

MARTIN & CO

STUDENT HOMES

PARENT & GUARANTOR GUIDE

As a Parent or Guarantor we understand that you are likely to be concerned about the letting agent responsible for your son, daughter or family member's accommodation. At Martin & Co we pride ourselves on our level of customer service and recognise that without reliable and trustworthy tenants our business wouldn't work, that's why our Students are always top on our priority list.

Whether it's fixing the heating or offering advice we will always help our Students as efficiently and effectively as possible. Our customer service has won us numerous awards over recent years and allowed us to proudly boast the title of the UK's No.1 letting agent.

All Martin & Co Students are given a copy of the Student Handbook when they move in. The handbook is designed to help answer any queries or questions a student may have; including items that the landlord is responsible for, what they as a tenant are responsible for and other more general topics such as operating gas appliances. We understand that most students are renting for the first time and our expertly trained staff are friendly and patient to ensure that their time in a Martin & Co Student Home is an enjoyable one. A copy of the Student Handbook forms the latter part of this guide, we encourage you as the Parent or Guarantor to have a read through the guide, which should answer any questions that you may have about the rental process.

We have highlighted a few key areas below that you may find interesting:

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