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F.A.Q's

- Q I understand that you will not carry out any viewings until I have a complete household together (usually 4/5 people per property) but I don't know anyone else going to E15 at the moment. What should I do?**
- A It is a good idea to start contacting other students via Facebook/telephone/Skype/email that will be studying at East 15 to try and get a household together.
- Q E15 have told me to wait until the open day to find accommodation as more information will be provided then. Should I wait?**
- A East 15 will provide a list on the open day in July of all properties that they know are available but the list is usually very short. There are more students studying in the area than there are properties available. Mckinley Residential go to the Open Day every year and it is always very manic, with people trying to get a household together and trying to view properties on the same day. It's best to try and sort a property out before then.
- Q Why do you not start showing properties until June/July?**
- A We should know by then which of our current tenants are staying on and will be able to show you around all of our available properties.
- Q How long are your tenancies?**
- A 12 months. Usually from the first week in September to the end of August. There is no option to end the tenancy early.
- Q How much should I budget for per month?**
- A Most of our properties work out approx £370 per tenant not including bills. See below.
- Q Do any of your properties include bills i.e. water, council tax, gas, electricity etc**
- A No. Most properties are let with no bills included unless otherwise indicated. Mckinley Residential write to the utility companies to inform them of the new tenant's names and to give meter readings but you as a household are responsible for all bills. As a student you are not required to pay council tax. East 15 will provide you with a certificate when you start in September and you will need to forward this to the council as proof. Please note: The council can (but very rarely do) charge you for periods when you are not officially a student i.e. Easter, Christmas and summer holidays.
- Q Have you any idea how much bills are likely to be per month?**
- A As Mckinley Residential do not include bills it is difficult to say. I would estimate that if you add an additional £25/£30 per tenant per month this should cover all bills. Please Note: This is a guideline only.
- Q I can only view properties on a weekend but your office is only open Mon-Fri?**
- A We can arrange some viewing on a Saturday by appointment only.
- Q Can I view a property in the evening?**
- A Yes, by appointment only.
- Q Are your properties fully furnished?**

- A Yes (unless otherwise indicated). Most bedrooms will have a bed (usually double) and storage i.e. chest of drawers and/or wardrobe. Living rooms will have a sofa and usually a book shelf/TV stand etc. Kitchens will have a washing machine, fridge, freezer, oven, hob etc (some have a dishwasher too). Most bathrooms have a shower. Any other additional items required i.e. chairs, desks etc will have to be provided by you and removed at the end of your tenancy.
- Q Do you provide bedding, crockery, cutlery, microwaves, kettles, toaster etc**
- A No. You will have to provide this your self. There are numerous places on Loughton High Road to buy such items and IKEA, Edmonton is a 25 minute drive away.
- Q Can I remove any furniture from the property. For example, remove a bed and bring my own?**
- A I am afraid not as we do now have storage to hold items.
- Q Can I view a property with Mckinley Residential and put down the £250 Reservation fee without having found all 4/5 tenants names, with the view to fill the other available rooms on the open day?**
- A Yes, this is possible and puts you at the advantage of having secured a property and also gives you the option of trying to fill the other rooms with people that you make friends with at the open day.
- Q If I pay the £250 Reservation fee to secure one of your properties and then find another property that I prefer can I get a refund?**
- A No, the reservation fee secures the property and is yours subject to credit checks so a refund will not be given. If you do not pass the credit checks the property will go back on the market and a full refund WILL be given.
- Q Is the reservation fee (£250) per household or per tenant?**
- A The reservation fee is per household and not per tenant. For example, five tenants wishing to secure a property would need to pay £50 per person.
- Q Why do I have to pay an admin fee of £100 per person?**
- A This charge covers processing the credit checks for you and your guarantor, drafting the tenancy agreement and registering your deposit. Most Letting agents in the area charge upwards of £150 per tenant so ours is considered reasonable.
- Q We are looking for a large property that will accommodate over 5 people – do you have anything available?**
- A Most properties in the area (not just ours) tend to be 4 bedroom houses (with a few 5 bedrooms) so I would keep your options option at this stage. Epping Forest District Council (local council) set aside guidelines for all Landlords wanting to let to a group of 3 or more unrelated people (this is called a 'House of Multiple Occupation') and as soon as you go past 5 tenants it proves a lot more complex for Landlords. They need to start providing two ovens, fridges, freezers, additional bathrooms, extra kitchen space, unit and cupboards so you will be very hard pushed to fine a property in the area that allows 5 or more tenants.
- Q I live abroad and will not be able to view any properties until shortly before the term starts, are you likely to have anything available then?**
- A No, I am afraid most of our remaining properties will be let on the open day. You can view photographs of all of our properties on our 'Mckinley Lettings' Facebook page. This will give you an indicate of what we let. Some international students have taken a property without actually seeing it but we would not advise this. If you have a friend living in London I am happy to arrange a viewing with them on your behalf.
- Q What if I do not get on with the people that I live with? Can I move out early?**

A We are happy for you to move out early providing that you find someone else to take your place. The replacement tenant(s) will need to be credit checked in the same way that would be and I would need the remaining tenants to fill out a form to say that they are happy for replacement tenant to move in. McKinley Residential will not be able to help you find a replacement tenant as it is your responsibility.

Q We really like the property that we viewed. Can we sign a contract for longer than 12 months i.e. the whole length of our course?

A No I am afraid not. It is in everyone's best interest to review tenancies annually.

Q What if our household passes the credit checks and someone drops out? Do we have to find someone else?

A Yes. We ask all tenants to sign an Assured Tenancy Agreement making all parties severally liable for each other. All letting agents will work in the same way unless you have taken a room advertised as a bed-sit. If someone drops out BEFORE you move in we may have a waiting list of people still looking so please contact us but there is no guarantee that we will be able to find someone.

Q Will we be expected to maintain the gardens of the property?

A Mckinley Residential will be responsible for pruning any hedges etc so you will just have to maintain the lawns and paving areas.

Q Do most properties come with parking spaces?

A Most properties in the area have free street parking. Please ask at the time of viewing a particular property for more information.

Q What will I have to pay upfront?

A The reservation fee of £250 per household to secure the property (this is then deducted from your invoice for funds due and NOT an additional payment). A £100 admin fee per tenant (due when the credit checking forms are returned 7 days after securing the reservation fee). You will then have to pay the first months rent in advance and a 6 week deposit (minus the reservation fee paid). All funds are due no later than 21 days prior to the start of the tenancy. Mckinley Residential have a waiting 'stand by' list and if all funds and documentation have not been received in time the property may be released to another group and you could lose your admin fee and reservation fee so please act as quickly as possible.

i.e. A property advertised for £1475.00 per month would cost as follows:

Initial Charges

£250	Reservation fee to secure the property	Due after viewing a property
£100	Admin fee per tenant	Due 7 days after securing a property

Charges due later

£1475	1 st months rent in advance	
£2044	6 Week Deposit	
£3519	Total i.e. £879.75 per tenant	Due 21 Days prior to the start of the tenancy

Q Are there any other 'hidden' charges?

A No. The only other charges are listed above.

Q Can I pay terms rent in advance so that I can budget? Do I get discounted rent if I pay in advance?

A Yes you can pay a terms rent in advance but I am afraid that we not offer a discounted rate for this.

Q Can I wait until I get my loan to pay the first months rent/deposit?

A Although we appreciate that it can be a lot of money to find upfront we are unable to accept late payments. All funds are due 21 days prior to the start of the tenancy.

Q How do I pay my rent each month?

A All rent must be paid by standing order per month as a household only. We do not accept payments per tenant. All late payments are subject to the late payment fees in accordance with your tenancy agreement.

Q How far will I be from local amenities i.e. supermarkets, banks, post office, gyms etc?

A Most of our properties are located in Debden and are very close to the E15 Hatfields campus. Debden has a shopping parade (The Broadway) which has a post office, Sainsbury's, a small selection of banks, chemists, Boots, Superdrugs, cafes etc. Loughton High Road is a better area for shopping and has a wide selection of banks, post offices, gym with swimming pool, cafes, coffee shops, as selection of supermarkets (Morrison's, Sainsbury's, M&S). There are also a lot of nice restaurants (Pizza Express, Zizzi's, Independent restaurants) and bars/pubs including a Wetherspoons that seems to be a student favourite!

Q Who do I go to if there is a problem in the house i.e. the washing machine breaks down?

A Mckinley Residential manages all the properties advertised on behalf of our Landlords so please contact us. Email is usually the best form of contact.

Q Are you open after East 15 closes in case there is a problem?

A Someone is usually in the office until 6.30/7.00pm but you will also be provided with an emergency mobile number.

Q Why should we let from Mckinley Residential?

A We have been letting to students at the East 15 acting school for many years and have build up a professional relationship with East 15 and our tenants and Landlords alike. Our Letting Manager, Grace Halliday, also trained at East 15 and understands the demands of what life at drama school is like. Our charges are less than other agents in the area and we offer a friendly and helpful service throughout your time at E15.

Q I can't see your agency on the high street? Why do you have a PO Box address?

A We currently work from a residential house in Debden which enables us to charge less and offer a more individual service to our tenants and Landlords.

Q What happens to my deposit? When do I get it back?

A We are not an agency that likes to benefit from tenants deposits. We register every deposit with a Tenancy Deposit scheme like DPS or Mydeposits and they act as an impartial party between the tenant and us. You will receive evidence that your deposit has been registered for your own piece of mind. All households are provided with an inventory that outlines the contents and conditions of the property and we ask you to check and sign this shortly after you move in, making notes if appropriate. We enjoy walking in to a house that has been left in exactly the same condition as it was found in and are happy to return full deposits. The most common deductions from deposits are for cleaning, rent arrears incl late payment charges, breakages, damage etc.

Q How do we know that your properties are safe? Do you offer Insurance for contents?

A All of our properties are checked by an Environmental Health Officer at Epping Forest District Council. They give us a list of requirements and we carry them out. All of our properties have interlinked smoke alarms, fire doors, fire blankets, improved insulation, fire safety furniture etc Electrical, Gas and Energy Performance (EPC) certificates are also provided. We recommend that tenants provide their own contents insurance and our Landlords insurance covers the building only.

Do you still have any unanswered questions? Please email
grace.halliday@mckinleyresidential.co.uk