

GUSRC Letting Agency mystery shopping results

October 2015

<u>Letting Agency Name</u>	<u>Did they let to students?</u>	<u>Do they charge fees?</u>	<u>Do they require a holding deposit?</u>	<u>If so is holding deposit refunded?</u>
Slater Hogg & Howison	No – they are part of same company as Countrywide who do though	N/A	N/A	N/A
CIB Letting	Yes – they require a guarantor unless student can demonstrate they have large savings	No	Yes - £100	No
Remax	Yes – over 21 years of age	No	No	N/A
Countrywide	Yes	No	No	N/A
G&S Properties	Yes	No	No – they do ask potential tenants to either provide a UK guarantor or show proof of income	
Clyde Property	No	N/A	N/A	N/A
Ivy Property	Yes	Yes – must pay for own credit check (cost dependent on who student uses)	Yes - £250	Yes
Cairn Letting	Yes	Yes - Guarantor required – they must pay for own credit check (accept free one from Experian etc)	Yes - £500	Yes

Zone Letting	Yes but Guarantor needed	Yes - £120 pre-emptive cleaning fee	Yes – £200	No – unless very good reason for backing out. Won't refund if just changed mind.
MacLeod Lettings	Yes – some landlords won't accept students so it may depend on property	No – But Guarantor needed	No	N/A
Kohli Property	Yes	No – Guarantor needed or 2x deposit	No	N/A
Berisfords	No	N/A	N/A	N/A
Rettie Lettings	Yes - some landlords won't accept students so it may depend on property	No – But Guarantor needed	£200	Yes
1 Stop Properties	Yes – some landlords will only accept students over 21	No	£200	Refunded if they cancel application, not refunded if tenant backs out
Happy Lets	Yes – some landlords will not accept students though	They carry out a credit check via "Let Alliance" and only charge if tenancy doesn't go ahead	£200	No
Property Bureau	Yes	If tenant cannot provide their own credit report they charge £60 to carry out credit check	£200	No
Fineholm	Yes	Yes – but will accept student providing copy of	£250	No

		their credit file		
Learmonts	Yes	No	Yes – amount varies	No – unless they reject application
DJ Alexander	Yes - but must pass credit check or have UK guarantor if not 6 months rent in advance	Yes - £39 plus VAT credit check fee	Yes – half first months rent	No
Vanilla Square	Yes – but must be able to provide UK guarantor	No	Yes	Yes – if unable to proceed with tenancy
Northwood Lettings	Yes – some landlords won't accept students so it may depend on property	No	No	N/A
Castle Residential	Yes – but must provide UK guarantor	No – if tenants can provide own credit file, otherwise £55 per person	Yes – equivalent to one month's rent	No
Goodearl	Yes	No	No	N/A
Grant Property	Yes	No – if tenants can provide own credit file, otherwise £25 fee	Yes - £200	No – only refunded if they reject tenant
Martin and Co.	Yes	Yes	Yes – amount varies but up to one month's rent	No
Western Lettings	Yes	No – if tenants cannot provide own references there is a charge of £48	Yes – £250	No – only refunded if they reject tenant
Infiniti Properties	Yes – require UK	No – if tenants can	Yes - £200	No – only refunded

	guarantor or will accept a few months rent in advance	provide their own credit file		if they reject tenant
Harvey Lets	Yes	No	Yes - £200	Yes