



HARRISON  
JACKS

*Tenant FAQs*

**Q: What do I need after my offer has been accepted?**

A: You will need to make an appointment to attend the office and bring the following documents with you;

- Passport/Driving licence
- VISA/Residents Card
- Proof of your current address via a utility bill (dated within the last 3 months)
- Guarantors must provide home ownership status (statement within the last 3 months)

**Q: What happens at the referencing stage**

A: You provide HARRISON JACKS with some basic details. You sign the consent forms. Homelet will then contact you to fill in further details online.

You will receive text updates on your referencing application. The quicker your previous landlord and current employer respond, the quicker your referencing report will return.

**Q:** How much do I need to earn to pass referencing?

A: You will need to be earning a minimum of 2.5x the annual amount of rent (after tax).

**Q:** What happens if I don't pass referencing?

A: The landlord will either reject your application, or impose special conditions such as paying rent in advance, providing a guarantor etc. Please note these options are at the landlords discretion.

**Q:** Will I get a refund if I don't pass referencing?

A: You will not be able to get a refund if you don't pass the referencing as the application has already been processed

**Q: What can I do to ensure I pass referencing?**

A: BE HONEST with your agent/landlord. Let them know about any adverse credit ratings. If you let them know early on this will help them to make a decision early on, rather than waste both parties time. If you have limited affordability, approach the agency with a guarantor already in place.

**Q: Why do I need a deposit?**

A: The deposit is held so that in the case you as the tenant cause damage to the property, the repair can be carried out using your deposit money.

**Q: Where is my deposit kept?**

A: This is kept in a separate bank account and registered with a deposit scheme. The deposit is then either held by the agent, the landlord or the scheme. You will receive all details of the scheme.

**Q: Why does it go into the scheme?**

A: This is so that your deposit is protected, and should there be a dispute about the deposit at the end of the tenancy, they can offer assistance.

**Q: Who's responsible for repairs?**

A: The landlord is responsible for maintaining his repairing obligations. However, if the tenant has caused damage or a repair is required due to the negligence of the tenant, the tenant will be responsible to repair.

**Q: What do I do if I can't pay my rent?**

A: Don't let arrears pile up so they're unmanageable. Speak to your landlord or letting agent.  
You can also get insured against sickness and unemployment.  
Speak to a guarantor if you have one to help you out.

**Q:** What if I want to end the tenancy early?

A: If you're in a fixed term contract, you are liable for the rent up until the end date of the fixed term.

If you're not in a fixed term contract, your contract will state how much notice to give.

**Q:** When can the landlord enter the property?

A: The landlord must give you notice before entering, unless its an emergency in which case no notice is required (e.g. a flood at the property, or emergency works to prevent damage to the property)

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