

Tenant Guide

Links View 1 & 2

Thank you for choosing Warwick Place, part of Duncan Smith Group as your provider for your living accommodation.

Contents

1. **Tenant responsibilities**
2. **Fire Instructions**
3. **Rent and Payments**
4. **Insurance**
5. **Inventory**
6. **Property Visits**
7. **Notice to Leave**
8. **Heating**
9. **Laundry**
10. **Wi Fi**
11. **House Rules**
12. **Maintenance**
13. **Office Details**

1. Tenant responsibilities

As tenant of the property, there are a number of areas for which you are responsible, these include but are not strictly limited to:

Security

- Not leaving the communal doors open and ensuring your flat and room doors are locked
- Not allowing visitors access when not in situ
- Keys – report any lost or stolen keys immediately (a charge will be made for replacement of lost keys)
- Reporting any suspicious behaviour to the management team (email is fine)

Cleaning

- Regular cleaning of your room to ensure it is returned in the same order as tenancy commencement, for further details, please see the cleaning guide in our “check out procedure” document found in the information for students section of the website
- Not to leave the communal areas in a mess – washing up left undone, rubbish not disposed of, laundry and powder spillages in laundry
- Vacuum cleaner maintenance – empty contents and clean filters (spare filters in each flat)
- Clearing of blocked sinks, drains – drain unblocker available in most supermarkets
- Keeping limescale at bay – in particular in the shower room, a build-up can be costly

Maintenance

- After 6 weeks into your tenancy – changing of light bulbs
- Repair of damage caused by tenant

Please Note: If a contractor is called out by Duncan-Smith Group and the problem proves to have been caused by tenant negligence, the invoice will be charged to the tenant accordingly.

General

- To keep to the house rules
- To keep the property well ventilated and condensation free
- To clear all belongings from Links View at the end of your tenancy
- To ensure all communal property is returned after use – iron and board, vacuum cleaner etc.
- To ensure safe use of the ironing board and iron - the iron can burn carpets beyond repair and you will be charged for replacements
- Not to flush anything other than toilet waste down the toilet, it will block the system
- Not to dispose of fat down the sink, please pour into a plastic disposable container (empty butter tub) and dispose of directly into skip (also called a fat trap)



Tenant Guide

Links View 1 & 2

2. Fire Instructions

Please do not cook with deep fat or oil (no deep fat fryers permitted). This will set off the Heat Detector in the kitchen.

No naked flames anywhere (candles, incense sticks, oil burners etc)

When showering keep bathroom door shut to prevent accidentally setting off the alarm.

If the alarm sounds for a full evacuation, leave the building without possessions and go to the **Fire Evacuation Point at the front of 100 Ferncliffe Road**

If there is not a fire hazard and you set off the heat detector in the kitchen, press the HUSH button on the wall by the Fire Extinguisher. Again if you set off the alarm in your room, you will have to go to the main fire board by the front door to silence the alarms. You have 5 minutes to do this otherwise the alarm will trigger full evacuation. In both instances windows and fan detector to clear reason for alarm.

3. Rent and Payments

Rent is due in advance and can be paid in full, each term or monthly. No Agreement will be entered into without compliance with the following terms.

To Pay in Full – Payment is due prior to the tenancy start date and is subject to a 3% discount.

We will only accept payment by instalments with a Rent Warranty, unless you receive an accommodation/living payment directly most student will require a guarantor.

Your guarantor must

- Be a UK resident of 12 months
- Have a clean credit history
- Earnings of 3 times annual rent or savings to cover tenancy term

To Pay Termly – The first months' rent is due mid-August (on or around clearing date) or before your tenancy starts (whichever is earlier). The remaining rent for the length of the contract will be split into 3 equal amounts, any discounts to be deducted from 1st payment). Each due at the beginning of October, January and April, to coincide with student finance payments.

To Pay Monthly – The first months' rent is due mid-August (on or around clearing date) or before your tenancy starts. All subsequent rent payments must be received by the 1st of each month after your tenancy starts, if your tenancy starts on 16th September, your second instalment will be paid before the 1st October. For 52 week tenancies, payments will continue this way until 12 payments have been made. For 45 week tenancies, payments will continue this way until 10 payments have been made, the final (11th) payment reduced to accommodate 45 weeks equalling approximately 10 ½ months.

Rent must be paid according to the Tenancy Agreement, in particular section 2, Advance Rent, Rent and other payments. Note a fee of 5% of the monthly rent is charged for late payment after the issue of a 14 day notice letter.

Payment of Rent and standing orders should be made to the follow bank :

Account Name	Bank Account	Sort Code	Account No
For Warwick Place Ltd	Lloyds	30-64-10	27007668

Please make a reference of your room and first name ie. "LV11Shelly"

In addition to rent we charge an annual administration fee of £30 and a one off £35 cleaning charge. This is due to Deposit Insurance and referencing we have to undertake and the cleaning charge will be refunded if the checkout procedures and cleaning are completed.



Tenant Guide

Links View 1 & 2

4. 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 contents and for accidental damage to the landlord's contents

5. Inventory

An Inventory documents the fabric of the property, detailing all the fixtures and fittings and the condition they are in at the commencement of tenancy.

An Inventory is taken on the commencement of all tenancies, this is signed by Tenant and Landlord.

A copy is available on request.

You will have 7 days from the commencement of your tenancy to send any amendments to ourselves.

We use the inventory on check out, again the document will be signed by Tenant and Landlord, any discrepancies in the details will be discussed at the time and any deposit deductions necessary will be agreed upon.

6. Property Visits

We will make regular inspections of the communal areas and may ask to visit your property during the first 6 months, we will give a minimum of 24 hours' notice.

7. Notice to Leave

The term of our agreement is dated on the front page of the contact. It is unusual for us to agree to shorten this and we are not obliged to do so. One month before the end of the tenancy agreement you should discuss with us arrangements and date for your move out.

8. Heating

This building has a high level of insulation and is up to ECO standard.

The heaters are set as follows:-

- 12 Midnight – 7.00am – off
- 7.00am – 10.00am – high
- 10.00am – 4.00 pm – medium
- 4.00pm – 10.00pm – high
- 10.00 – Midnight – medium

Please do not tamper with the settings or open the programmer. If the heating is inadequate you must contact us at alistair@duncan-smithgroup.com and we will adjust it. You have signed to accept in the inventory the programme is locked. If we subsequently find it has been opened you may forfeit part of your deposit. No additional heating in the rooms, or again you may forfeit part of your deposit.

9. Laundry

We will provide you with a card for our Circuit Laundry. Please visit their website www.circuit.co.uk or follow the instructions on the wall of the laundry for how to charge with paypal. To report a breakdown call 0800 092 4068 – Laundry card helpline 01422 820026.

10. Wi-Fi

Each communal room has free wi fi, however you will need an RJ45 internet cable for broad band in your individual room.



Tenant Guide

Links View 1 & 2

11. House Rules

The purpose of these rules is to create an environment where everyone can enjoy their home and live harmoniously with their neighbours, a poster is displayed in each flat's communal area.

Music/Noise

Please do not play your music loud especially after 11.00 at night. Your night celebrating may be someone else's early start. Please do not use mechanical and noisy equipment after 11.00 pm especially the communal Laundry. Please be mindful of noise made in communal areas such as kitchens and hallways.

Security

Where there is a communal door keep it shut. If there is a problem report it.

Communal Equipment.

Please return equipment once you have finished with it. Put it back in its place.

Fire Alarm

Make yourself aware of the local instructions. Fire Evacuation Point at 100 Ferncliffe Road

Pets

No pets are allowed. If you choose to ignore this rule it is likely that you will be charged for carpet and furniture cleaning.

Smoking

Smoking is not allowed in our property. You may be charged for additional cleaning and painting.

12. Maintenance

The easiest way to report any maintenance issues is by email

Please report any non-emergencies to alistair@duncan-smithgroup.com and include the following:

- Include your name, hall, flat and room details
- Include details of the fault, please be specific
- If regarding your room, please give permission for our maintenance team to enter in your absence

Any emergencies should be phoned through to 01926 511915, if out of office hours, please state that you are reporting "an emergency repair"

The following are acceptable as emergency calls:-

- substantial leaks
- complete blockage of drainage system
- loss of power, but NOT if only tripped out consumer unit in property
- loss of water supply
- total loss of heating
- loss of hot water
- premises deemed uninhabitable due to failure of a landlord installed system

Non-Emergency – (dealt with during normal office hours)

- loss of TV signal or internet supply is not an urgent matter and is chargeable
- sink or shower blockage is not an urgent matter and is chargeable
- loss of keys is due to tenant and is chargeable
- broken kitchen appliances
- broken bulbs
- tenant damage, repairs will be recharged

Light bulbs will be tenant's responsibility to replace after 6 weeks of tenancy commencement.

13. Office Details

Landlord: Alistair Smith Property Manager: Shelly White Rent Payments: Patricia Smith

Address: Warwick Place, Stanford House, Upper Ladyes Hill, Kenilworth, CV8 2PD

Tel: 01926 511915

Email: alistair@duncan-smithgroup.com (Landlord)

shelly@duncan-smithgroup.com (Property Manager)

The office hours are 9am-5pm Monday-Friday (Shelly available until 3pm)

