Habitat
ESTATE MANAGEMENT LIMITED

01902 423843
habitatestatemanagement.co.uk
Mon–Fri 9:30–4:30

TENANT GUIDE

The Tenant's Guide to Renting

A clear, practical guide to renting a home through Habitat — from your first viewing to getting your deposit back.

1 Welcome

Habitat Estate Management is a family-run letting agent in Wolverhampton, looking after homes across the WV postcodes since 1990. You deal with a local team you can actually call — not a distant call centre. This guide walks you through what to expect at each stage of renting with us.

2 Finding & viewing a property

Browse available homes on our website and use the filters (type, budget, bedrooms, EPC and features) to narrow things down. When something suits, send an enquiry through the property page or call us on **01902 423843**.

We'll arrange a viewing, usually the same or next working day. Bring any questions — we're happy to talk through the area, the tenancy and the next steps.

3 Applying & referencing

If you'd like to proceed after a viewing, you'll complete an application and provide ID, proof of income and references.

Applicants on benefits and families are assessed on individual circumstances — we don't apply blanket exclusions. If anything about your situation needs explaining, tell us early and we'll work with you.

4 Holding deposit & tenancy agreement

Where a holding deposit is used, it reserves the property while referencing is completed and is capped at **one week's rent**. You'll then review and sign the tenancy agreement.

> Rent and the tenancy deposit are only collected **after** the agreement is signed — never before.

5 Move-in day

On the day you collect the keys, you'll also receive:

- A photographic inventory of the property's condition
- The Government's tenant information for the start of your tenancy
- Deposit prescribed information — your deposit is protected with **mydeposits**
- Clear instructions for paying rent and reporting repairs

6 Paying your rent

Rent is paid monthly, usually by standing order you set up with your bank for the due date in your agreement. If you ever expect to struggle with a payment, **contact us early** — it's always easier to sort out a plan before rent is missed than after.

7 Repairs & maintenance

Emergencies — a gas leak, no heating in winter, a serious water leak, electrical danger, or a broken external door or window — call **01902 423843** immediately. Out of hours, follow the instructions in your tenancy pack.

Routine repairs — use the maintenance form on our website and attach a photo or two. We aim to respond within **two working days**. Reports of damp and mould are fast-tracked under Awaab's Law.

8 Your deposit at the end of the tenancy

Your deposit is protected with mydeposits and returned within **10 days** of agreeing any deductions. Money can only be withheld for:

- Unpaid rent
- Damage beyond fair wear and tear
- Missing items listed on the inventory
- Reasonable cleaning if the property is left worse than the move-in inventory

Fair wear and tear is **not** deductible. If you disagree with a proposed deduction, the mydeposits scheme runs a free, independent adjudication.

9 Your key rights (Renters' Rights Act 2025)

- A written statement of your tenancy terms from the start.
- Rent increases must use the prescribed form (Form 4A), at most once a year — and you can challenge an above-market increase at the First-tier Tribunal.
- You can request to keep a pet; your landlord must respond within 28 days and cannot unreasonably refuse.
- Damp and mould must be dealt with within strict timeframes.
- Your deposit must be protected within 30 days.
- Section 21 'no-fault' evictions have been removed — a landlord now needs a valid legal ground.

This is a general summary; for advice on your situation, contact us or seek independent advice.

10 Useful contacts

- **Phone:** 01902 423843
- **Email:** info@habitatestatemanagement.co.uk
- **Office hours:** Monday to Friday, 9:30am to 4:30pm
- **Out-of-hours emergencies:** follow the instructions in your tenancy pack
- **Unresolved complaints:** the Property Redress Scheme (propertyredress.co.uk)
- **Data protection concerns:** the Information Commissioner's Office (ico.org.uk)

Habitat Estate Management Ltd · Registered in England & Wales, Company No. 10263235 · Registered office: Communications House, 8–10 Compton Road, Wolverhampton WV3 9PH · ICO registration ZA319568 · Client Money Protect (CMP001988) · Property Redress Scheme (PRS005450) · Member of mydeposits.
This guide is general information and does not replace professional or legal advice. Last updated: June 2026.