



HOW TO GET THE PROPERTY YOU WANT!

1. ARRANGE A VIEWING

When you have decided the one you like, text, call or contact us via our website and we will arrange a time suitable for both parties. We will meet you at your chosen address to show you around.

(Please note that a minimum of 24 hours notice must be given to the current tenants before viewing)

2. WHAT WILL I NEED TO DO TO SECURE THE PROPERTY

You will be asked to complete a Student Registration Form (*this will collect your details and your guarantors*), and to read and sign a tenancy agreement.

3. WHAT WILL I NEED TO PAY

Once you have decided to take the property/room, a £200 per person deposit has to be paid (*£250 for 1 bed properties*). This deposit is held by us and is secured by the Residential Landlords Association (RLA) to comply with legislation.

4. WILL I NEED A GUARANTOR

Each applicant will need a guarantor to cover their share of the rent. A guarantor is a person who agrees to pay the rent if the tenant is unable to pay. The guarantor will be responsible for the full term of contract if rent has not been paid. The designated guarantor will need to complete and sign a deed of guarantor form. You will then have 2 weeks for the documents to be completed by the guarantors. This will require a photo ID, and recent utility bill dated in the last 3 months.

MOVING IN

5. TENANCY AGREEMENT

This document contains both the details of your responsibilities and also the Landlord's responsibilities. It will define the address of the property, the names of the Tenant / Tenants who have been granted the Tenancy, the rent that is due, the amount of deposit that you have paid, the start date of the agreement and the duration of the Tenancy.

(ONLY THOSE NAMED ON THE TENANCY AGREEMENT ARE PERMITTED TO LIVE THERE. TENANTS FOUND TO ABUSE THIS RULE WILL LOSE THEIR DEPOSITS)

6. MOVING IN

You are asked to contact us 2 weeks before you wish to move in to confirm the date. We will arrange with yourself to meet you at your new house at an arranged time. During this appointment you will be provided with the following:

- A copy of the valid gas safety certificate (if applicable)

- A standing order form which must be completed

- Instructions of how to report any maintenance issues

- Sets of keys; sufficient for every Student

- Details of any parking provided with the property to include permits if applicable

- A copy of the Inventory and schedule of condition

7. INVENTORY

You will be given a 'Schedule of Condition and Inventory' relating to your property. This document is an essential part of your Tenancy. You have seven days to read the inventory over and to check it against the property. Any adjustments must be made on both copies, signed and dated. If not returned to our RSA within 7 days, the property will be deemed to be correct and accurate as a true reflection of the property. This inventory will be used on the check out of your property at the end of tenancy.

8. PAYMENT OF RENT

3 options are available

Annually

Payment at the start of the contract to cover the whole years rent

Monthly

If you decide to pay monthly, the 1st payment has to be paid on the start date of tenancy and each month thereafter. PLEASE NOTE THE YEARS RENT HAS TO BE PAID OVER 10 MONTHS.

3 Payments – Student Loan

If paying on student loan, 3 equal payments on receipt of student loan to cover the year's rent. Late fees will apply if rent is not paid on time.

9. UTILITY BILLS

If bills are NOT INCLUDED in your student package RSA will contact the relevant utility suppliers and inform them of new occupancy. We will also notify the local Council department to let them know your student status, usually within 10 days of moving in. It is in your own interest to get a student council tax exemption form from your local University and hand it directly to the council tax department. You can email the documents to council.tax@sunderland.gov.uk, making sure your full address and post code are written on the exemption letter.

10. STOP COCK

Please familiarise yourself with the location of your utility meters, the gas control valve, the electric fuse box and stopcock in case of emergency. In the event of an emergency occurring all Tenants must have knowledge to where these are located.

11. TV LICENSE

A TV license will be provided for properties that are All Inclusive. If you are Rent Only then you will have to arrange for your own TV license if you wish to have a TV.

LOOKING AFTER THE PROPERTY

12. WALLS

If you wish to hang pictures / mirrors on the walls permission must be granted by the Landlord beforehand. RSA permit posters on walls but only with the use of blue tac.

PLEASE NOTE IF ANY WALLS HAVE TO BE PAINTED AT END OF TENANCY DUE TO VISIBLE MARKINGS A CHARGE WILL APPLY.

13. FURNISHINGS

Where furnishings have been provided by your Landlord, you must treat these furnishings in a respectable manor, and must not be neglected, abused or removed from the property. The conditions of furnishings will be noted in the Schedule of condition. At the end of tenancy it is expected that these furnishings to be in the same condition as move in, with the exemption of wear and tear.

14. APPLIANCES

Any faults that may occur must be reported to the RSA ASAP. If the repair has been caused through neglect of the appliance, the cost of the repair will be charged to yourself.

15. NOISE POLLUTION

As a Tenant in the property you will be expected to observe the level of noise at all times. Some student houses are located in private residential areas where families with young children live, and people who go to bed early in order to get up for work early the next day. It can cause bad feeling between neighbours if noise is too high on a day to day basis, and in You should endeavor to minimise any noise made by you or your visitors during the hours of 11.00pm and 9.00am some instances police may be called. You are also responsible for the noise levels of your guests.

If a party is going to be held it is polite and courteous to inform the neighbours, let them know it is a special occasion and a one off. You will be more thought of if you do this.

Noise and Nuisance caused by home occupants is dealt with by the local council's environmental health department. They have the power to impose fines and to remove equipment which has caused the noise such as stereos. We may also alert your university of any anti social behavior.

16. WOODEN FLOORS

If your property contains any wooden floors it is advisable that you make sure that you remove any stiletto heeled shoes and any other footwear that could make indentations and damage to the floor. It is recommended that only soft soled shoes should be worn. Furniture may also cause damage to the flooring you should take precautions to minimise any damage. You are responsible for any cost to repair the flooring that occurs due to your misuse or neglect.

GENERAL HOUSE RULES

17. SMOKING

Smoking is not permitted within the property by you or by any visitors. Your Tenancy Agreement also states this. Smoking in a property means that the decoration will deteriorate more quickly than if there was no

smoking. If it is noticed by an inventory clerk that you have been smoking then you may also be responsible for cleaning upholstery, carpets and curtains if they too show signs of damage due to smoke. It is advised that if you have a garden that you restrict any smoking to this outside area. Most HMO properties have sensitive smoke alarms that will be activated by smoking, if one of these is activated by smoking there will be a call out charge to silence the alarm and the tenancy may be revoked with the full rent still having to be paid to end of tenancy.

18. SMOKE ALARMS

Quite a few student homes have hard-wired smoke detectors with a main alarm panel. Some properties have smoke detectors linked with no fire panel.

If your property has a battery powered smoke alarm, it is your responsibility to ensure that the battery is in good working order. Make sure you test the detector regularly and replace the battery as necessary.

(PLEASE BE AWARE CANDLES ARE NOT ALLOWED).

At all times you should do everything in your power to ensure that you and your fellow Tenants are safe at all times whilst in the property. NEVER wedge open fire doors, or take batteries out of smoke alarms as this could endanger your life or lives of others in the event of a fire.

19. ILLEGAL DRUGS

Illegal drugs must never be used at the property by any of the Tenants or visitors. Any evidence of use of these will result in the local Police being informed.

20. PETS

No pets are allowed in any of our properties

WHAT AM I RESPONSIBLE FOR

21. SANIFLO TOILETS

A Saniflow toilet is used where an ordinary toilet cannot be fitted. These toilets are operated by electric, they have a blade inside the system that spins around when flushed. The waste is then pushed down a very small diameter piped under high pressure.

These toilets are very expensive and repairs to the system are expensive too. The toilets are only designed for toilet paper (not sanitary items or toilet wipes). If your property has one of these toilets fitted, any repairs due to misuse as stated above will be charged to yourself.

22. VENTILATION

If a room does not have "air flow" black spot or mould will occur. To this from happening open your bedroom window on a daily basis, do not leave your curtains closed all of the time. Don't just let things lie against the walls.

Do not dry clothes on radiators.

If your bathroom has a window, open it on a daily basis, if your bathroom has a fan make sure it is turned on when using the bathroom. Rub the walls down after using the shower / bath. Ensure that in the colder months (October to March) that condensation is wiped from windows each day, to prevent the windows from going black with mould. Failure to do this will result in a charge to clean the windows and remove the mould.

23. REFUSE COLLECTION

It is the responsibility of the people who are living in the house to put the refuse bins out on the day of refuse collection. The bins also have to be brought back in today the grounds of the premises on the same day.

Most properties have recycling bin's, these bins have to be used in the correct manor for the appropriate items. Failure to do this will result in build up of rubbish and a potential health risk. Any work required to remove such build up will result in a cost to all tenants responsible.

24. TELEPHONE

The Landlord of the property is not responsible for installing a telephone line into the property, nor is he responsible for any bills relating to a telephone line.

25. WHAT AM I RESPONSIBLE FOR?

You are responsible for the light bulbs throughout the property. You are responsible for any damage that has been caused. You will be responsible for any blockages that have been caused due to misuse. This may be due to putting unsuitable items into toilets or sinks that leads into the drainage system, such as sanitary towels, cooking fats toilet wipes etc. You are responsible for keeping your house / bedroom clean and tidy at all times.

26. MALICIOUS DAMAGE

Any malicious damage or break in at the property must be reported to the police and to RSA. Should you wish to make a claim using your personal insurance, the company you are insured with will require a crime number. Your landlord's insurer will also need this crime number.

27. KEYS

Please keep all keys that have been issued to you safe place, including any garage controls or codes that may have been given to you. Any lost keys or change of lock will be charged for. Some keys that we issue cannot be cut locally as they are high security keys. These keys are very expensive to replace, so please take care of your keys at ALL TIMES.

IMPORTANT INFORMATION

28. ELECTRIC AND THE MAIN BOARD

Most modern electric wiring are fitted with circuit breakers, these are called trip switches. If a fault occurs at any time, as a safety devise, the trip switch will 'trip' this means that the electric will switch off in a certain area or areas of the property. In most instances it is due to an overload of a circuit and in most cases just to flick the trip switch back up solves the problem.

29. SAFETY

Please do not allow access to your property or give access via a communal entrance to anyone that you do not know or are not expecting. Candles can be extremely hazardous and are not allowed in HMO properties. Remember that any cost incurred due to damage caused by candles etc. will be that of the Tenants, according to statistics Candles have been the cause of many house fires and many fatalities.

As the Tenant and occupier of the property, you are responsible for the security of the property. You must ensure must ensure at all times that the property is securely locked each time you leave the property. If an alarm system has been installed please make use of this security device. It is common knowledge that students can be targeted by thieves, due to the electrical gadgets that students own (i.e. Lap tops and tv's). Please make sure that these are not left on display when leaving the property. Remember, most thieves are opportunists.

30. RESTRICTIONS

You are not allowed to do the following at the property without prior consent from the Landlord.

Run a business from the property

Decorate the property

Repair cars at the property or store cars that you are not the owner of

No pets to be kept within the building

31. WHERE IS MY DEPOSIT KEPT

Your deposit will be kept by RSA. As a registered landlord with the RLA, we are able to keep your deposit by paying an administration cost of £15 which will be deducted from your deposit at the end of the tenancy. This allows us to return your deposit as soon as the property has been inspected and cleaned, which speeds up the process and reduces the administration time, which occurs when registering them with a DPS scheme.

32. RENEWING YOUR TENANCY

At the start of December we usually contact each student house to see who intends to stay another year. If you wish to remain in the property for another year please respond ASAP, as we will start to advertise the week leading up to Christmas.

We will begin to market all houses that have no names against them. Student houses are usually spoken for very quickly, therefore we visualise very few viewings but you will be notified in advance of any viewings that will be taking place on your property.

33. MOVING OUT

It is in your interests to have the property in a condition that is ready for a new Tenant to occupy. Failure to do so may result in charges being made and will be deducted from your security deposit.

Windows must be cleaned on the inside window frames and window cills must be wiped clean.

Walls and ceilings must be cobweb free any surfaces to be washed down and left dust, dirt and stain free.

Skirting boards to be washed over and dust free.

Floors – to be vacuumed throughout, if carpets are stained they are to be professionally cleaned. Kitchen and bathroom floors are to be washed.

All wooden furniture is to be dust free and polished.

Cooker to be cleaned thoroughly with oven cleaner, do not forget shelves in the oven, the glass door, grill pan and oven trays and changing the extractor hood filter – if applicable.

Refrigerators and freezers should be defrosted and wiped out. The door must be left open and the appliance turned off.

Baths, WC's, shower screens, wash hand basins and kitchen sinks must be cleaned and any items removed.

Insides of cupboards and drawers must be cleaned.

Washing machine soap dispenser must be left clean.

Vacuum cleaner bags to be emptied and filters cleaned.

All rubbish/food, unwanted items of furniture/ belongings, must be removed from the property and disposed of.

All keys / Key fobs must be returned no later than at the check-out appointment.

Failure to ensure that these have been done will result in a cleaning charge. Invoice will be provided to tenants and the cost will be deducted from the Deposit.

34. ORGANISING YOUR BILLS

If utility bills is not included in your package, It is usual that all students within the property agree from day one the amount that each person has to contribute each week towards the household bills. It is advisable to start this agreement off from day 1 and to put your money into the pot religiously rather than to fall behind and finding it difficult later on and trying to catch up.

36. INSURANCE

All our properties are insured but this only covers the building itself. You are responsible for your own possessions and furnishings and also for any accidental damage that may occur to our furnishings/fixtures or fittings. Please ensure that you insurance covers you for any accidental damage to contents. It is recommended to have your own personal insurance for personal belongings.

37. PROPERTY INSPECTIONS

From time to time will carry out property inspections. We will contact all tenants (by SMS) at the property and give 24 hours notice to notify you when these inspections are going to take place. You do not have to be present for these inspections, as we will have master keys for the property. If anything is noted on these inspections you will be notified (by SMS), so you will have time to eradicate the issue and a new inspection will be carried out on a later date.

39. HMO (Houses in Multiple Occupancy)

Your Landlord at all times must ensure that he complies with the HMO legislation. Your Landlord may be required to apply for a licence from the local council who will assess the property, they may need to grant a licence and they will also stipulate how many people can live in the property. It is essential that this limit of people living at the property is just those named on the Tenancy Agreement so that we confirm to the licence terms.

40. LANDLORDS RESPONSIBILITIES

Your Landlord is responsible for ensuring that all gas appliances, which have been provided as part of the Tenancy is tested on a yearly basis. This certificate is known as a CP 12.

Your Landlord is responsible for ensuring that all electrical sockets, switches, and electrical circuits are tested every 5 years. This is known as the 5-year electrical test.

Your Landlord is responsible for ensuring that all furniture, which has been provided as part of the Tenancy which complies with The Furniture and Furnishings (Fire)(Safety) Regulations 1988.

Your landlord is responsible for the structure of the property, the roof, guttering and down comers.

Your Landlord is responsible for the maintaining the heating system, hot water and sanitary appliances, which will be repaired if necessary throughout the tenancy, unless yourself, in which case you will be held responsible, have caused the problem arising.