

Tenant Guide: E15 Students

To help you get the most from your tenancy, we have prepared this Tenant Guide covering frequently asked questions and key responsibilities from A–Z.

Broadband Installations

Individual Tenancies

Broadband is provided and included in the monthly rent.

Disclaimer: McKinley Residential is not responsible for the performance or reliability of the broadband service provided by the supplier. Account details can be provided upon request if issues occur over the weekend. Our team will assist with any problems during office hours (Monday–Friday, 9:00am–5:00pm).

Joint Tenancies

Tenants are responsible for arranging and installing broadband services for the property.

Change of Tenant

Once a tenancy agreement has been signed, tenants are bound by its terms until the final day of the lease.

If you need to discuss a potential change of tenant, please contact our office on **0208 4180846**.

Decoration and Alterations

Tenants are not permitted to redecorate or make alterations to the property without written permission from the landlord.

If you wish to make any changes, you must submit a written request and wait for approval before any work begins. Any unauthorised alterations may result in charges to restore the property to its original condition.

Please avoid using adhesive materials such as **blu-tack or Sellotape**, as these can damage paintwork and may result in redecoration costs.

Security Deposit

A security deposit equivalent to **five weeks' rent** is required before the tenancy begins.

This deposit is refundable at the end of the tenancy, provided:

- Rent has been paid in full
- The property is returned in good condition
- No damage or missing items are identified

Your deposit will be protected with the **Deposit Protection Service (DPS)**.

Deposit Return

After the tenancy ends, the property will be inspected and compared with the inventory.

The property must be returned in the same condition as when it was handed over, allowing for **fair wear and tear**.

Deductions from the deposit may be made for:

- Rent arrears
- Damage to the property
- Missing or damaged inventory items
- Cleaning costs
- Repairs
- Replacement keys or lock changes

To help ensure a full deposit return, we strongly recommend that tenants:

- Ensure rent is paid up to the final day of the tenancy
- Clean the property thoroughly
- Return all inventory items to their original locations
- Notify utility providers and the council (joint tenancies)
- Provide final meter readings when vacating (joint tenancies)

Repairs and Emergencies

If you notice a fault or maintenance issue, please report it as soon as possible.

Non-Emergency Repairs

Email: help@mckr.co.uk

Emergency Repairs

Phone: **0208 4180846**

Outside office hours, an out-of-hours emergency contact will be provided. This service should only be used for genuine emergencies.

Reporting non-urgent issues as emergencies may result in **call-out charges**.

Emergency Contacts

- Gas Leak: **National Grid – 0800 111999**
- Fire, Police, Ambulance: **999**

If you are locked out and require a locksmith: Lock King: **07949 023212**

Floods

If flooding occurs and you cannot turn off the water supply at the stopcock, contact the local fire brigade:

01376 576700

Fees

McKinley Residential **does not charge tenant fees.**

Garden Maintenance

Unless otherwise stated in your tenancy agreement, tenants are responsible for routine garden maintenance.

This includes:

- Regular lawn mowing
- Keeping the garden tidy
- Not altering the garden's layout or structure

Major maintenance such as pruning trees or large shrubs remains the landlord's responsibility.

If the garden is not maintained adequately, McKinley Residential may appoint a contractor and the **cost may be charged to the tenant.**

In some cases, garden maintenance may be included in the rent. If so, this will be stated in your tenancy agreement.

Holidays and Absence

If the property will be unoccupied for **more than 28 days**, you must inform us in writing.

This may affect the landlord's insurance requirements.

During winter months (**November–March**), heating should be left on low or set on a timer to prevent burst pipes.

Email: **help@mckr.co.uk**

Property Inspections

Routine inspections are carried out every **3–4 months** to ensure the tenancy agreement is being followed. Tenants will be notified in advance.

Individual Tenancies

Communal areas may be inspected without prior notice. Bedroom inspections will be arranged at a mutually convenient time.

Insurance

The landlord's insurance **does not cover tenant belongings**.

Tenants are strongly advised to arrange **contents insurance** to protect personal possessions and cover accidental damage.

Inventory

An independent inventory clerk will prepare a **schedule of condition** detailing the property's fixtures, fittings, and contents.

Tenants should review this document carefully and report any discrepancies **within 7 days of receiving it**.

If no comments are returned within this time, the inventory will be considered accepted.

At the end of the tenancy, a **check-out report** will be completed and compared with the original inventory.

Joint and Several Liability

Joint Tenancies

All tenants share equal responsibility for the tenancy. This means each tenant may be held liable for the full rent or damages.

Individual Tenancies

Tenants are responsible for their own bedroom and share responsibility for communal areas.

Keys

Each tenant will receive one set of keys which must be returned at the end of the tenancy.

Locks must **not be changed or additional locks installed** without written permission.

All keys must be returned **by 12:00 noon on the final day of the tenancy**. Failure to do so may result in lock replacement charges.

Lead Tenant (Joint Tenancies)

Joint tenants should nominate a **lead tenant** to communicate with McKinley Residential.

At the end of the tenancy, deposits are typically returned to the nominated lead tenant, who is responsible for distributing funds to the other tenants.

Pest Control

Tenants are responsible for addressing pest infestations that occur during the tenancy, including:

- Mice, Ants, Wasps, Flies, Bed bugs

Noise and Nuisance

Tenants must ensure their behaviour does not disturb neighbours.

You are also responsible for the behaviour of visitors.

Excessive noise, late-night gatherings, loud music, or antisocial behaviour may lead to formal complaints and could result in eviction.

If planning a gathering, please inform neighbours in advance and provide a reasonable finishing time.

Local authorities have powers to issue fines or seize equipment if noise regulations are breached.

Pets

Requests to keep pets must be submitted **in writing** to:

help@mckr.co.uk

Please include information about:

- The pet's suitability for the property
- Behaviour
- Vaccination history

Requests will be considered and a response provided within **28 days**.

Rent Payments

Rent is due on the **tenancy start date each month**.

To ensure payments clear on time, standing orders should be scheduled **three days before the due date**.

If rent is more than **14 days late**, interest may be charged at **3% above the Bank of England base rate**.

Tenants must notify McKinley Residential in advance if they expect payment delays.

Rubbish Disposal

Tenants must dispose of rubbish appropriately and ensure it is placed out **on the correct collection day**.

Rubbish must never be left in communal areas.

Contact your local council for waste collection schedules.

Smoking Policy

All McKinley Residential properties are **non-smoking**.

Any damage caused by smoking, including odours, stains, or required cleaning or repainting, may be deducted from the deposit.

We also strongly recommend you do not use candles in the property.

Tenancy Duration

Tenancies normally run for the academic year.

If a government quarantine or similar event occurs, rent remains payable until notice is formally served in accordance with the terms of your tenancy agreement.

Tenancy Agreements

Once satisfactory references have been received, the tenancy agreement will be issued electronically for signature. A final signed copy will be provided once all parties have completed the process.

Telephone, Television & TV Licence

Tenants are responsible for arranging:

- Telephone connections
- Television services
- TV licence

Satellite or cable installations require **written landlord permission**.

If a communal television is provided in individual tenancy properties, the landlord will cover the communal TV licence only.

Tenant Responsibilities

Tenants are responsible for:

- Keeping the property clean
- Cleaning internal windows
- Replacing light bulbs
- Maintaining ventilation to prevent condensation
- Cleaning appliances (filters, trays, etc.)
- Defrosting freezers
- Preventing limescale build-up
- Garden maintenance (joint tenancies)
- Maintaining heating during winter
- Securing the property
- Repairing damage caused by tenants or visitors
- Clearing blocked drains caused by misuse
- Removing all personal belongings and rubbish when vacating

Utilities

Joint Tenancies

Tenants must:

- Take meter readings when moving in and out
- Set up utility accounts
- Provide final readings and proof of bill settlement

Individual Tenancies

Utility costs are included in the rent and managed by the landlord.

Council Tax

Joint Tenancies

Students are normally exempt from council tax during their course.

Tenants must notify **Epping Forest District Council** of their student status.

Contact: **01992 564000**

Individual Tenancies

Council tax is covered as part of the tenancy.

Ventilation, Condensation & Mould

Tenants must ensure the property is adequately heated and ventilated to prevent condensation.

Recommendations:

- Wipe condensation from windows regularly
- Use extractor fans when cooking or showering
- Open windows to ventilate rooms
- Avoid drying clothes on radiators
- Keep furniture slightly away from walls
- Use lids when cooking
- Keep trickle vents open

During winter, maintain heating at **approximately 5°C** if the property is unoccupied.

Viewings

During the tenancy, tenants must allow reasonable access for viewings by prospective tenants for the next academic year.

Viewings will always be accompanied by a **Mckinley Residential representative**, and tenants will be notified in advance.

Please ensure the property is presented in a reasonably tidy condition.