



Fair Usage Policy & Landlord Contribution Policy

The CityLets Fair Usage Policy is based around a landlord 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.

Your tenancy agreement will often have a clear table present in the first few pages that details all your included and excluded utilities and services. This will detail the amount assigned to each aspect and frequency.

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

It is tenant responsibility to supply regular (ideally monthly) metre readings in order to support in your usage management.

The Key Utilities (gas, water, and electricity), council tax and wifi are the utilities covered by the fair usage contributions.

Key Utilities: Gas, Water and Electricity

The maximum usage allowed per week and per tenancy is shown in your tenancy agreement. The standard CityLets caps are set between £12 and £20 per week per person, dependent on your agreement, 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 bill (whether monthly, quarterly or annually provide by the utility provider) exceed the landlord contribution for that billing period, 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 inclusive tenancy, this would equate to a £52 per person if the utility billing is monthly and if quarterly, £156 contribution to the Key Utilities across the agreement. if billing is quarterly

For avoidance of doubt; on a house of 5 individual tenants, the full term allowance would be equal to £260 towards monthly billing or £780 toward quarterly. Annually an allowance of £3120 (52 weeks)

If the Key Utilities totalled £3620 for the full year (52 weeks), each of the 5 tenants would be required to pay a charge/contribution of £100 (£500 over usage divided between 5 tenants).

When will you be charged?

Billing for any amounts above the landlord contribution is charged per utility bill. Each bill has a date range and your usage will be calculated based on your allowance for that time period.

For example: If a utility bill for 1st December – 31st December exceeds a 31 day contribution the tenants will be charged the excess

Utility companies work on standard billing periods of monthly or quarterly. This does vary per organisation and property, we will happily share billing periods on request.

Utility companies will often supply a bill and the landlord or agent will require time to process, challenge or issue to the tenant. This means you are not guaranteed to receive the bill immediately after your billing period. We endeavour to supply any billing over usage as swiftly as possible.

If you receive an over usage charge

The property owner or CityLets team will have already reviewed the bill received and compared to your contracted landlord contributions, however this is a transparent operation and you are welcome to receive copies of bills and check details yourself.

Working out the landlord's contribution for a bill period charged?

CONTRIBUTION AMOUNT PER WEEK X 52 = ANNUAL ALLOWANCE

ANNUAL ALLOWANCE Divided by 365 = DAILY ALLOWANCE

DAILY ALLOWANCE X NO. DAYS WITHIN BILL PERIOD = BILL CONTRIBUTION

UTILITY BILL £ - BILL CONTRIBUTION = AMOUNT DUE

As with all areas of the tenancy agreements in place, if you have a guarantor, they are liable for this cost. The guarantee covers over usage of utilities and any costs associated with the tenancy. Both parties will be responsible for any charges accrued.