



## Fair Usage Policy (“FUP”)

The CityLets Fair Usage Policy is based around a contribution per week per person to the water, gas and electricity being used through out the property. The amount is found in your tenancy agreement and can be confirmed with the CityLets team.

Anything financially liable above this figure per tenant per week will be charged as a cost to the tenant. This policy refers to all costs associated with the billing of Key utilities. There is no additional administration charges or agency charges. Usages caps will be determined directly from the exact total utility bill figure.

We complete periodic checks on your usage throughout your tenancy. Feel free to provide meter readings to us and we'll provide you with an update on spend on utilities to date.

The Key Utilities (gas, water, and electricity) are the utilities covered by the fair usage contribution.

### **General**

If bills are included within your Tenancy Agreement, the following FUP will apply to you. This is to ensure that that your energy and water usage is not excessive and kept within reasonable and sensible limits. The inclusive utilities is capped at a contribution of £12 per week for gas electricity and water (*for avoidance of doubt, £12 per week is the combined cap for the three Key Utilities*). The allowances are designed to be accurate based on your property size and if you are sensible with your energy consumption, it is unlikely that you will exceed these limits.

### **Key Utilities: Gas, Water and Electricity**

The maximum usage allowed per week and per tenancy is shown in your tenancy agreement. If the tenancy agreement is less than a year, these figures will apply on a pro-rata basis (generally worked out weekly). The standard CityLets caps are set at £12 per week per person for the three key utilities. This can vary depending on property (please refer to your individual tenancy agreement). For the purpose of this document, we will use the example of £12 per week per tenant.

If your property utility bills exceed these total limits, your landlord, letting or managing agent reserves the right to apply a charge to cover the amount by which you exceeded the allowance.

For example:

#### ***£12 per tenant per week of occupancy***

*On a standard 50 week student tenancy, this would equate to a £600 per person contribution to the Key Utilities across the agreement.*

*On a house of 5 individual tenants all staying on a 50 week tenancy, the full term allowance would be equal to £3000 (5 tenants multiplied by £600 allowance).*

*If the Key Utilities totalled £3500 for the full term of tenancy, each of the 5 tenants would be required to pay a charge/contribution of £100 (£500 over usage divided between 5 tenants).*

## Dual Occupancy

In situations where a property has a dual occupancy that pays an additional rent (*a room maybe listed at £95 and a dual occupancy tenancy taken at £120 for example*), an additional cap will be included in this price. For example, if two occupants on tenancy, we would increase the cap by £12.

## When will you be charged?

If your usage is exceeding the weekly contribution and Key Utilities are above caps during tenancy, we will be able to advise and guide on best payments formats and solutions.

### 1. Adjust usage and pay any over caps to date

When we review the utilities or you request a caps update, we will be able to advise if over caps to date i.e. *if you have lived in the property for 20 weeks and your caps spend is over the allotted £240 per tenant allowance.*

With Option 1 you can pay the over caps to date (*if having spent £260 per person we will raise a £20 invoice*). At this point you will be back to starting point at the £12 allowance per week. You will be more aware of the rates and managing your utility usage.

### 2. Adjust usage with no payment

We may advise this option in the earlier part of tenancy. If you are only a small amount over caps, it is often easy to regain this amount in further months. We will take a view and advise accordingly. Do remember if the amount continues to grow, you maybe in for a larger utility invoice at the end of tenancy.

## Exceeding your TOTAL annual usage...

If a situation occurs where you FULL tenancy cap has been exceeded, for example *the £600 per person has been used with in the first 40 weeks of tenancy, we will look to send you a monthly bill for all remainder utilities. If you have exceeded your cap and settled any over caps difference to date, we will simply invoice monthly as and when we receive the bills up until end of tenancy.*

Though not an ideal situation, this allows you to pay as you go for usage and not end with a large invoice at the end of your term.

**As with all areas of the tenancy agreements in place, if you have a guarantor their liability is replicated, and the guarantee covers over usage of utilities. Both parties will be responsible for any charges accrued.**