



## Tenant Guide

### Duncan Smith House Duplex Apartments

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

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#### 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 of the property
- Keys - should any keys be lost, please inform us immediately *a charge will be made for replacement keys to be cut*
- Regular cleaning of the property in order that it may be returned in the same order as at the commencement of the tenancy
- All internal window cleaning, external windows unless the property forms part of a managed development
- General maintenance of appliances, i.e. cleaning and changing filters etc.
- Clearing of blocked toilets, sinks and drains
- Defrosting of refrigerator and freezer at regular intervals
- Keeping the property ventilated and condensation free
- Pest control
- Keeping lime scale at bay - in particular sanitary ware, washing machine etc.
- Repair of accidental damage
- Condition of driveway e.g. Oil on driveway and removal of weeds
- Removal of all rubbish and personal possessions at the end of the tenancy
- Washer on taps

**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.**

Should the property be left empty for any length of time during the colder months, the heating should be left on at a reasonable temperature; the loft hatch left open and all insurance requirements satisfied.

#### 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 (this includes candles, incense sticks oil burners etc.)

When showering, please keep the door closed to prevent accidentally setting off the alarm.

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



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### 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.

To Pay Termly – The first instalment of rent is due before your tenancy starts. The remaining rent for the length of the contract will be split into 3 equal amounts to coincide with student finance payments, as outlined in your payment plan.

To Pay Monthly – The first month's rent is due before your tenancy starts. All subsequent rent payments must be received by the 1<sup>st</sup> of each month following the tenancy commencement, as agreed in your payment plan.

Your Payment Plan can be found at the back of your Tenancy Agreement. If you need a copy, please contact the office.

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	Rents
Warwick Place Ltd	Lloyds	30-64-10	27007668	Warwick Place

Please use your tenant number given to you on booking followed by your surname as a reference, for example "700001Smith"

If you are experiencing difficulties making any payment, you must contact [patricia@duncan-smithgroup.com](mailto:patricia@duncan-smithgroup.com)

### 4 Electric

We will read the meters periodically, if excessive usage is found, we will advise you to resolve the problem. Failure to limit the usage may result in extra charges

### 5. 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

### 6. Inventory

An inventory service is completed on all managed properties. An Inventory and Schedule of Condition is prepared by an inventory clerk prior to the commencement of each tenancy. This documents gives details of the fabric of the property, it's fixtures fittings and contents together with a description of their condition and will be given to you with your keys at the commencement of the tenancy. You will be required to sign for this document after it has been checked on site, but will then have 7 days from the commencement date of the tenancy to check the inventory and to send any amendments to ourselves. Should no amendments be made, you will be deemed to have accepted the contents of the document in full.

### 7. Property Visits

We may ask to visit your property during the first 6 months of the tenancy. We will give you 24 hours notice.

### 8. 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, one months notice is required from the tenant to terminate the tenancy agreement on the final day of the agreement. If neither part wish to serve notice at that time, the tenancy will continue on a periodic bases until either the tenant or landlord serves notice to leave. If the landlord requires to re possess the property he will give two months notice, either before the end of the initial period or thereafter. It is not our usual policy to continue tenancies without agreeing a new term.



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### 9. 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 [shelly@duncan-smithgroup.com](mailto:shelly@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.

### 10. House Rules

The purpose of these rules is to create an environment where everyone can enjoy their home and live harmoniously with their neighbours.

	<p><b><u>Music/Noise</u></b></p> <p>Please do not play your music loud especially after 11pm. Your night celebrating may be someone else's early start.</p> <p>Please avoid using the communal laundry after 11pm.</p> <p>Please also be mindful of noise made in the communal areas such as kitchen and hall ways.</p>
	<p><b><u>Security</u></b></p> <p>Where there is a communal door keep it shut. If there is a problem report it.</p> <p>Communal Equipment- if applicable. Please return equipment once you have finished with it. Put it back in its place.</p>
	<p><b><u>Fire Alarm</u></b></p> <p>Make yourself aware of the local instructions. Fire Evacuation Point at the front of 100 Ferncliffe Road</p>
	<p><b><u>Pets</u></b></p> <p>No pets are allowed. If you choose to ignore this rule it is likely that you will be charged for carpet and furniture cleaning. You may not notice the smell but others do.</p>
	<p><b><u>Smoking</u></b></p> <p>Smoking is not allowed in our property.</p> <p>You will be fined and in breach of the Tenancy Agreement.</p>
	<p><b><u>Bins &amp; Cleaning</u></b></p> <p>Please keep to the bin rotas and ensure your washing up is done on cleaning day.</p> <p>Both Parties are responsible for the kitchen area, not just one person and we will undertake regular inspections to ensure the cleanliness of common areas</p>



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### 11. Maintenance

All Emergency Maintenance calls should be made to 01926 511915.

If Alistair or Shelly are not available, please advise that the call is regarding 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 redeemed uninhabitable due to failure of a landlord installed system*

Non-emergency repairs should be emailed to [maintenance@duncan-smithgroup.com](mailto:maintenance@duncan-smithgroup.com)

In the subject please put your address and a brief description of the repair, for example "301A *light out in bathroom*"

In the main body of the text, please put more details of the fault, pictures if necessary, contact details and permission to enter your room in your absence, for example "*the bathroom light is out, my telephone number is 00000000000 and you have permission to enter my room to replace the bulb if I'm not there*"

***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*

### 12. Office Details

Landlord: Warwick Place Ltd Property Manager: Mrs Shelly White

Address: Duncan-Smith Group, Stanford House, Upper Ladyes Hill, Kenilworth, CV8 2PD

Tel: 01926 511915,

Email: [alistair@duncan-smithgroup.com](mailto:alistair@duncan-smithgroup.com) (Landlord)  
[shelly@duncan-smithgroup.com](mailto:shelly@duncan-smithgroup.com) (Property Manager)

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