

Finding somewhere to rent



There are many places to search for rented accommodation in Exeter.

Letting Agents

Finding a home through a letting agency is the most common way to find a house, flat or room to rent. Letting agents are private businesses used by landlords to find tenants and sometimes collect the rent and manage repairs and maintenance of the property.

Letting agents charge a landlord for finding a tenant, and/or property management but they will also charge tenants for things like reference and credit checks and preparing a tenancy agreement.

There is a [list of local letting agents](#) on Exeter City Council's website.

Websites

Online you can find both private landlords and agencies advertising property on websites. Some of the most popular are:

www.zoopla.co.uk

www.gumtree.co.uk

www.devonlandlords.co.uk

www.home.co.uk

www.rightmove.co.uk

www.findaproperty.com

www.rentright.co.uk

www.primelocation.co.uk

www.fish4homes.co.uk

www.yourmove.co.uk

www.propertywide.co.uk

If you are looking specifically for a room in a shared house there are specific websites for this. This is often the cheapest way to rent. Some of the most popular of these are:

www.roombuddies.com

www.flatmaterooms.co.uk

www.spareroom.co.uk

www.spare-room.co.uk

www.gumtree.com

www.easyroommate.com

Local newspapers

The Express & Echo (published on a Monday and Thursday) advertise lets available through letting agents in the [Property section](#) with private landlord listing directly in the [Classifieds](#) section.

Local notice boards

There are often adverts for rooms and property to rent on notice boards around the community in shops, libraries, newsagents etc. These are more than likely going to be private landlords advertising rather than an agent.

It is important to think about what sort of place you are looking for. Private rented property can vary in size, quality and cost and you need to make sure that you find something that suit meets your needs and budget. It is important that you don't sign a tenancy agreement until you are sure that property is right for you.



Free internet access – Devon Libraries

If you are registered with Devon Library Services you are entitled to 2 hours free online access a day. A [booking](#) can only be made seven days in advance.

You need to be a member of the library to book a computer and if you are not a member you can [join the library](#) by calling 0845 155 1001.

Letting Agent Redress Scheme

From 1 October 2014 it has been a legal requirement that all letting and managing agents must be a member of a redress scheme. These schemes are in place to deal with complaints made by tenants or landlords about agents. The three Government-backed schemes are:

The Property Redress Scheme



The Property Ombudsman (TPO)



Ombudsman Services Property



The schemes provide a free, independent service for resolving disputes between letting agents and their customers.

Exeter City Council can issue a fixed penalty fine of up to £5,000 to a letting agency if it fails to join one of the schemes.

Letting Agent Fees

Since May 2015 all letting agents have a duty to publicise the fees that they charge both tenants and landlords. Agents are required to display a list of fees in all their offices where they meet clients face-to-face and also on their website. All fees, charges or penalties payable to the letting agent by landlords or tenants must be clearly displayed and include a description of what it covers. The local authority can fine the agent up to £5,000 if they do not comply with these regulations. Contact the Private Sector Housing Team on 01392 265147 or email privatesectorhousing@exeter.gov.uk if you have concerns about a local letting agent.

A letting agent must also display if it is a member of a Client Money Protection (CMP) scheme or not. A CMP scheme is a compensation scheme for landlords and tenants to safeguard their money.

Housing Options & Advice

If your current housing is unsuitable or unaffordable or if you are homeless or threatened with homelessness you should make contact with the Housing Solutions team.

You can either visit the Civic Centre between 9am - 5pm, Monday to Friday or telephone on 01392 265726 or by email at housing.advice@exeter.gov.uk.

If you approach in person please bring any relevant information with you, such as your tenancy agreement, notice to quit from your landlord, any letters threatening repossession from mortgage lenders or any court orders that you have. You will then be referred to the Housing Advice Officer on duty that day. Please be advised that the service can be very busy over lunchtimes and later in the day.

If you are unable to physically attend the office please contact the team by telephone or e-mail to arrange a home visit. The team can help with a wide range of housing problems including:

- Difficulties in paying your mortgage
- Being asked to leave your private rented home
- Struggling to keep up with rent payments
- Being asked to leave by family members
- Help if your relationship has broken down

It is never too early to make contact as it is much easier to get help if there is still some time.