

# Ready to Rent:

## Where to find further help



### Where to find help

Much of the time, finding and living in a privately rented home goes smoothly. However, there might be times when you need extra help, advice or resolution services.

#### General issues:

The first thing you should do if you have any problems whilst living in your privately rented home is speak to your landlord or letting agent. Phoning them might be the most convenient way to contact them, make sure you follow up in writing and keep a record.

The second point of call should always be your students' union/ association advice services, or services provided by your institution. They will have trained advisors who can look at your case in details and help you with what to do next.

#### Homelessness:

Call Shelter's helpline on 0808 800 4444 if you are homeless or about to be made homeless.

#### Right to Rent:

From February 2016, under the Immigration Act 2011, every landlord is required by law to verify the immigration status of their prospective tenants, and check that they have the 'right to rent' a property. Find out more about what the checks mean with this NUS How To guide available on Connect: <http://www.nusconnect.org.uk/resources/housing-how-to-right-to-rent>

#### Letting agents:

If you have concerns about your letting agent, for example if you think they have charged you unfair or unlawful fees, or are not responding to your repairs requests you can contact the Property Ombudsman Service.

Visit their website <https://www.tpos.co.uk/> to find out more about the free, impartial and independent service they offer.



## Deposits:

Your landlord must put your deposit in a government-backed tenancy deposit scheme if you rent your home on an assured shorthold tenancy.

In **England** and **Wales**, they must notify you within 30 days that your deposit is protected and which scheme they have used, there are three schemes:

- Deposit Protection Service (Custodial and Insured)
- MyDeposits - including deposits that were held by Capita
- Tenancy Deposit Scheme

You can find more information on the Gov.uk website (<https://www.gov.uk/tenancy-deposit-protection/overview>)

In **Scotland**, your landlord must notify you within 30 days of receiving your deposit and let you know how it is protected. In Scotland there are three schemes:

- Letting Protection Service Scotland
- Safedeposits Scotland
- My Deposits Scotland

You can find more information on the Gov.Scot website <http://www.gov.scot/Topics/Built-Environment/Housing/privaterent/landlords/tenancy-deposit-schemes>)

In **Northern Ireland** the landlord or agent must notify you within 28 days of receiving your deposit that it is protected, and let you know which of the three following schemes they have used:

- Tenancy Deposit Scheme Northern Ireland (TDS)
- My Deposits Northern Ireland(external link)
- Letting Protection Service NI (LPSNI)

You can find more information on the NI Direct website (<https://www.nidirect.gov.uk/articles/tenancy-deposit-scheme-introduction-tenants>)



## Citizens Advice

Citizens Advice has useful information on their website on your right to repairs, and the standards you can expect in relation to infestations in private rented properties. You can also make an appointment to meet with an advisor face-to-face.

Visit their website:

**England** <https://www.citizensadvice.org.uk/housing/renting-a-home/>

**Scotland** <https://www.citizensadvice.org.uk/scotland/housing/renting-a-home-s/>

**Northern Ireland** <https://www.citizensadvice.org.uk/nireland/housing/renting-a-home/>

**Wales** <https://www.citizensadvice.org.uk/wales/housing/renting-a-home/>

## Shelter

The housing and homelessness charity, Shelter, offers free advice online including budgeting advice and common tenancy problems in England, Wales and Scotland.

**England** [http://england.shelter.org.uk/get\\_advice/private\\_renting](http://england.shelter.org.uk/get_advice/private_renting)

**Scotland**

[http://scotland.shelter.org.uk/get\\_advice/advice\\_topics/renting\\_rights/renting\\_from\\_a\\_private\\_landlord](http://scotland.shelter.org.uk/get_advice/advice_topics/renting_rights/renting_from_a_private_landlord)

**Wales** <http://sheltercymru.org.uk/>

## Housing Advice

For tenants living in **Northern Ireland**, Housing Advice provides free advice and guidance <http://www.housingadviceni.org/advice-private-tenants>

## Rent Smart Wales

In Wales, landlords have to be registered and licensed before they can rent out a property. Rent Smart Wales is a service provided by the Welsh Government to give advice to tenants and landlords about the new legislation. They have produced guides specifically for tenants which can be accessed online here:

[https://www.rentsmart.gov.wales/Uploads/Docs/27114\\_RSW%20Tenant's%20Guide\\_\(E\).pdf](https://www.rentsmart.gov.wales/Uploads/Docs/27114_RSW%20Tenant's%20Guide_(E).pdf)

