

Guarantor Help & Information

Here at Cityheart Living, we require guarantors for all of our bookings unless you are paying upfront and in full for your stay with us. If you are paying in instalments then you will require a guarantor.

What is the Guarantor liable for?

The guarantor guarantees to the Landlord that the Tenant shall pay the Rent and any other outstanding monies. We would only contact the guarantor once the student fails to pay their rent or any other charges (damages, replacement keycard etc).

Who can be a Guarantor?

A guarantor must live in the UK and be in full time employment. They must be able to provide proof of this and these supporting documents must be submitted as part of your booking process.

Do you require the original documents for my guarantors supporting information?

No, please only send copies. We cannot guarantee that originals will be returned.

Where do I send the supporting documents to?

Please upload the documents to the booking portal or email or post them directly to your specific accommodation. Contact details can be found [here](#).

My Guarantor is worried how their documents will be stored

We store all guarantor documents in accordance with GDPR. Any paper copies received are immediately scanned with the paper version then shredded. We then store the electronic version on our encrypted cloud. Please read further details of our Privacy Promise at www.cityheartliving.co.uk

What is the threshold for full time employment?

Usually 35 hours worked per week or a salary of £14,924 per annum.

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What supporting documents are needed for proof of UK residency?

Cityheart require two true copies of any of the following to confirm UK Residency of your guarantor:

- Utility Bill (dated within the last 3 months)
- Bank statement (dated within the last 3 months)
- Driving License
- Valid Passport

What supporting documents are needed for proof of employment?

Cityheart require one of the following to confirm full time employment of your guarantor:

1. **If your guarantor is in full time employment:**
 - Payslip (dated within the last 3 months) OR
 - A letter from your employer confirming you are in full time employment
2. **If your guarantor is self-employed:**
 - Copy of year end accounts for the latest year end OR
 - A letter from the guarantor' s accountant confirming they are self-employed and the accountant is not aware of any reason why they would not be able to pay the rent as per the tenancy agreement.
3. **If your guarantor is retired:**
 - Bank statement (dated within the last 3 months) with monthly pension income highlighted OR
 - A letter from your pension fund confirming receipt of a private pension.

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