

Encountering problems with *your rented accommodation*

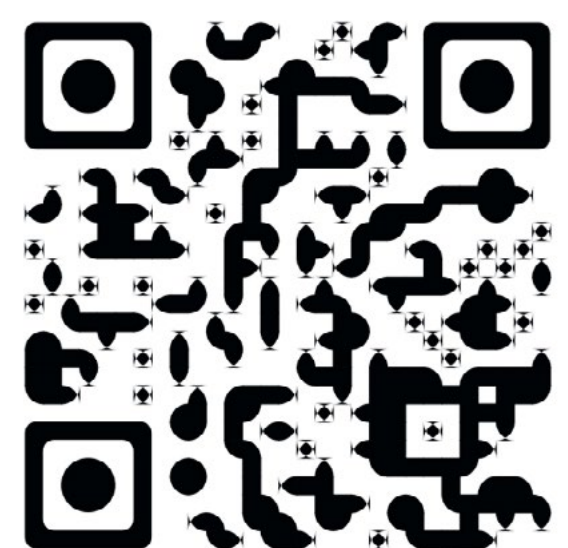


Introduction

It is possible that at some point during your time at University you will encounter issues with housing. This could be anything from a broken boiler, unexpected bills, a disagreement with flatmates or perhaps your landlord will decide to sell your flat.

The current pressures in the accommodation market mean when things go wrong, it can feel like there are less options to resolve these and more stress involved in doing so. Please remember that you are not alone. Please reach out for support if you are worried, unsure what to do or feeling stressed about your situation. Information from Student Welfare can be found on the [Student Intranet](#) and our Welfare Advisers can be contacted at welfare@gsa.ac.uk.

Please also see our 'Renting in Scotland Guide' which contains lots of useful information on private accommodation. You can find this on the Student Welfare area of the Student Intranet and Pre-enrolment Gateway.



Contents

Useful contacts

Repairs and safety concerns

Increases to your rent

Ending your tenancy and eviction

Return of deposits

Useful *contacts*

There are lots of resources and services that can help you with a range of housing issues in Scotland. Helpful services for tenants include:

- GSA Student Welfare welfare@gsa.ac.uk and the [Student Intranet](#)
- [Citizens Advice](#)
- [Shelter Scotland](#)
- [Scottish Government](#)
- [Student Information Scotland](#)
- [Glasgow City Council](#)
- Police Non-Emergency telephone 101 or phone 999 in an emergency for services including Fire, Police and Ambulance.

Repairs and safety concerns *in your home*

It is common for repairs to take place during your tenancy. Your landlord has a duty to maintain the accommodation they rent to you to a minimum **repairing standard**, and to deal with any issues you report to them in a timely manner. This means that your home should be wind and water tight; any appliances supplied to you as part of your tenancy (for example a cooker or washing machine) are maintained and working properly; your gas, electricity and water supply is well maintained and working properly.

As a tenant you have a duty to report repairs to your landlord. If you need a repair you should contact the landlord and letting agent to arrange a repair. You contact them, ideally in writing, so you can keep track of your correspondence with them about the issue and the time it takes them to respond. If your landlord has refused to undertake a repair, **Shelter Scotland has advice on steps you can take.**

If you have concerns about an infestation of pests in your home such as mice, lice or cockroaches, you should inform your landlord, and you can also contact **Glasgow City Council Environmental Health department** to report a concern.

If you have questions or concerns about raising a repair with your landlord, you can contact **welfare@gsa.ac.uk** for advice.

Repairs and safety concerns in your home

Increases *to your rent*

Your landlord must give adequate notice of any increases to your rent, and there are rules for landlords to follow around rent increases. These can differ depending on your tenancy type. There was a rent freeze until April 2023, and there is now a rent cap in place until September 2023. If you have a private residential tenancy, the rent cap applies to you. This means your Landlord can only increase your rent once in each 12 month period, by a maximum of 3%, and must give 3 months notice. Shelter Scotland has [helpful guidance on rent increases, and exceptions to this.](#)

If you have a different kind of tenancy, there may be different rules around increases in your rent. This is usually detailed in your contract.

If you have questions or concerns about notice you have received from a landlord or letting agent about an increase to your rent, you can contact welfare@gsa.ac.uk.

**Increases
to your rent**

Ending your tenancy *and eviction*

The rules around ending your tenancy and your landlord's responsibilities if they want to end your tenancy depend on the type of tenancy you have with them. If you are unsure what kind of tenancy you have, you can contact welfare@gsa.ac.uk for advice.

If you started renting your home after December 2017 and live in a flat or house, it is likely that you have a private residential tenancy. This means that your tenancy does not have an end date, and your landlord cannot make you leave without having a valid reason.

If you want to leave your tenancy, you must give your landlord at least 28 days' notice in writing either by email or post (you should allow time for delivery on top of the 28 days' notice). If you have a joint tenancy with others and you all want to leave, you should all write to your landlord giving notice as above. If only you want to leave, you will need to write to your landlord asking them to transfer your part of the tenancy onto those remaining in the tenancy or onto a new tenant. You should always get written confirmation of the end of your tenancy. Shelter Scotland has [advice and guidance on ending your private residential tenancy](#) including letter templates.

Ending your tenancy and eviction

If your landlord wants you to leave against your wishes, they must have valid grounds to remove you from the property. These are called valid grounds for eviction. There is currently a limited freeze on evictions in place in Scotland until the end of September 2023. Shelter Scotland's website has information on your rights as a tenant during the eviction ban. There are strict rules around the notice your landlord must give you if they wish to end your tenancy. These depend on the kind of lease you have and the reasons the landlord has for wanting to end it. [Shelter Scotland has advice on reasons for eviction and your rights as a tenant.](#)

If you have received notice from your landlord about wanting to terminate your tenancy or an eviction notice, you can contact student welfare for advice welfare@gsa.ac.uk. We'd also recommend that you seek advice from [Citizens Advice](#) and familiarise yourself with the resources around eviction by [Shelter Scotland](#).

Ending your tenancy and eviction

Return of *deposits*

When you move into rented accommodation, private landlords or letting agents will ask for a deposit. The deposit is usually equivalent to one month's rent, but must not be more than two months' rent. Always get a receipt when you pay your deposit.

The deposit acts as a guarantee against:

- damage you, as a tenant, may do to the property
- cleaning bills if you have left the property in poor condition
- bills that are left unpaid, for example fuel or telephone bills
- any unpaid rent

A deposit cannot be used to replace items that are damaged, or worn, due to normal wear and tear (e.g. worn carpets and furniture).

By law, your landlord must protect your deposit by lodging it with a government-authorized Tenancy Deposit Scheme. This is an independent third party authorized to hold and protect your deposit for the duration of the tenancy. Once the landlord has submitted the deposit, it is kept in a safe, designated account until the end of the tenancy and both parties have agreed to its return.

Further information about deposits, and how to ensure yours is returned to you in full, can be found on [Shelter Scotland's website](#).

THE GLASGOW SCHOOL OF ART

The Glasgow School of Art
167 Renfrew Street, Glasgow,
Scotland, G3 6RQ
www.gsa.ac.uk