

# TENANT Q&A

## RENTERS RIGHTS ACT

Q1 How long is the application process and what do you check?

**Agent Response:**

The process typically takes a few days. We check affordability, references, employment, and credit history. We aim to make it as smooth and transparent as possible and keep you updated at every stage.

Q2. Do you accept tenants on Universal Credit?

**Agent Response:**

Yes, all applicants are assessed fairly. We look at affordability, references, and overall suitability, not just benefit status. If the tenancy is sustainable, you'll be considered equally.

Q3. What deposit and upfront costs do I need to pay?

**Agent Response:**

You'll usually need to pay the first month's rent and the security deposit (which is capped by law). All costs are clearly outlined before you commit to anything.

Q4. How do rent increases work?

**Agent Response:**

Rent can only be increased with proper notice and must be fair, reasonable, and in line with market value. You'll always receive written notice ahead of time.

Q5. If something breaks, who is responsible for repairs?

**Agent Response:**

The landlord is responsible for structural, electrical, heating, and major repairs. You're responsible for day-to-day upkeep and reporting issues promptly so they don't worsen. We arrange repairs quickly once notified.

# TENANT Q&A

## RENTERS RIGHTS ACT

Q6. Can the landlord or agent enter the property without warning?

**Agent Response:**

No. Unless there's an emergency, the landlord or agent must give proper written notice before visiting. We always arrange appointments with you in advance.

Q7. What happens if I fall behind on rent?

**Agent Response:**

Contact us immediately so we can work with you on a realistic plan. Ignoring the issue is the only thing that makes it worse. There are formal steps if arrears continue, but early communication normally prevents escalation.

Q8. Can I have pets in the property?

**Agent Response:**

Pet requests are considered individually. Some properties allow pets; others don't, depending on the landlord and building rules. If permitted, additional terms may apply to protect the property.

Q9. Can I decorate or make changes to the home?

**Agent Response:**

Minor, non-permanent changes may be allowed, but anything structural or likely to alter the property must be approved in writing first. Just speak to us, we're happy to check with the landlord.

Q10. What are my rights if the landlord wants the property back?

**Agent Response:**

The landlord can only regain possession for specific legal reasons (like selling the property or serious breaches of tenancy) and must give proper notice. You cannot be asked to leave suddenly or without cause under the new legislation.