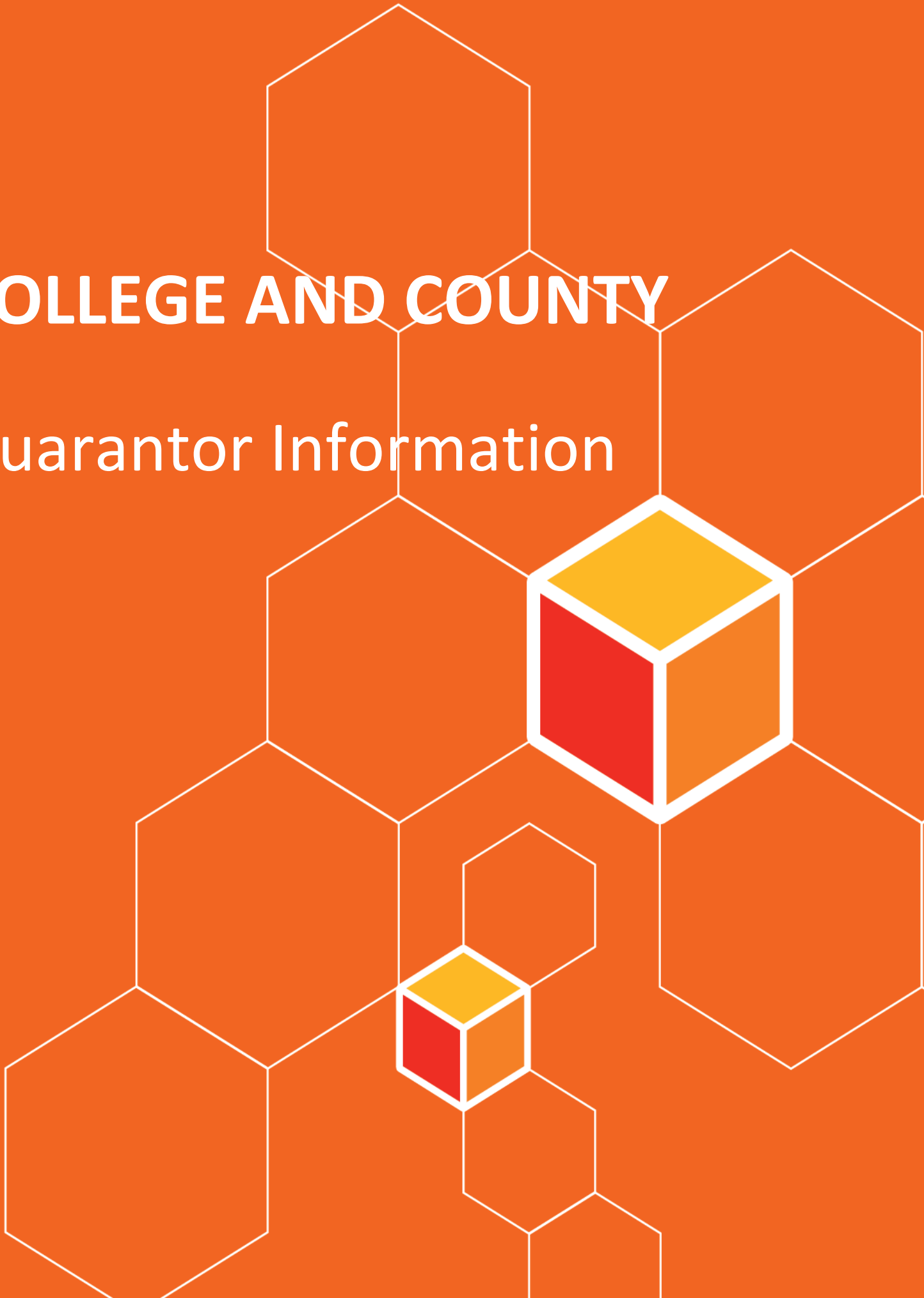


COLLEGE AND COUNTY

Guarantor Information



Welcome to College and County!

As an ARLA registered Letting Agent we endeavour to provide a fair and equitable Tenancy Agreement and service to both our Landlord and Tenant.

The following information is intended to provide Guarantors with a more detailed guide to the general application process, the relationship between the Landlord and Tenant and the role played by College and County as the Agent. The Tenancy Agreement will set out the legal obligations of both Landlord and Tenant and the Guarantor Agreement works hand in hand with that; a draft of both documents will be sent to you as part of the application process so that you have time to read them and seek independent legal advice should you wish to do so prior to signing. You can also view general copies on our website, within the Student section.

There are other queries that are not always so clearly defined and these notes attempt to answer some of the more frequently asked questions. If you require further information, please do not hesitate to ask one of our lettings team, although should you require clarification on legal issues, we do recommend that you seek independent legal advice.

1. What is the Criteria to act as Guarantor?

To act as a guarantor for someone you must be an EU home owner. A guarantor is usually a family member of the tenant but this is not essential.

If you own a property in the EU and are therefore eligible to be a guarantor but are based outside of the EU, we need the EU property address, not the one where you actually reside.

2. How does the process work?

The first step is for the tenants/s to send in their application email with a brief overview about themselves and their contact details. We then send the information to the landlord for consideration.

Once the landlord has chosen a group, the tenants will be sent a link to our online portal to pay their admin fee and complete the application information and it is at this stage that they will provide us with your details. You will then be emailed a link to the online portal to complete your application information and complete the guarantor agreement. Our entire process is now automated through our online portal so you will need access to the internet and have an email address.

This stage does not guarantee the group a tenancy at their chosen property but it does mean that the property will be taken off the market (subject to contract) whilst the application is being processed.

Once all guarantor agreements have been returned, we will arrange for the applicants to sign the tenancy agreement, pay their deposit, complete direct debit forms for their future rent payments, provide their passports for Right to Rent checks and receive further information.

Your liability doesn't begin until the start of the tenancy agreement – remember that properties are often let months in advance so do check the tenancy details.

Please note that the process can vary slightly if the landlord manages the property themselves.

3. What am I actually liable for?

As guarantor, you are accepting liability as per the Tenant so, should a tenant default on any of their contractual obligations, you would step in. The most common example of this would be if a tenant didn't pay their rent, you could be contacted and held liable.

4. What is Joint and Several Liability?

The tenancy agreement is joint and severally liable and as you are acting to guarantee the obligations of the Tenant, you are also joint and severally liable for the tenancy, along with all the tenants and guarantors. This means that, should any of the tenants default on their obligations e.g. someone doesn't pay rent one month, we can contact any of the tenants or guarantors for this payment.

We do have strict systems in place to avoid this situation arising. Firstly, we try very hard to ensure that tenants understand their contractual obligations – properties are advertised with specific details like monthly rent and start date, details are confirmed again during application, we have FAQ's for them to read outlining what is expected of them, they each sign the tenancy agreement with all the details in, they have an appointment in the office where we confirm details again and they have an accompanied check-in where details are confirmed again! If there is a default on rent, the first thing we do is contact the tenant in question and the majority of the time the situation is solved immediately. If we try to contact them a few times with no success, we then contact the group. From there we would contact the guarantor put forward by the tenant in question and if necessary we then contact other guarantors. The final step, if required, would be court proceedings, but this has not happened in nearly 15 years of running guarantor agreements.

5. I would like to pay the rent and/or deposit on behalf of the Tenant I am guaranteeing – how do I do this?

The person you are guaranteeing will be responsible for making you aware of when payments are due.

The deposit must be paid by the tenant from their own bank account. If you would like to pay the deposit for them, you'll need to transfer the money into their account for them to make the payment. This must be done in time for them to be able to pay us by their deadline date.

The monthly rent must be paid by direct debit for managed properties, or standing order for properties where we don't collect the rent – this will be stated in the tenancy agreement. All tenants will complete a direct debit/standing order form as part of the application process and must provide details of the relevant bank account for payments, whether that is their own or parents.

6. What happens during the Tenancy?

It is important that the tenants look after the property during the tenancy. This of course means generally behaving in a tenant like manner and keeping the property clean and tidy but also ensuring that they report any maintenance as quickly as they can (for managed properties they will report directly to us, for properties where the landlord manages the property themselves, they need to speak directly to their landlord). This must be reported in writing (via email) by the tenants themselves and we then discuss the issue/s with the landlord and agree a course of action.

We endeavour to respond quickly and keep tenants up to date at all times. We are an intermediary between the tenants and their landlord, who is the actual decision maker and we do request a certain amount of patience while we get works arranged on behalf of the landlord, as this usually cannot be arranged immediately, especially at very busy times of year when contractors are booked up.

It is important to note that any damage caused by tenants not reporting maintenance in a timely manner is the liability of the tenants, as of course is any damage they cause themselves.

As guarantor, you will only be contacted during the tenancy if there is a problem which relates to your liability, for example, outstanding rent.

7. What happens at the end of the Tenancy?

We arrange check-out appointments for all our managed properties (if the landlord manages the property, tenants will need to speak to them about end of tenancy procedures, check out and deposit return) on the last day of the tenancy (this may be moved to a Monday if it falls on a weekend but tenants won't be charged extra rent) and this appointment time will be confirmed to the tenants via email, along with lots of information about the process.

The Tenants do not have to be present for the check-out but we do strongly advise that someone from the group is there. The property must be fully vacated and cleaned by this time as tenants will not be able to arrange access after this. Properties should be cleaned to a professional standard (please see tenancy agreement, special clauses) with all tenant keys left in the property. If tenants would like any cleaner/gardener/contractor details they can email the property management team a month or two before the tenancy ends.

Either their property manager or an inventory clerk will attend the check-out appointment to check the property against their original inventory and check-in information, take closing meter readings and the tenants must also provide a forwarding address. They may discuss some general information with the tenants but will not be able to discuss specific deposit deductions at this stage. A report is then created and sent over to the landlord for review and the landlord decides if they would like to propose any deductions to the deposit.

If there are proposed deductions, they are listed and sent over to the tenants via email. If they accept the proposed deductions, the deposit is then returned to the head tenant and the landlord accordingly. If the group would like to discuss the deductions further, the main undisputed amount of deposit is returned to the head tenant and the amount equalling the proposed deductions is retained until an agreement is made, and then returned to the head tenant or the landlord accordingly. If agreement cannot be attained, the tenants have the right to refer the matter to the relevant deposit scheme for adjudication, as per the scheme rules.

8. Contacting the Landlord

Where we manage the property, all correspondence should be directed through us.

The name and correspondence address of your Landlord will be shown on the Tenancy Agreement but unless the Landlord instructs us, we are not obliged to provide phone numbers or email addresses for the Landlord(s).

We do request that tenants report maintenance or any queries themselves as they are the tenants and are the ones living in the property so, when we ask questions to ascertain relevant detail about any reported maintenance they'll be able to provide the information we need.

Our email addresses at the office are:

lettings@collegeandcounty.co.uk (for lettings administration)

accounts@collegeandcounty.co.uk (for finance)

propertymanagement@collegeandcounty.co.uk (for property management and reporting maintenance).

If the landlord manages the property themselves, their contact details will be on the check-in form and you will usually be introduced to them at your check-in.