



Lithend Estates

All the information in this document we believe is correct at the time of printing. We have tried to make sure that all the information is accurate but we cannot be held responsible for any inaccuracies.

We confirm that we have read and understood this document

<<TYAGNAME>>

Signed:

Date:

(<<SPDATE>> <<TYCODE>> <<PCODE>>)

WHO ARE WE?

Lithend Estates is a family owned and family managed business. We are property owners and not simply estate or letting agents finding tenants for others. We can therefore be dedicated to providing the best student accommodation in Winchester and Southampton. We are members of the Winchester University Students Housing Forum and all of our Winchester properties meet the Accreditation standards laid out by Winchester City Council. Unlike agents we have a vested interest in ensuring all maintenance is completed quickly and correctly by our own friendly staff. (Coffee drinking & biscuit eating a speciality!!) They are on call 5 days a week with emergency cover 7 days a week and most problems will be solved on a same or next day basis.

OUR BUSINESS METHOD

We try to be helpful, honest, prompt and above all courteous in our dealings with people. We ask the same in return.

YOUR TENANCY

Your Joint & Several tenancy will generally commence on 1st July and will be for a fixed term of twelve months ending at midnight on the 30th June the following year. We will travel into Winchester/Southampton at your convenience (including evenings & weekends) and will spend around an hour with your group explaining in detail the tenancy agreement and your responsibilities. We will ask you to sign a copy of this document to show that you have read and understood just what you are taking on. We will give one copy of the tenancy agreement to your group to be retained for your records. It is a legal document and it is important that you keep your copy in a safe place. If you or your parents would like additional copies please email the office with your requirements.

WHAT DOES JOINT AND SEVERAL MEAN?

Each person who has signed the tenancy agreement is equally responsible for any damage to the property and its contents. You are also all responsible for ensuring that the total rent on the property for the whole period of the tenancy is paid.

GUARANTOR

We ask all our tenants to have a guarantor. A guarantor need not be a parent. A grandparent or relative with a permanent UK address could be your guarantor or indeed any person who is willing and able to pay your portion of the rent, damages and or end of let charges should you be unable to pay. Unlike your liability, your guarantor's liability is limited solely to your percentage.

YOUR MOBILE NUMBER

If you change your mobile phone number please inform the office by email or letter. It is important for us to keep up to date accurate records. We use both email and SMS to keep you informed of gardening / maintenance visits etc.

YOUR HOME ADDRESS

If your parent's address changes please inform the office by email or letter. It is important for us to keep up to date accurate records. If we are not aware of any change in address we cannot return your key charge!

DEPOSIT

You are not required to pay a deposit.

FEES

Each person is required to pay a non-refundable fee of £130. When you sign the tenancy agreement you will be asked to pay £50 and the remaining £80 will be taken from your account by direct debit on the 1st June.

RENT

You will be asked to fill in a Direct Debit Mandate to cover your rent payments. This is an instruction to your bank to allow us to take funds from your or your parents account. This Direct Debit can be set up to come from your own or your parents bank account. A Direct Debit is unlike a Standing Order in that we are able to change the amount payable and or the due date. This is useful for you and for us in particular when you are awaiting a loan cheque to arrive and clear. We understand the difficulties that students face with regards to expense. We try to work with you and be versatile and accommodating. If you have a problem paying your rent for any reason please contact the office to talk to one of us. Do please be aware that we require a MINIMUM of 4 bank working days notice to change your rent payment.

Free Street Bishop's Waltham Hampshire SO32 1EE

Telephone 01489 894 389 Emergency 07775 737 503 Email office@lithend-estates.co.uk Visit www.lithend.com



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PAYING RENT BY TERM

No problem! Some people like to pay their rent in chunks when their loan cheque comes through. However you wish to pay is fine. As explained above we are able to change the amount payable. Simply email the office with your instructions and we will do the rest. You can pay your rent by month, by term or by year whatever suits. Please be aware that we do not have access to the date you will receive your loans. If you do not advise us of a change of date we will by default automatically request your rent on 1st (or nearest bank working day) of each month.

DELAYING A RENT PAYMENT

No problem! As explained above we do understand the problems regarding money and try to work with you. If you need to delay your rent please email office@lithend-estates.co.uk at least 4 bank working days (not Saturday/Sunday) before the 1st of the month. If we do not receive your instruction prior to the file leaving us for your bank you will incur a charge from your bank and a further charge of £25 from us. If you know you will have a problem with your rent please give plenty of notice. An email is much cheaper than bank charges!

INCLUDED IN THE RENT

Your rent includes water rates and a reasonable consumption of gas and electricity. The meter readings will be shown on your inventory. There will be a notice at the property giving you details of the meter readings at the start of your tenancy and also giving you a number of units considered reasonable for the year. This will be updated half way through the year so you will be able to see how many units you are using. Energy usage has become a major environmental issue and costs have risen sharply. We ask that you are aware of this and make efforts not to waste gas and electricity. If your energy consumption runs over you may be charged for the extra usage at cost at the end of your tenancy. Some of our properties also include unlimited usage broadband at no extra charge.

MOVING IN

Your tenancy begins on 1st July. You can move in on that day unless you have summer credit. But...If you want to move in very early in July we cannot guarantee that the property will have been cleaned. Previous tenants don't tend to move out until the 30th June and it is impossible for us to get all the houses cleaned instantly. Please tell us as soon as you know the date upon which you would like to take residence and we will attempt to have the property cleaned before that date. In those properties where there is a summer credit available, the amount of summer credit will determine the day you are able to move in.

KEYS

If you are moving in on 1st July one of the team will meet you at the property to hand over keys. You will be asked to sign for any keys which you take for yourself or any of your house mates. Alternatively they will be posted to your home address during the first week of July. For those with summer credit the keys will be posted to your home address approximately one week prior to your residency. Please note that your key is a high security key. These keys cannot be copied. If you lose your key you will need to inform the office in writing. We will arrange for a new key to be cut and delivered to you. There will be a minimum charge of £25 for this service. Best not to lose your key!!

MOVING IN EARLY

It is sometimes possible for you to move in early. This is dependant upon when the tenants who are presently residing at the property plan to leave. Please contact the office for assistance.

STORING BELONGINGS AT THE PROPERTY

This is possible but we will need to have the agreement of the present tenants. We will give you their contact telephone numbers for you to contact and discuss with them direct whether this may be possible.

THE INVENTORY

An inventory will be sent to the property by September. This is a simple one page document listing the contents and condition of your home with a brief description. It will also list the meter readings

POSTERS

We do ask you to put them up with white tack or similar. If you use blue tack it often leaves a grease mark. If you use tape it will usually remove the paint. If your room requires decorating at the end of the let because of posters you will be charged! There are new products being introduced onto the market constantly. Please try to assist by using the best you can find to minimize damage.

ADDITIONAL FRIDGE/FREEZER/TUMBLE DRYER

Your home should be equipped with adequate facilities for fridge and freezer storage, heating and drying facilities (in the form of a washer/dryer, tumble dryer or garden) for the number of tenants. If you feel that your home is inadequately supplied please contact the office. If you bring extra white goods into your home you will be charged for the additional power at the end of your let.

A SECOND YEAR

We prefer to keep our groups whenever possible. When we begin to receive interest for the following year which is generally around November we contact all our present students and give them first refusal. If you wish to stay you will need to be willing to sign a new agreement. If one or more of your existing group plans to leave you will need to have found others to take their place who will again be happy to sign.

GUESTS

We ask that you limit any guests stay to a maximum of two nights per week. Please also remember that you are sharing with others.

PETS

It is a condition of your tenancy that you do not have pets. However we do not have a problem with the odd goldfish or hamster! Please email the office for permission or advice and ask them to keep the noise down after 10.00pm particularly the nocturnal hamster!.

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LOCKS ON THE BEDROOM DOOR

Locks on bedroom doors create all manner of problems including those of a safety nature not to mention insurance and complications with TV licenses. You will have signed a joint and several tenancy agreement not individual tenancy agreements. If you don't trust the people who you are living with perhaps you shouldn't have chosen to share a home with them!!

DECORATE

Decorating is a highly skilled job. We do try to maintain a high standard of decoration in all our properties. If you feel that your room or any of the communal areas in your home do not meet these standards please email the office with your requirements/suggestions and we will attempt to accommodate.

LEAVING UNIVERSITY / THE TENANCY EARLY

As you have signed the tenancy agreement for the year you are liable to pay your portion of the rent regardless of whether you live at the property or not. However if you need to leave university for whatever reason it is possible that we may be able to sub-let your room. If you need to leave university you must contact the office for assistance. It is strictly against the terms of your tenancy agreement for you to sub-let your room. We do understand that problems do occur and we try to work with you towards amicable solutions.

PROPERTY INSURANCE

We have insurance cover for the building. We also have Public Liability Insurance. However you are responsible for our contents!

CONTENTS INSURANCE

You are advised to have insurance though it is not mandatory. Your parents insurance will often cover you whilst you are a Student in full time education living away from home. Please ask them to check if you are covered on their insurance. You will need adequate insurance cover for your personal belongings and anything else you bring into the property for example if you are bringing your own bed it will need to be covered by your insurance.

SMOKE ALARMS

We fit hard wired smoke alarms which are interlinked with each other. These alarms have a back up battery which enables the alarms to work in the event of a power cut. When the battery needs to be replaced the alarm will beep. Please contact the office if your alarm battery requires replacing. Please be aware that these alarms are for your safety. **DO NOT** remove them and **DO NOT** remove the batteries.

BEDS

We provide single beds in most properties. If you wish to bring your own bed we will gladly remove and store the bed supplied by us free of charge. However we need to know the total number of beds required in your property by the 23rd June. If you wish us to deliver or remove a bed after this date a £25.00 charge will apply. Double beds are supplied in some properties. Due to the size of these beds they will not be removed at any time.

FURNITURE

All of our properties are fully furnished. We will not remove any furniture as it is impossible for us to store it.

FIRE DOORS

It is a legal requirement for us to provide fire doors and closers to specified areas. These are for your safety. **PLEASE** do not wedge the doors open or tamper with the closers.

CLEANING CHARGES

If you leave the property in an unreasonable condition at the end of the tenancy you may be required to pay the cost of cleaning or an amount towards it.

WINCHESTER STUDENT HOUSING ACCREDITATION SCHEME

All of our properties are accredited by Winchester City Council. Please see our website for further details.

IN THE OFFICE

You can speak to Rachel, Joanne or Jan during office hours Monday to Friday. We are also generally around evenings and weekends as we work from home. You will only reach an answer phone during the period 12.30 to 1.30pm. Our answer phone will not take a message as we prefer to talk with you directly. If the office is not manned the answer phone will direct you to a mobile number. If you do not receive a rapid response to an email it is possible that it has not been received. We try to respond to all emails within an hour or so. If you do not receive a reply within 24 hours please re send your email.

THE MAINTENANCE TEAM

Our full time maintenance team are available five days a week during office hours and are available for emergency call outs evenings and weekends. They are all trust worthy and helpful. Our gas and electrical systems are checked as required by accreditation standards by qualified and licensed engineers. Please contact the office for all maintenance issues.

EMERGENCIES

Please contact us on 01 489 894389. If out of office hours an answer phone will give a mobile number..



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MAINTENANCE

For all maintenance requests please fill in the maintenance request form on our website or send an email. **PLEASE DO NOT REPORT MAINTENANCE ISSUES BY PHONE UNLESS AN EMERGENCY.** We will try to sort any maintenance matters on a same day basis. Problems with boilers or washing machines go out to expert contractors and may take a little longer to solve. When we receive your request for maintenance we are able to raise a work sheet and make sure it reaches the correct person. We then have a record and we are able to chase things which may have gone astray or been missed. We will send you an email to confirm receipt of your maintenance request and let you know when someone will be there to assist. It is possible that you may prefer 24 hours notice and be present when someone calls to carry out maintenance. Alternatively our maintenance team have a key and can carry out maintenance without you being present if you are happy for them to do so. If you require 24 hours notice please inform the office. Please **DO NOT** contact any of the maintenance team directly with regards to maintenance issues.

REPAIRS AND IMPROVEMENTS

Please send us your suggestions as above MAINTENANCE. We are continually trying to improve the standards of our properties and their contents so if you have any ideas or suggestions which you think may assist we would be most pleased to hear them. We can't promise an XBOX 360 but we do try!!

SAMPLE

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