Your guide to renting

Clear advice, from your first viewing to moving home.

For private assured periodic tenancies in England. Other arrangements, such as company lets, lodgers and some student accommodation, have different rules. This guide does not replace your tenancy agreement or statutory information.

1. Finding your home

Tell us your preferred area, budget, household size, intended move date, accessibility needs and any pets. We will explain the advertised rent, deposit, bills, furnishing and other material property information before you commit. We do not invite or accept rent bids above the advertised asking rent.

Applications are considered individually. We do not apply blanket exclusions because you have children or receive benefits. Any affordability criteria must be fair and relevant. Please tell us if you need reasonable adjustments to the application or viewing process.

2. Applying and referencing

Checks may cover identity, address history, income, employment, previous tenancy references and relevant credit information. We explain the evidence required and any proposed guarantor before you pay a holding deposit. An income multiple is an assessment tool, not a legal rule; a credit issue is not automatically a legal bar to renting.

Right to Rent checks apply to all adult occupiers where required. Acceptable routes include eligible documents, the Home Office online service and, where appropriate, the Landlord Checking Service. Proof of address alone does not establish a Right to Rent.

3. Reserving a property

A holding deposit cannot exceed one week's rent, calculated as monthly rent x 12 ÷ 52. Before payment, we explain the conditions and the deadline for agreement, normally 15 days unless varied in writing. We stop advertising while a holding deposit is held. Only one holding deposit may be held for a property at a time.

It is normally refunded or, with your consent, credited towards rent or the tenancy deposit. Retention is allowed only on statutory grounds, such as withdrawal, materially misleading information, qualifying Right to Rent failure, or failure to take reasonable steps to agree the tenancy. A failed reference alone is not sufficient. Refunds are due within seven days of entering the tenancy, deciding not to proceed or the agreement deadline, as applicable. Written reasons for lawful retention are due within seven days of the decision not to proceed or the deadline, as applicable. Retention is not automatic if the landlord or agent has failed to take reasonable steps or acted unlawfully.

Before you move in

4. Your agreement and payments

Assured periodic tenancies run on a rolling basis without a fixed end date. The required written information about the tenancy must be supplied before it is agreed. Read the terms carefully and ask about anything unclear. Signing does not remove your statutory rights.

For new assured tenancies, rent must not be requested or accepted before the agreement is signed. Once signed by both parties, no more than one month's rent may be required before the start where rent is monthly. Your agreement sets out the payment dates. Do not pay a larger upfront sum to bypass affordability checks.

For monthly rent of £1,000, one week is £230.77 and five weeks is £1,153.85. We confirm the actual amount before payment. No application, referencing, ordinary inventory or check-out fee is charged to tenants.

5. Your tenancy deposit

The deposit is stated in the property details and agreement. The legal cap is five weeks' rent where annual rent is below £50,000, or six weeks where annual rent is £50,000 or more and the Tenant Fees Act applies. A holding deposit is separate from this security deposit.

Where protection is required, the deposit must be protected and the prescribed information supplied within 30 days of receipt. Your paperwork identifies the scheme, holder and whether protection is custodial or insured. WPG has supplied evidence of MyDeposits custodial membership. The protection paperwork for your own deposit confirms the scheme actually used; do not assume WPG holds every landlord's deposit.

6. Safety and handover

You should receive the applicable EPC, current gas safety record where gas is present, electrical installation condition report, tenancy information and deposit paperwork. Electrical inspections are required at least every five years, or sooner if the report specifies. Gas safety checks are normally annual.

Smoke alarms are required on every storey used as living accommodation. Carbon monoxide alarms are required in rooms used as living accommodation containing fixed combustion appliances, except gas cookers. Required alarms must work at the start of a new tenancy; report faults immediately. Landlords must assess relevant water-system risks; a paid Legionella certificate is not universally required.

We confirm key collection once the agreed checks, signatures and lawful payments are complete. Record meter readings and photograph the condition. Please return inventory comments within seven days. This is an administrative request and does not remove your right to report defects or challenge inaccurate evidence later.

For qualifying existing written tenancies, the official Renters' Rights Act Information Sheet was due by 31 May 2026. New tenancies require the prescribed written information instead. This WPG guide is not a substitute for either document.

During and after your tenancy

7. Repairs, emergencies and access

Your move-in details identify whether WPG or your landlord manages repairs. Report defects promptly, with photographs where helpful, especially damp, mould, leaks or loss of heating. The landlord remains responsible for statutory repairs and fitness for habitation.

For immediate danger call 999. If you smell gas or suspect a gas leak, leave the affected area and call the National Gas Emergency Service on 0800 111 999 from a safe place. For other urgent issues use the emergency arrangements supplied for your property.

Contact the managing party before commissioning routine work. Agree responsibility for any costs in writing; a tenant does not automatically become liable for the landlord's statutory repairs merely by reporting a problem.

Inspections are normally planned approximately every four months under our managed service. We arrange access with you, give at least 24 hours' written notice for routine inspection or repair access, and attend at reasonable times. Notice alone does not authorise forced entry. Genuine emergencies are treated differently.

8. Rent and pets

Contact us promptly if rent becomes difficult to pay. For assured periodic tenancies, rent increases use the statutory section 13 process, normally Form 4A, with at least two months' notice; increases cannot take effect in the first year or more than once a year. You may challenge an above-market increase at the First-tier Tribunal within the applicable deadline.

You can request a pet in writing with a description. Consent must not be unreasonably refused. The landlord normally responds within 28 days, subject to permitted extensions. We explain any relevant lease restrictions. An additional pet deposit cannot take the total above the legal deposit cap.

9. Moving out and your deposit

You normally give two months' written notice ending on a rent due date or the day before. A shorter period may apply under your agreement or a written agreement with the landlord, including transitional rules for older tenancies. Ask us to check the dates. One joint tenant's notice can end the whole joint tenancy, so seek advice before serving it.

Return keys, provide final readings and leave the property in the agreed condition, allowing for fair wear and tear. Deductions must be justified; professional cleaning cannot be imposed as a compulsory purchased service. Once the return amount is agreed, the deposit must be returned within 10 days. Disputed deductions can be referred to the protection scheme.

Raise service complaints with WPG and request our complaints procedure. The applicable redress route is Property Redress, subject to its rules. You can also seek help from your council, Citizens Advice or Shelter.

info@wpg-properties.co.uk | 0191 486 2414 | www.wpg-properties.co.uk

Watson Property Group Ltd trading as WPG Sales & Lettings. Registered in England and Wales, company number 09641317. Registered office: Heddon Banks Farm, Heddon Banks, Heddon-on-the-Wall, Newcastle upon Tyne, NE15 0BU.