

Frequently Asked Questions (FAQ)

When can I view McKinley Residential student properties?

Viewings can be arranged once we know a property will be available and the current tenants have granted permission for viewings to take place. To arrange a viewing, please contact us:

- **Email:** help@mckr.co.uk
 - **Phone:** 0208 418 0486
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Will I have a tenancy agreement?

Yes. All tenants will receive a **formal tenancy agreement** outlining the terms and conditions of the tenancy.

Are utility bills included in the rent?

Utility bills (water, gas, electricity and broadband) are **included in the rent for individual tenancies only**.

For **joint tenancies**, tenants are responsible for arranging and paying household utility bills.

Do I have to pay council tax?

Students are generally **exempt from council tax during their course**. East 15 Acting School will provide you with a **Council Tax Exemption Certificate** when your course begins. This should be forwarded to McKinley Residential.

Joint Tenancies - You may still be liable for council tax during periods when you are **not officially classed as a student**, for example:

- Before your course officially begins
- After your course has finished

If you are unsure, please contact: **Epping Forest District Council**, Phone: **01992 564000**

How much do household bills cost for joint tenancies?

The cost of bills varies depending on the property and the type of heating system used. As a general guide, we recommend budgeting **at least £100 per person pcm** for household bills.

Are the properties furnished?

Yes. Most properties are fully furnished.

Typically, this includes:

Bedrooms -

- Bed (usually small double or double)
- Wardrobe and/or chest of drawers

Living Areas

- Sofa
- TV stand

Kitchen

- Washing machine
- Fridge/freezer
- Oven and hob

Some properties may also include:

- Dishwasher
- Tumble dryer

Bathrooms usually include a **shower**.

Any additional items not listed in the property details must be supplied by the tenant and removed at the end of the tenancy.

Do you provide bedding, crockery or kitchen appliances?

No. Tenants are responsible for providing items such as:

- Bedding
- Crockery
- Cutlery
- Kettle
- Toaster
- Microwave

These can be purchased locally in Loughton. Occasionally previous tenants may leave small appliances behind. These items are considered **gifted** and the landlord is **not responsible for replacing them if they stop working**.

Can I remove furniture from the property?

McKinley Residential does not have storage facilities. If you wish to remove any furniture, you must arrange **your own storage and transport**, and ensure the furniture is returned in its original condition at the end of the tenancy.

Tenants are responsible for any damage caused to furniture during the tenancy.

Can I pay a holding deposit without having a full group of tenants?

No

Can I get my holding deposit back if I change my mind?

No. The **holding deposit secures the property** you have selected and is therefore **non-refundable**, except in circumstances outlined in the holding deposit agreement.

How does the holding deposit work?

Joint Tenancies

The holding deposit is **one week's rent for the entire property**. This amount is deducted from the **first month's rent**.

The group can decide how to split the payment between themselves. McKinley Residential is not involved in how the group contributes. If some tenants cover more than others, it is the group's responsibility to arrange reimbursement privately.

Individual Tenancies

The holding deposit secures **a room within a shared house**. This payment will be deducted from your **first month's rent**.

Do you charge any tenant fees?

No. McKinley Residential **does not charge tenant fees**.

I live overseas and cannot view properties in person. What should I do?

You can view property photographs on our website: www.mckr.co.uk

Many international students secure properties based on photographs and property details. However, we always recommend viewing a property in person if possible. We can sometimes arrange a video call, but this is not always possible.

Upfront Costs

Joint Tenancies (Shared Houses)

- Holding Deposit: 1 week's rent (per property)
- First Month's Rent: minus the holding deposit already paid
- Security Deposit: 5 weeks' rent (split equally between tenants)
- Each tenant will receive an **individual invoice** outlining the total move-in costs.

Tenants may choose how to divide the rent between rooms. We will split the rent equally if not informed for the purpose of the invoice.

Individual Tenancies (Single Room)

- Holding Deposit 1 week's rent
- First month's rent (minus holding deposit)
- Security deposit equivalent to **5 weeks' rent**

Each tenant will receive an **individual invoice** outlining the total move-in costs.

Guarantors

If you cannot provide a **UK-based guarantor**, you will need to use an **approved professional guarantor service**. This may also apply if a UK guarantor does not pass referencing checks.

Do most properties have parking?

Most properties in the area offer **free street parking**.

Are there any hidden costs?

No. There are **no hidden costs**.

How close are the properties to shops and amenities?

Most properties are located in **Debden**, close to the **East 15 Acting School campus**.

Nearby amenities include:

The Broadway (Debden)

- Post Office
- Sainsbury's
- Banks
- Pharmacies
- Cafes

Debden Retail Park

- TK Maxx
- Next
- Home Bargains
- Aldi

Loughton High Road

- Morrisons
- Sainsbury's
- M&S
- Restaurants
- Cafes
- Gym and swimming pool
- Banks and post office

How do I report a maintenance issue?

Most properties are managed by McKinley Residential. Please report **non-emergency maintenance issues** via email: help@mckr.co.uk

Exception: Property **48A The Broadway** is managed directly by the landlord.

Why rent with McKinley Residential?

McKinley Residential has many years of experience working with students at **East 15 Acting School**. We aim to provide a **friendly, reliable, and professional service** to both students and landlords throughout the academic year.

Still have questions?

Please contact us:  help@mckr.co.uk