Fair Use Policy for All Inclusive Properties

Prices of electricity and gas have increased considerably, increases in energy prices naturally impact our all inclusive rental properties where household bills are included in your rent.

Utilities Fair Use Policy Explained

Where Gas, Electricity and Water charges are included in the advertised rate, this will be subject to the Landlord’s Fair Usage Limit.

The Landlord’s Fair Usage Limit is to be the Ofgem statistic averaging UK domestic utility usage on a per person basis as published from time to time or in the event that such figure is no longer freely and readily available the average usage will be determined by the Landlord and/or their Agent. The decision of the Landlord and/or their Agent concerning average utility usage is final.

Any Gas, Electricity or Water usage above the Landlord’s Fair Usage Limit will be recharged to the Tenant on a per unit basis at the price charged to the Landlord by the relevant utility provider together with the Landlord’s administration fee of £35 (to be charged each time the Landlord’s Fair Usage Limit is exceeded and per utility exceeding the limit)

FAQ’s RSA USE POLICY
Electricity and Gas

There are maximum limits on the amount you can spend on energy.

The maximum usage allowed per annum is shown below. If the tenancy agreement is less than a year, these figures will apply on a pro-rata basis. If
you exceed these limits, Robertson Student Accommodation (your landlords) reserves the right to apply a Supplemental Charge to cover the amount by which you exceeded the allowance.

<table>
<thead>
<tr>
<th>No of Tenants</th>
<th>Annual Allowance for Energy per Premises</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>£800</td>
</tr>
<tr>
<td>2</td>
<td>£1190</td>
</tr>
<tr>
<td>3</td>
<td>£1490</td>
</tr>
<tr>
<td>4</td>
<td>£1780</td>
</tr>
<tr>
<td>5</td>
<td>£2230</td>
</tr>
<tr>
<td>6</td>
<td>£2680</td>
</tr>
<tr>
<td>7</td>
<td>£3120</td>
</tr>
<tr>
<td>8</td>
<td>£3550</td>
</tr>
</tbody>
</table>

Water

There are maximum limits on the amount you can spend on Water.

The Fair usage policy for Water allowance for 1 to 5 bed houses is 160 cubic meters of water and 160 cubic meters of sewerage per annum. If you exceed these limits, Robertson Student Accommodation (RSA), reserves the right to apply a Supplemental Charge to cover the amount by which you exceeded the allowance.

FREQUENTLY ASKED QUESTIONS

TELEPHONE

Do you provide a telephone?
No we only provide the telephone line for Internet purposes. Any call charges, which may occur, will be recharged along together with the Landlord’s administration fee of £35

Do I have to pay a connection charge?
If there is no working telephone line at your property, there may be an additional charge of £125

BROADBAND

The actual bandwidth that you will receive is based on factors such as the length of the wire that connects your premises with the BT exchange and environmental issues, which include electrical interference and even sometimes bad weather.
What may affect my speeds?
We recommend that you connect your Router to the first phone socket and also with a microfilter, as this will greatly improve the overall connection speeds.

Anti virus protection?
We recommend that you protect your PC by using suitable AntiVirus software.

What about Security?
The wireless router allows you to use WPA encryption. The Router will be encryption enabled with your name on your wireless network and the password on the bottom of the Router.

What does unlimited mean?
In principal there are no download or upload limits on our Max broadband service but you are subject to our Fair Usage Policy.

What happens if there is a fault?
In the unlikely event that you experience a loss of service, you will need to notify RSA as soon as the service failure occurs, so we can contact the service provider ASAP.

TV
Do I need a TV Licence?
Yes. If you've signed a joint tenancy agreement with your housemates, you'll only need one TV Licence. This will to cover all TV sets in your house as well as set-top boxes, video or DVD recorders, desktop, laptop and mobile phones used to watch or record TV programmes.

Do we need another Licence if we have other TVs in Bedrooms?
If you signed a joint tenancy agreement, No.
If you've signed separate tenancy agreements, (i.e.) Room shares on your own contract without bills included, then Yes.