

CityLets

students.graduates.

Check In Sheet

Welcome to your new City Home. Below are a few points that are very important check in items to confirm you understand...

Rent Payments

3 Termly payment or a monthly schedule agreed in tenancy and set via **Payprop**. We also take a Visa Debit Form completed and signed for rent or any costs associated with the tenancy.

Right to Rent and Compliance

I have received via email the Right to rent document and am happy with the information and compliance supplied for the property.

Keys

Make sure you keep your keys with you always. If you lock yourself out of your room, we will do our best to lend you a key if we are open, there will be a cost if requirement a replacement or team to come to the property. Out of hours costs can be £35-£70. Try to get a house mate to let you in, and you could spend the night in the communal area to save yourself on the expense.

Utilities

I have seen and understand the utilities policy (in my move in pack). I will endeavour to send utility read monthly to the works@ email address if required.

Council Tax

I will supply evidence of full time student status if needed by CityLets. If I do not supply or am not a student I understand I am responsible for paying my council tax and any due for the property (unless included in a co-living tenancy). I CONFIRM I WILL SUPPLY ALL INFO REQUIRED AND UNDERSTAND I AM RESPONSIBLE FOR COUNCIL TAX IF I FAIL TO DO THIS.

Maintenance Reporting

I understand that it is my responsibility to report maintenance in a time fashion (within 48 hours), by email to works@cityletsplymouth.co.uk with the suitable details of the issues. By reporting a maintenance issue the Tenant is requesting the landlord or representative to attend and forgoes the standard 24h notice period for access. For avoidance of doubt, the relevant individual will attend the property with out prior notice to resolve the reported issue. They will not access areas of the property that are not required to resolve the reported works.

General Data Protection Regulations ("GDPR")

CityLets will process my PERSONAL DATA and that of any emergency contact and/or guarantor*, because of entering into the tenancy agreement. The processing activities which CityLets may undertake include those set up in the Data Protection Policy. We will share you contact data where required with 3rd party approved contractors for maintenance purposes.

Check In Video

I confirm that I have seen and reviewed the check in video supplied. I am happy with the property and will raise any issues or alteration on move in and supply to the works@cityletsplymouth.co.uk email.

I accept all the points above and am happy to proceed

Full Names:

Property:

Signature

Visa Debit Authorisation

I hereby authorise Citylets to debit my account via my Visa Debit card on the dates provided below, or the nearest working day thereafter, in respect of my rent payments:

Term 1

Amount

.....
Date

1st Sep 25

Term 2

Amount

.....
Date

1st Jan 26

Term 3

Amount

.....
Date

1st April 26

Or

Monthly
Amount

.....

Date

.....

Frequency

.....

Card Details:

16 Digit PAN number

Expiry Date

CVC security number

Please note

In the event you should lose or damage your Visa Debit card or it has been renewed or up-graded it will be your responsibility to inform City Lets of your new Visa Debit card details by calling the office and completing a new authority form.

Once each termly rent has been collected, City Lets will retain your receipt for collection by you from our office for 14 days after which it will be placed in confidential waste.

I confirm these card details may also be used for any additional charges that may occur during my tenancy. This is conditional on myself being aware of these charge or invoices (for avoidance of doubt these will include, damages, utility overuse or late rental payments.

Your Details:

Full name

Property address

Mobile number

Email

Signature

Date

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DEED OF SURRENDER : TENANCY

Name of tenant:

Address of tenant:.....

Landlord or Agent: *CityLets Plymouth Ltd*

By signing this deed of surrender notice I/we agree to vacate the property and surrender the tenancy on:

..... (fixed term tenancy end date) before midday.

I confirm that any personal items left in the property on or after this date will be removed and donated to charity or disposed of and any costs incurred will be my responsibility. On vacating the property, I will adhere to the end of tenancy terms. I will deep clean the room to the same or better standard than when moving in.

I understand that no further rental charges beyond the agreed rental schedule in my fixed term tenancy will be required after surrender.

In order to surrender my tenancy I agree to pay all outstanding rent due.

Should this date be before the fixed term end date, there will be no refund or reduction, in rent already paid or due to be paid on my fixed term rental schedule.

From this date, you will be released from responsibility for utility overuse and any new communal charges.

If I rebook the property or both parties agree in writing to move to a monthly rolling agreement, I understand that this Surrender of Tenancy will be superseded by the new tenancy agreement and surrender of tenancy.

Signed by Tenant _____

Date _____

In the presence of: _____ of _____

Signed by Landlord's Agent _____

Date _____

In the presence of: _____ of _____



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.

Welcome to your CityLets home!



Office:

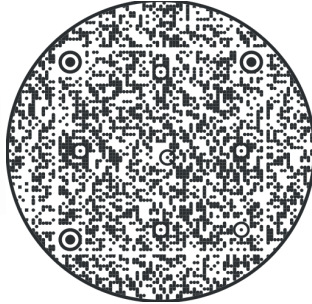
We have 2 offices, one based in town on Eastlake street near Drake Circus and one based on Beech Avenue, PL4 0QQ. If you feel like you need to call us for anything our number is 01752 604242.

Maintenance:

We have a team that can be reached on works@cityletsplymouth.co.uk. When contacting the team please give as much detail as possible and include photos of the issue.

Things to check:

- Bin Days
- Council Tax
- Keys working?
- Meter reads: Keep a log of your monthly **meter reads** and send them to



- Non Emergency - 101 - Emergency -999

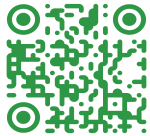
WiFi Password



Sometimes the passwords get reset so if this one doesn't work please give the office a call.

Appliances

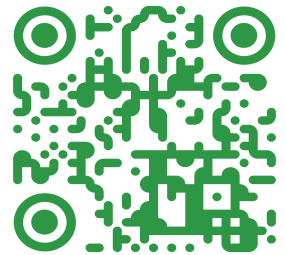
Always check out the appliance guides and instructions for items in the house. We suggest this great site that you pop in the make and model and can view or download:



(Top tip.. also try Youtube for helpful instructional videos)

Info on...

- Bins and waste
- Parking
- Council tax
- Problems with neighbours



Emergency

OUT OF HOURS LINE

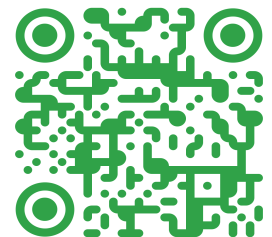
In the event of a maintenance emergency please call **01752604242**, and you will be redirected to the emergency line.

What is an emergency?



Scan me to report a maintenance issue!

Looking for somewhere new?



Find your next home today!

Paying rent

Bank transfer:

Each month on the date you have agreed, you will transfer the rent over to us.

Standing order:

Set this up with your bank, so the rent is sent to us automatically each month.

PayProp:

The payment system we use which will supply you with invoices and a unique reference number beginning with FGJ. When you make transfers it is very important that you use this as your payment reference.

Reporting Maintenance...



The way to report maintenance is through our email. This is monitored so we can prioritise all of our maintenance effectively.

Email: works@cityletsplymouth.co.uk



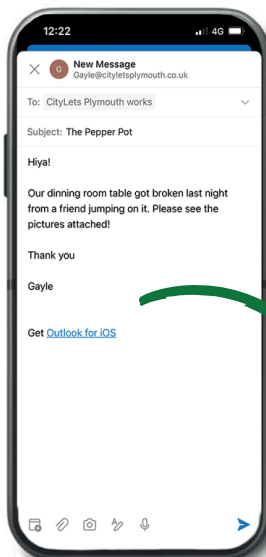
In the subject please put your property address

Give a brief description

Please Provide a video or photos so we can direct our contractors accordingly.



If your pictures look like this because your light bulb isn't working... Don't worry about it!



Notice

Please note that once we have received your email, we will send someone to take a look. This could be within the day as our contractors work various times and days. You're our priority.

Examples to email ect.

- Boiler error code
- No Internet
- Broken appliance
- Accidental damage
- Pests

Email

Maintenance will not be dealt with until you email. Please allow two working days for a response.



In the case of an emergency
Lockouts, power or water ETC.

EMERGENCY: 01752604242

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WHEN YOU MOVE IN...

- **Keys** - if your door or front door is already open (housemates may let you in) please make sure you still check your keys are all working. If not, please call us asap or email

works@cityletsplymouth.co.uk

- **Maintenance** - your house is not a brand new one! Though we have various teams and landlords who have work hard to get your house all prepped, there may be details missed! If it is urgent and you need us out as an emergency, please call asap - if minor things or little bits the team can pick up on- please report as normal maintenance on works@cityletsplymouth.co.uk

- **Move in video**- check your move in video to how the property is, anything you think was missed or not noted, please take a photo, and send into the info email. Even if not needing attention, just to track it and make sure we all have a good record.

- **Council tax**- even if you are a full-time student, you need to register on the council website/ otherwise you may be charged!

<https://www.plymouth.gov.uk/student-exemptions-and-discounts>

If you are not exempt from council tax and living in a shared place, pop us an email and we will help sorting how you will pay your council tax, it is likely to be direct with the landlord/Citylets - email accounts@cityletsplymouth.co.uk for some help and guidance

- **Meter reads and submitting**- take a meter read on move in and submit to checkin@cityletsplymouth.co.uk , do this monthly and the owner or Citylets will be able to help monitor your caps and utilities (if not included utilities, you can take it from here!)

- **Enjoy it!**

Many thanks,

The CityLets Team

T: 01752 60 42 42

E: info@cityletsplymouth.co.uk

W: www.cityletsplymouth.co.uk