

STUDENT
LETTING
CO.

Tenant Handbook

A guide to your accommodation and useful
information to help you through your tenancy



WELCOME

This booklet is a guide to your accommodation and tenancy, listed throughout are useful tips and helpful information to ensure you enjoy your tenancy and the facilities along with it.

Student Letting Company is here to support you through your tenancy and we are contactable through email, phone, and in office. Our opening hours are listed below

Monday	9:00 – 4:30
Tuesday	9:00 – 4:30
Wednesday	9:00 – 4:30
Thursday	9:00 – 4:30
Friday	9:00 – 1:30

SLC Head Office Number: **0121 456 5156**

Please email info@studentlettingco.co.uk for all issues regarding safety, well being, repairs and emergencies.

EMERGENCY PHONE NUMBER 07468 424 307

THIS NUMBER IS TO BE USED IN EMERGENCY SITUATIONS ONLY i.e LOSS OF ELECTRICAL POWER, LOCK OUTS, AND HEAVY WATER LEAKS OUT OF OFFICE HOURS STATED ABOVE

If you can smell gas indoors or outdoors, call **TRANSCO 0800 111 999** immediately.

REPORTING REPAIRS

ALL REPAIRS NEED TO BE REPORTED BY EMAIL
info@studentlettingco.co.uk

All repairs are categorised, and repairs are fully resolved within a reasonable time dependant on the urgency of the repair, details of our system are detailed below:

PRIORITY 1: EMERGENCY REPAIRS

These repairs are to be completed within 24 hours of a repair or defect being reported. These would be any repairs required to avoid a danger to health, a risk to your safety, or a serious damage to buildings or your belongings

PRIORITY 2: URGENT REPAIRS

These repairs are to be completed within 24-72 hours of a repair or defect being reported. These would be any repairs which materially affect your comfort or convenience

PRIORITY 3: NON-URGENT REPAIRS

These repairs are to be completed up to 5 days of a repair or defect being reported. These would be any scheduled or planned maintenance not falling within the above categories

If a repair cannot be completed on time and/or need further investigation; you will be communicated with regularly.

We must...

Or any contactor working on our behalf, clean up after the repair

You must...

Report any faults or damage to the property immediately, and allow contractors or representatives of the landlord into your home to inspect and carry out repairs and improvements, providing you are given 24 hours notice of their visit and show you approved identification

TENANT RESPONSIBILITY & SECURITY

You will have by now collected your keys to your property; these are now your responsibility. The building is only effectively secure if all people residing within the building are closing the doors securely behind them. Entrance and fire doors should not be propped or wedged open and keys should not be shared. Student Letting Company will not be liable for injury or loss of, or damage to any personal belongings in the property.

Keys are expensive to replace, and any concern for the security of the property is dealt with very seriously. If you believe your keys have been stolen, you should report this matter to the police and acquire an incident/ crime number. Key deposits cannot be used against any charges and payment must be made before replacement keys are issued. If you believe you have only mislaid them, you will have 24 hours to locate them before the decision is made to authorise a full lock change.

If a lock out occurs out of office hours, please contact the emergency number. You will be charged a £25 call out fee for maintenance to attend. If you organise a locksmith without prior authority from SLC you will not be reimbursed.

You are responsible for the behaviour of every person visiting your home. You must not do anything which causes or is likely to cause, a nuisance, annoyance or disturbance to any person residing, visiting, or anyone acting on behalf of the Landlord. Examples of this are, but not limited to:

Using or threatening to use violence, playing loud music, shouting and swearing, offensive drunkenness, violence, slamming doors, illegal or immoral activity, interfering with security and safety equipment.

INSPECTIONS AND VISITS

Inspections and visits will be carried out throughout the academic year at each of our properties. All tenants will be notified by email at least 24 hours before the inspection or visit needs to be taken place.

In cases of emergencies, we may need to get into the property immediately to prevent risk to you or surrounding neighbours. We will always attempt to contact you before entering; if practical, but it is important that you inform us if the property will be empty for any length of time and provide up to date contact details in order for us to get into contact with you whenever necessary.

If your property is part of an ongoing maintenance programme, for example: window replacements, and access is required on a regular basis; you will be notified in advance of the expected start date and time scales in the same way.

Contractors (non-SLC staff) are escorted when entering properties and not left alone to minimise disruption and avoid disputes.

INSURANCE

Your possessions are not covered by the Landlord's insurance policy; we therefore strongly recommend that you take out insurance cover for your own belongings.

FIRE SAFETY

It is **ILLEGAL** to smoke anywhere within the property. It is a criminal offence to smoke within the building, and any damages or charges thereafter you will be liable for.

DO NOT interfere with any fire or safety appliance. Tampering or misusing fire equipment, fire detectors, or alarm systems is also a criminal offence and will be reported. You will also be liable to pay for the re-inspection and testing.

DO NOT leave lit candles, incense sticks, oil lamps, fairy lights or any equipment using halogen bulbs, heaters and chip pans unattended in the apartment since these pose a serious fire risk not only to you, but also to others.

DO NOT cover electric convector or fan heaters with anything. They must be kept clear of any flammable material.

If you hear the fire alarm, you should **ALWAYS** respond and leave the building at the nearest available exit.

Fire extinguishers and fire blankets are provided to assist your escape. You are under no obligation to use them unless you are confident in their use and have been trained. If any extinguisher is discharged without proper cause by you or your visitors, you will be liable to pay the cost of re filling the extinguisher.

Any of the points above does not preclude any other action that the Fire Authority may decide to take.

COUNCIL TAX

Each tenant is responsible for obtaining their own Council Tax Exemption Certificate from their education provider and providing a copy to the office. This is proof that you are a full time student and your University or College will be aware of this request, so please speak to them as soon as possible.

Without the exemption certificate, you will be liable to pay the council tax in full.

GENERAL INFORMATION

WASHING MACHINES – Please ensure you check all pockets before putting clothing into the washing machines, as coins and other items will cause a breakdown and damage the machine. If the washing machine develops a fault (for example does not spin) clean the filter in the first instance. This is usually located towards the bottom of the machine. We ask that you clean washing machines on a rinse setting if you regularly wash heavily soiled clothing to keep the machine free from build-up of lime scale, oil and soil. Please keep filters clean and leave the door slightly open to air for 15 minutes, so your next wash does not become contaminated by any odours.

FRIDGE FREEZERS – If there is a build up of ice within the fridge freezer, it is up to you as a tenant to defrost it and mop up any defrosted water on the floor. Make sure the doors close securely after each use and that shelves and draws are not over filled. Failure to follow this guidance may cause the appliance to breakdown. There is a magnetic sign on the door for your guidance.

VACUUM CLEANER – A vacuum cleaner is available upon request from the accommodation office. You will be asked to sign it out and return after use. The landlord will replace appliances when they become defective if the cause is general wear and tear. Any evidence of neglect or wilful damage can lead to deductions from your deposit.

CLEANING SERVICE – There is a communal cleaning service in block residences only. If you would like the cleaning contractor to provide a cleaning service in your property or bedroom, please ask us for more details. Any agreement made is between yourself and the cleaning contractor.

CONDENSATION

One of the most common causes of dampness in buildings is condensation, which can lead to the appearance of mould growth. It is the presence of water condensed on walls, ceilings and other cold surfaces, which support mould growth. If you want to minimise condensation in your home, try to take the following steps.

STEP 1: Condensation takes time to build up, so produce less moisture

- Cover cooking pans
- Switch off boiling kettles quickly
- Run cold water into a bath at the same time as the hot water
- Open bathroom and kitchen windows to allow steam to escape after showering/bathing
- When cooking or bathing, keep the door closed to prevent moisture escaping into other areas, but open it afterwards

STEP 2: Ventilate your rooms and let the air circulate

- Dry clothes outside or in a well-ventilated room. Even if you dry clothes inside, a small opening in a window will help
- Use your extractor fan
- Open windows for a while each day to change the air in your home

STEP 3: Heat your home at low levels for a long time rather than high levels for short periods

- . Keeping your home warm will reduce the number of cold surfaces
- Mould on washable surfaces can be removed with a fungicide solution available from supermarkets

ASSURED SHORTHOLD TENANCY AGREEMENT

By signing the agreement, you have agreed to become a tenant. You have entered into a legal contract with your landlord that runs for a fixed period of up to 52 weeks. If you conduct your tenancy well, we will agree to renew your contract and support a move to another apartment or other properties within our portfolio. If there is anything that you do not understand or just want clarification, you can email us or visit the office.

Every student will have the same rights and responsibilities, listed below:

- Pay your rent on time
- Look after the property; reporting all repairs
- Not to tamper with any fixtures and fittings, heating appliances or fuel suppliers or meters
- To repair any damage that you, your family, or visitors are responsible for
- Not to become a nuisance to your neighbours or local community

PAYING YOUR RENT

Your rent is due in advance on the 1st day of each month. Rent statements are available upon request. Payment can be made by standing order, bank transfer, debit or credit card. If you have any concerns about your ability to pay on time, please let us know as a matter of urgency.

Your rent account is monitored and we will attempt to contact you via telephone, email or letter if your account falls into arrears. If your rent is persistently late, we will add an £25 late payment fee, notify your guarantor, contact your course tutor, and contact the Home Office to revoke your VISA or go to court to get legal permission to evict.

DEPOSIT

Your deposit is protected by the Housing Act 2004 and held by the Deposit Protection Scheme as insurance against any breakages or missing items or damage to any of the items listed in the inventory.

SLC will register the deposit and provide information to the DPS within 28 days of the commencement of the tenancy or the taking of the deposit whichever is earlier and provide proof to the tenant for compliance.

Deductions may be made from the deposit according to the clauses outlines in the tenancy agreement

An allowance is always considered for fair wear and tear, the age and condition of each item at the start of the tenancy, insured risks and repairs that are our responsibility.

The deposit is safeguarded by THE DEPOSIT PROTECTION SERVICE, which is administered by:

The DPS, the Pavilions, Bridgewater Road, Bristol, BS99 6AA

(0844 4727 000)

www.depositprotection.com

For any information regarding your deposit, please visit the DPS website as shown above.



ANNUAL SERVICING

Servicing appliances is the landlord's legal requirement, therefore access cannot be refused.

You must not disconnect any smoke or carbon detector that has been installed, or make any structural alterations to your home.

If you can smell gas indoors or outdoors, call **TRANSCO 0800 111 999** immediately.

ENERGY EFFICIENCY

Energy bills are monitored by the Utility Manager so that the property is on the best tariff and you get value for money. We operate a fair usage policy to promote energy savings and you are encouraged to turn off lights, appliances and heating when they are not in use.

COUNCIL TAX

Each tenant is responsible for obtaining their own Council Tax Exemption Certificate from their education provider and providing a copy to the office. This is proof that you are a full time student and your University or College will be aware of this request, so please speak to them as soon as possible.

Without the exemption certificate, you will be liable to pay the council tax in full.

THINKING OF LEAVING BEFORE THE END OF YOUR CONTRACT?

We would be sorry to see you leave, but you can make that decision if you have a clear account and have found someone to take over the remaining time of your contract.

- You must notify us of your intention to leave and the details of who will be taking over the contract
- 4 weeks notice is needed in writing
- The tenancy is NOT successfully handed over until the incoming tenant is thoroughly vetted and signed up, the property is inspected and all keys have been handed over

The following checklist should be used when vacating the property:-

1. All furniture should be located in the original locations as specified in the inventory.
2. Only the items listed on the inventory should be left at the property.
3. Rubbish is placed in the bin store and bagged ready for waste collection. You must make arrangements to take excess rubbish to a dump or have it removed yourself. If rubbish has to be cleared by SLC you will incur a charge.
4. All rooms of the property should be vacuumed and cleaned. Please include skirting boards and areas beneath and behind furniture.
5. All pictures, posters, wall brackets and fittings (not part of the original inventory) must be removed from walls. Any marks, holes or damage should be removed, filled and/or repainted with the appropriate colour.
6. All kitchen cupboards should be de-greased, cleaned and should be cleared of all food items.
7. The fridge and freezer should be cleared of all food, defrosted and cleaned.
8. The hob, oven and microwave must be de-greased and cleaned.
9. Kitchen surfaces and the sink area should be cleaned and sanitised.
10. All light fittings should be left in good working order (as per inventory)
11. Blinds should be dusted and hanging as specified in the inventory
12. Council tax bills should be settled

If you have bulky items or furniture to dispose of, SLC will collect this for a £25 charge. If your personal belongings, including bicycles, cars, clothing, furniture, food, books and coursework are not removed when you vacate, they will be removed and disposed of without liability to Student Letting Company.

REFERENCES

If you need a reference, just let us know. Following a written request, a reference will be provided within 3 working weeks. Reference letters are based on your performance during the period of the tenancy, or in the case of a joint tenancy, those within the tenancy.

ADMINISTRATION CHARGES

UK Debit Card Payments	£1.00	All Credit Car Payments	2% Charge
Duplicate/ Replacement AST	£10.00	Late Rent Payment Charge	£25.00
Un Cleared cheques <small>(returned from payee bank)</small>	£10.00	Key Replacement	£25.00
Replacement Access Card	£50.00	Lock Out (Out of Hours)	£25.00
Tampering with heating settings	£10.00	End of Tenancy Light Clean	£35.00
Rubbish removal	£25.00	End of Tenancy Deep Clean	£65.00

HAVE YOUR SAY

We are committed to delivering a quality service that listens and respects its tenants. If we get it right we would love to hear from you. If you are impressed or feel dissatisfied about any part of the service you have received from Student Letting Company on behalf of your landlord, click the link on our home page to fill in the online contact form or email info@studentlettingco.co.uk