

A Guide to a Successful Tenancy with SPACE Lettings & Management

As your dedicated property managers we want to pass on the following information to you in regards to moving in to your property. We hope you enjoy your new house and look forward to working with you during your tenancy.

As you are aware, you are moving into your new home on the 1st July, please take a few minutes to read the information in this email regarding your Key Collection and setting up the bills for the household for the duration of your tenancy.

Key Collection

If you are moving into property on the 1st July, you may collect your key after 2pm and no later than 6pm. You do not have to collect keys on 1st July as they are held in the office. Office hours (Monday to Friday 9am to 6pm and 9am and 3pm on Saturdays).

You must bring the following documents with you on key collection. Failure to do so will result in not being given your key until you have provided the documents. This makes sure you are compliant with Right to Rent Legislation.

Passport

(if you do not have a passport) **Driving Licence and Birth Certificate/ Student ID (two documents are needed)**

The keys provided will be a front door key, bedroom keys are left in the lock in the property unless otherwise arranged. You can all chose which bedrooms you are going to have once you have moved in. No other person can collect the key on your behalf.

Inventories and Maintenance

In most cases, a very important part of the moving in process will include an Inventory. This will state all furniture provided; any damages that have been identified and cleanliness of the property. You will be given a copy of the Inventory at the start of your tenancy but not necessarily on the day your contract starts. You will then have 7 days from the date of receipt, to come back to us to let us know if there needs to be any amendments and/or if there is anything you find that has not been picked up on the inventory report. If there are any changes that need to be made please also take date stamped digital photographs of the issue so these can be added and accurate records kept. As per legislation we will not be able to accept any amendments or issues including cleaning or gardening after 7 days from the start date of your tenancy, even if you delay your actual move in until later in the year. However it is neither obligatory nor mandatory for a landlord to supply you with an inventory.

Please note we will take immediate action after the end of the previous tenancy to resolve any cleaning or maintenance issues that have been found and reported on the previous check out. We will endeavour to complete these before you are handed your keys, however dependent on circumstances this may not be possible. Please bear in mind these are carried out on a priority basis and not according to your key collection. We ask that you do not immediately report maintenance (unless emergency or requires immediate attention) on the start date of your tenancy, please compile a list of issues over the first few days and email these to your property manager. One list will make sure things are not missed and your property is attended to promptly.

If cleaning has been arranged on the property we will need to send cleaners back to rectify anything missed. Please do not carry out cleaning. We do not compensate for this or will accept cleaning complaints if you have carried out your own cleaning.. Please also be mindful that areas may be missed and politely ask us to return.

Please be aware that on 1st July we have over 100 properties checking in so we will not necessarily be able to attend to every issue on 1st/ 2nd July.

If you do move in later in the year and have not stayed in the house over the summer you will find the house may be dustier and not as clean as it would have been at the start of your tenancy. If the doors to bathrooms and fridge freezers are not left open they are likely to have mould growth which you will be responsible for cleaning. We will only arrange cleaning for anything we would be responsible for or for any mess left by previous tenants.

Consumable items such as light bulbs, shower curtains, kettles, toasters and bed linen are not provided by us so you will need to purchase these.

You will be provided with furnished items such as curtains, bed, chest of drawers, wardrobe, desk, chair, washing machine and vacuum cleaner.

Over the summer we will carry out maintenance as required. You will be notified of this.

Bills:

Please set up your utility accounts (gas, electric, broadband/ phone lines and council tax) to begin from the start of your tenancy. Your starting meter readings will be on your inventory. Gas meters are usually outside the front window or under the stairs. Electric meters are usually under the stairs. We recommend you make your own record of the readings as soon as your tenancy starts. Please supply the council with your student ID numbers so they can issue you with an exemption certificate otherwise you will be liable for the full amount of council tax.

To find out who the current providers/suppliers are call:

To find out who your gas supplier is, call Meter Number helpline on 0870 6081524

For Electric please call: Southern England SSE Power Distribution 0800 048 3516

For Council Tax you must get exemption certificates from your University and send them to the Council (currently the Council have a database of the students at the local University's).

Council Tax Department contact details:

01189 373727

counciltaxreply@reading.gov.uk

For the Water bill you need to arrange this with Thames Water stating the date you moved in, the meter readings and the details of the person/s whose name the bill is going to be in.

www.thameswater.co.uk

For the T.V Licence you must contact TV Licensing stating the date you moved in and the details of the person/s whose name the bill is going in.

www.tvlicensing.co.uk

You will also need to arrange contents insurance for your belongings. Endsleigh do specialist student policies but also be aware that often your parent's household insurance covers you in your student accommodation so it is best to check with them first.

www.endsleigh.co.uk

Tenant responsibilities

You have a duty of care to the property and must carry out certain householder jobs to ensure the smooth running of the property. These will include changing light bulbs when they blow out and unblocking sinks / drains that have become blocked with water or clogged with hair/ grease and keeping the property clean and tidy.

Please do not allow the freezer to become over iced. Please make sure you defrost the appliance for 48 hours during your tenancy to remove all ice build up. If you leave the door open or over fill the drawers this will cause the motors to over work and may cause damage to the appliance which will lead to replacement at your cost.

Please do not use adhesive tack on the walls as it will leave grease marks on the paintwork and may damage the walls. If you do use adhesive tack we will expect the wall to either be repainted at the end of your tenancy or we will deduct the cost of this from your deposit.

Please regularly weed the front and back gardens to prevent a build up at the end of your tenancy. You are responsible for the garden from the start date of your tenancy. Please keep the gardens free from rubbish and bottles – leaving these in the garden will attract pests. Wheelie bins must be kept inside the front garden until the day of rubbish collection.

Part of the regulations that govern your house means that you must abide by the following to ensure your own day to day safety in the property.

Do not prop open fire doors – these are installed to make sure if a fire does start in the property it is contained for as long as possible, giving you enough time to evacuate.

Do not tamper with or cover smoke detectors. If you think a detector is malfunctioning please contact us immediately.

Do not use over door hangers – these damage the smoke strips around the door which will prevent them working in the event of a fire.

Do not block corridors or stairwells, even temporarily. Boxes, bikes and suitcases must not be left in these areas.

Light bulbs – it is your responsibility as a tenant to replace these. This includes bulbs in communal areas as you need to make sure there is adequate lighting to safely use 'commuter' areas such as hallways and stairways. The bulbs we fit are widely available from supermarkets or hardware stores such as B&Q or online.

Please clean out or replace shower heads as these regularly block with limescale which will make the shower temperature fluctuate.

All internet/ tv packages are also your responsibility. Most of the properties have already been fitted with Virgin Media junction boxes by previous tenants. These are not installed or maintained by us, please contact Virgin Media directly with any issues.

Please keep your contact details up to date with the office as we often need to contact you to arrange inspections.

Please report all maintenance promptly to the office or direct with your property manager. We can only deal with what we know about and we are happy to advise on any issue. It is policy to attempt repair in the first instance as this is often the quickest way to resolve the issue. It will be down to the individual circumstance as to the course of action taken.

Our contractors are often familiar with the properties and we aim to resolve the issue as soon as possible. Please be aware that if we have to order parts or replacements we need to wait for these to come in from the suppliers and they may not be immediately available.

If there is a maintenance issue that you are not sure if it would fall to us or tenants to repair, please contact us and we can advise. If an issue develops with an appliance or system and this is from misuse or in-action on the part of yourselves, you will be charged for the repair.

Emergencies

Out of hours emergencies are to be reported by calling the office number 01189 666660, the answer phone message will detail the current emergency telephone number.

In an emergency (an emergency is classed as gas leaks, dangerous electrics or flooding from burst water pipes) if it something that can be addressed the next working day it will not be classed as an emergency:

GAS: if you smell gas, you must alert all your housemates and vacate the house immediately and then call TRANSCO on 0800 111 999 then us.

ELECTRIC: If you have electrical issues, ie dangerous electrics or no power. If no power, please check your consumer unit/fusebox first, if this is okay and all switches are on (flicked upwards) then call your supplier to enquire about any power cuts in your area and if so liaise with them regarding estimated times when your power will be restored, this is not something we can deal with. Should we receive a call from you to find out there is a power cut the total charge of the engineers call out will be paid for by the tenants. If there is no power cut or there are dangerous/sparking electrics then you must call us immediately.

WATER: If there is a burst water pipe and there is flooding in the house, please call us immediately, and place suitable receptacles under the flow of water to avoid any further collateral damage until the plumber arrives

LOCK OUTS/ LOST KEYS: if you are unable to be let in by your housemates, please call us and we will advise on next steps. It is not our responsibility to come and let you in. If a locksmith attends you will be charged for the call out and any replacement locks/ keys.

For anything other than this please call the relevant emergency number 999 or 101.

Anything outside these areas is treated as routine maintenance and is to be reported, Monday – Friday during office hours only. Report it to your property manager either by telephone 0118 966 66 60 or email to your property manager, and strictly not on the out of hours emergency number.

Waste Management – As tenants it is your responsibility to sort the rubbish out and arrange for waste to be removed.

What can I put in my bin?

General rubbish (usually grey)

Yes Please:

Non-recyclable rubbish
Food waste
Non recycle plastics and wrappers.

Non-recyclable rubbish
Hygiene waste (incontinence articles, catheters etc.)
Electrical items.

No Thank you:

Recycling (usually red)

Yes Please:

Plastic pots, tubs and trays
(meat and cake trays, fruit punnets, yoghurt pots, ice cream and margarine tubs)
Food and drink (Tetra Pak) cartons
Clean foil and foil trays
Plastic bottles (no lids)
Paper and card
Tins and cans (rinsed)
Empty aerosol cans
Shredded paper (must be contained in a small cardboard box or envelope)

No Thank you:

Plastic bags, film and wrapping
Black plastic trays
Glass bottles
Kitchen towels, tissues or wet wipes
Food waste
Nappies and sanitary products
Any other items

Council will not collect any over filled bin – the lid must close shut.

They will not collect any additional black sack or item left by the side of the bin.

If the council do not collect rubbish , it is tenants responsibility to remove.

Bins must be kept in front gardens at all times. Bins can only be put out on the street after 7pm on the day before collection and must be returned to the property after the collection.

If the council find repeatedly contaminated bins or over filled bins or bins left on the street they will issue notices and levy fines , we will be notified.

To find out bin dates or further information please visit the Reading Borough Council Website:

<http://my.reading.gov.uk/>

Breaches of Tenancy

Any damage from action or neglect from you as a tenancy will need to be paid during your tenancy. Any payments owing at the end of the term and to return the property to the condition it was when you move in (allowing for fair wear and tear).

Rent Payments

Rent has to be paid on the date stated in your AST by monthly standing order. You are given the bank details for where the rent is to be paid to – please check before you move in if you are unsure.

If rent is paid late:

We will contact you by telephone or email to chase for payment.

If after 7 days no payment has been made we will contact your guarantor (if you have one) and issue a formal letter notifying you that you have 7 days to make payment of the balance or we will submit an application to small claims court for the repayment.

If rent is not paid after 14 days we will apply to the county court for repayment of the balance – court costs will be added to your balance. If you do not pay in accordance with court proceedings then a County Court Judgement will be levied against you (and any guarantor) and debt collectors will be instructed to recover the balance.

Interest from day the rent is due will be added to your account at a rate of 3% plus Bank of England Base rate from your rent due date.

Rent arrears will be treated extremely seriously and will bring your tenancy to an end at the earliest opportunity . We will take any arrears into account when providing references for you.

Anti - Social Behaviour

In the first instance of a complaint being made we will write to you as group and remind you of your obligations as tenants under the terms of your AST.

In the second instance of a similar complaint being made we will write to you again and also write to your guarantors to make them aware of the breaches in your AST.

In the third instance of a similar complaint being made we write to you as a group to arrange a meeting to discuss the history of complaints and why there is a continuation. During the meeting we will discuss the consequences of such breaches of your AST and the eviction process. Again, any guarantors will be informed as well as the local authority/Police as relevant.

In the fourth instance of a similar complaint being made we may begin possession processes and seek a court order/ police action against you.

This will be treated extremely seriously and will bring your tenancy to an end at the earliest opportunity . We will take any arrears into account when providing references for you.

Complaints

If you have any complaints about your tenancy please email

lets@space.uk.net or write to

Lettings Manager 49 Wokingham Rd, Reading, Berks. RG6 1LG .

We will review your correspondence and reply to you with an acknowledgment within 10 working days. If we have to carry out any investigation we will keep you updated as to the stages and the outcome.

If you have any questions please contact your property manager