



Student Accommodation Guidelines

TABLE OF CONTENTS

Intro.....	Page 5
How to contact us.....	Page 5
Contact times.....	Page 5
Emergency phone numbers.....	Page 6
What to do if you smell Gas.....	Page 7
Moving in / key collection.....	Page 7
What items do I need to bring.....	Page 7
How to pay your rent.....	Page 8
Inventory.....	Page 9
How to report a maintenance issue.....	Page 9
Fire alarms.....	Page 9
Taking care of your house.....	Page 10
Washing machines.....	Page 11
Tumble dryers.....	Page 11



Dishwashers.....Page 12

Fridge freezers.....Page 12

Kitchen sinks.....Page 12

Carpets.....Page 13

Vacuum cleaner care.....Page 13

Bathroom sinks.....Page 13

Shower filters and trays.....Page 13

Toilet care.....Page 14

Bathrooms and condensation.....Page 14

PinsPage 15

Curtains.....Page 15

Mattress Protectors.....Page 15

Lightbulbs.....Page 16

Smoking and candles.....Page 16

Environment and utility allowance.....Page 16

Communal areas.....Page 16

Phone chargers.....Page 17

Acceptable behavior.....Page 17

Kitchen bins and Wheel bins.....Page 17

Mice and pest control.....Page 18



Security.....	Page 19
Loss of keys.....	Page 19
Tv License.....	Page 20
Parking permits.....	Page 20
Visiting friends and partners.....	Page 20
Viewings for future tenants.....	Page 20
Inspections and visits.....	Page 21
Maintenance team.....	Page 21
Post for the Landlords.....	Page 21
Facebook /website reviews.....	Page 21
Moving out of the property early.....	Page 21
Moving out guide.....	Page 22
Deposits and NDS.....	Page 23
Charges schedule.....	Page 24
Call outs and specialist contractors.....	Page 25



Intro

Hello and welcome to our lovely houses. We are a family business that pride ourselves in offering you the best student houses in Plymouth. We want to ensure you have the best University experience and understand how busy University life can be so have compiled a living guide to ensure the smoothest running of your shared house!

Its really important to look after your appliances and ensure they are well cared for. It can be really annoying when an appliance breaks such as a tumble dryer and you need to dry your washing! So after years of experience we have written this guide to help all of our student tenants. Following this guide is will keep your house safe and clean which means less hassle and less maintenance call outs to your house.

How to contact us

All our tenants will have full landlord contact details in their tenancy agreements.

Landlord details - Victoria and Adrian Waldron

You can contact Victoria on the following

Facebook messenger -Private messages to Victoria Waldron

Each house will have a messenger House Group Chat where messages can be posted direct to your landlords and your house mates.

Mobile -07890387210

Email address hello@cactuslets.co.uk

Website www.cactuslets.co.uk



Contact times

General Enquires (Non-emergencies) – Monday -Saturday 0900-1800 hours

Contact can be made via Facebook messenger, text, mobile or email.

Please note non emergency messages sent after opening hours will be responded to in working hours.

Emergency Contact details 24/7

Contact can be made via Facebook messenger, text, mobile or email.

(An example of an emergency would be no lighting, no electricity or water coming through a ceiling).

There will no charge for tenants reporting a genuine urgent maintenance issue to landlords out of opening hours.

Emergency Phone numbers

In the case of a genuine emergency requiring one of the following services, Police, Fire Service, Ambulance or Coastguard.

Call 999 and ask for the above service you require

Call 101 for Non urgent Police incidents.

Call 111 for NHS health related questions

Nearest Accident and Emergency Hospital is

Derriford Hospital

Derriford Road

Plymouth PL6 9HU



What to do if you smell gas

If you smell gas outside your property or your neighbour's property day or night. Please call The National Gas Service on 0800 111 999. You will be asked by a call handler the address of the gas leak, your full details including telephone number, how long has the smell of gas been there and how many people are living in the property.

If you smell gas inside your property check to make sure any gas cookers are turned off correctly, Open the windows and leave the property safely. Inform any other housemates in your property are aware and have also exited the house. Call the landlord immediately on 07890387210.

Moving in/ Key collection

Please let the landlords and fellow house mates know as early as possible your planned move in dates on or after the 1st September via your houses messenger group chat.

This means we can get your move in penciled in our diary. Although most tenancies start on the 1st September. We find not all students choose to move in on the first date of the tenancy and often move in later due to different travel arrangements.

If the house has been booked by a full group of friends, we will meet the first member moving in and hand them the whole groups house keys. Once the first member has moved in please arrange for the first member your planned move in times and dates so they can meet you and welcome you home! Once everyone has moved in will pop by for a house meeting to check everyone has settled well.

What Items do I need to Bring?

You will need to bring bedding for your bed. This includes a duvet, pillows, flat sheet to cover your mattress protector, duvet cover and pillowcases. You will also need to bring items for the kitchen including pans, plates, cutlery and cleaning products. We recommend speaking to your house to make sure you do not end up with 7 sets of pans!!!



How to pay your rent

Rent payments are due in three installments per year. These fall in line with student loan dates. These are termly in the following months

1st September

1st January

1st April

Payments can be made via bank transfer. Full details of our bank account can be found in your tenancy agreement.

Alternatively, please let us know if you wish to pay your rent in full in one installment at the start of the academic year or require another payment plan.

Whilst we understand student loan payment due dates differ every year, we ask all our students to inform us what date their loans are due to arrive. This is usually done via the house group chat or private messenger messages.

We will not charge late payment fees for three weeks after the 1st of the month the payment is due.

What happens if I haven't paid my rent after three weeks of the due date?

1. We will issue you with a formal notice to remind you that your payments are overdue. After the three weeks a late payment charge of £10 per day will be added to the amount due until payment has been received.
2. If after two months we have not received the full rental payment due and no payment plan has been agreed with the landlords to pay the remaining balance, with regret the case will be referred to our solicitors. This will be at your cost. A section 8 notice will be served, and this is the first step a landlord takes in order to remove a tenant from a property. The guarantor will accrue charges for court fees where relevant. Unfortunately, should a case be brought against you which results in a county court judgement also known as a CCJ this could have an adverse effect on your credit record and is likely to affect your ability to obtain credit such as



overdrafts, store cards, car finance, mobile phone bills and mortgages. Please contact us at your earliest convenience if you are unable to pay your rent.

Inventory

All rooms are cleaned and fully inspected by the landlords personally and photographs are taken. We also inspect all furniture to ensure it is in full working order. All our furniture is modern and meets all fire and safety requirements. We do not require you to sign an inventory when you move in as we have fully inspected all rooms ourselves to ensure they meet our high standards. When you move in please let us know if there is an issue with an item of furniture. We encourage our tenants to inform us if a piece of furniture has broken so we can resolve this efficiently.

How to report a maintenance issue

When something breaks in your house or an appliance goes wrong in a house it's important that someone in the house reports this to the landlords. This can be reported via the house group chat. This is a great way to report something faulty as the whole house can see the problem has been reported. This message will also go direct to the landlord who will ask you further questions about the fault to ensure the correct repair engineer is booked in for a repair.

Whilst some larger appliances have product protection cover this covers faults in the machine then there will be no charge. However, on a rare occasion if a specialist engineer deems any damage or fault to be malicious damage, misuse or lack of care for the unit the tenants will jointly incur a callout and repair fee unless one tenant admits damage. (Prices listed in charges schedule at the end of the document).

Fire alarms

Houses will be provided with fire blankets and fire extinguishers. Please ensure you know where these are located on your house and familiarizes yourself with correct user instructions. Fire extinguishers must not be tampered with and only used for emergencies. Charges apply for fire equipment used unnecessarily. This is to replace items to ensure safety standards in each house. Please see the fees schedule.



Smoke alarms and heat detectors are checked before tenants move in to ensure they are in full working order. You are expected to check your houses smoke alarms monthly. In order to test your fire alarm. Locate the test button on the circular alarm. Push in this button and wait to hear a beep. This means that your smoke alarm is working. Please don't forget to check all units.

Please let us know immediately if there are any issues with the smoke alarms, emergency lighting, fire panels or equipment. If the batteries bleep on your smoke alarm this is likely to mean the batteries are running out. We will be happy to come around and replace the batteries for you.

Corridors and exits must be kept clear at all times from rubbish, bikes and all items.

If there is a fire in your house. Do not put yourself in personal risk.

Inform all house mates know there is a fire.

Immediately leave the house and dial 999 asking for the fire service.

Do not stop to remove personal possessions.

After vacating the house and calling 999. Immediately inform the landlord.

Taking care of your house

We pride ourselves in supplying all properties with free to use working appliances. It's important that you look after these appliances. We want you to have the best living experience in our houses with minimum hassle. Please ensure you follow the guidelines below after every use. This will ensure your machines will work correctly for your stay.



Washing machines

Washing machines must never be over filled with clothes jammed to the roof of the machine. The weight of an over filled drum can cause the machine to burn out. Please ensure there is a full hands gap (5 fingers) between the top of your washing and the clothes in the drum. You can check this by placing your hand straight in the machine in the hand shaking position.

Always leave the washing machine door open when the machine is not in use so the unit can dry out. This prevents damp and odors building up in your machine.

Washing machine cleaning fluid can be purchased by tenants from most supermarkets. This works as an antibacterial and removes unwanted odors.

Press the buttons on the machine with care or they may break or jam inwards.

On occasions your machine can move out slightly over time when vibrating. If this happens please let us know and we will be happy to push the unit back in for you.

Tumble dryers

It's really important also that tumble dryers are not over filled to the roof with clothes. This again will cause the belt around the drum to snap. This would not be covered by product insurance so repair or replacement fees would be incurred. Please ensure you check before each use that there is a hands width between your washing and the roof then you should have no problems. This is done by placing your hand above the clothes in the hand shaking position.

All tumble dryers collect fluff from clothes, towels and bedding that have been dried. The fluff collector must be emptied after every single use. Fluff can be placed in your bin and the fluff collector placed back into the machine. If the fluff is not emptied after every use then this can build up in the machine and cause a fire risk.

Most of our tumble dryers are condensing dryers this means the water from your clothes will be collected in a water collector. After each use please put out the water collector and pour this down the kitchen sink then replace the collector.



Don't forget to empty your pockets before you place your items in the machine. Loose coins, pens, tissues and other items can block the machine and may require a charged engineer visit.

Dishwashers

Some houses have dishwashers which can be a great asset to a house when everyone loads and empties them fairly. Please ensure food residue is removed from plates before they are placed in the machine. Residue such as rice can block the filters in the machine which could result in a charged engineer visit.

Fridge Freezers

Fridge freezers can on rare occasions build up with ice. Please let us know if this happens to your unit and do not force the drawers open if they are blocked with ice as they will easily crack. Freezer drawers are expensive to replace and crack easily when forced. Charges apply to replace these items.

Kitchen Sinks

No food must be washed down the sinks as this will block both the sink pipes and the outside drains. Small food items such as chopped vegetables, rice and cereal can very quickly build up in the pipes. Please ensure left over food is emptied into a bin before plates are washed. If your kitchen sink has a food collector, please ensure this is always used in the sink and collected food is emptied into the bin.

Specialist drain engineers would be required with rodding equipment to clear the drains for any food build ups. This can be costly. If you notice the silicone around your sink is starting to part please let us know and we will pop by and replace this for you.



Carpets

Carpets can be hoovered using the vacuum cleaner provided by ourselves in every property. We will also provide a broom, dustpan and brush and a mop and bucket. We recommend using a dustpan and brush on your staircase or shorter pile carpets which can be a lot easier than stretching a vacuum hose up the stairs.

Never place a hot iron on carpets or lino floors this will burn the carpet requiring it to be replaced. Never allow bleach or kitchen cooker cleaner on the floor.

Vacuum Cleaner care

Dust collectors must be emptied when the dust reaches the full level marked on the machine. This can be poured into a kitchen bin and placed back on the unit. If the dust goes above the line the filters will become blocked and the unit will lose suction or break. Filters can also be cleaned to ensure the machine retains full suction.

We recommend that the vacuum is turned over once a month to check the build up of hair on the rollers. This can be cut off using scissors and placed in a bin. If the extendable hose is over stretched on a staircase this can snap. Replacement vacuums and parts will be charged.

We recommend returning the vacuum to a communal area just in case another house mate needs to use it so it is not locked in a bedroom by accident. Vacuums belong to the house so must not be removed from the house or lent to other student houses.

Bathroom Sinks

To ensure a happy home please keep sinks clean and tidy and remove any hair from the drains and place in bathroom bins provided. Cleaning products should prevent mold and dirt building up around your taps.

Shower Filters and trays



Everyone enjoys a warm shower. Please ensure you only use cleaning products specially designed for bathrooms and glass as kitchen cleaning product can be abrasive and burn glass shower enclosures.

Drains must be emptied weekly in all shower and bath units. Hair must be pulled from the drains and placed in a bin and disposable razor covers must not be washed down the drain. Large amounts of hair will build up in the pipes and drain if this is not done and will result in the shower tray overflowing and water coming through the ceiling. This can cause damage to electrics, plastering, heat detectors and fire alarms. A qualified electrician will have to be called out to inspect all electrical wiring near the leak which will result in a cost for the house.

If large clumps of your hair come out when you put conditioner in your hair please place these in the bin and do not let them go down the drain. If this is not done showers can block and this means they will be out of use for all to use until they can be repaired.

Please let us know via your house group chat as soon as possible if you think your shower is not draining as fast as usual. If the shower tray fills up with water and starts to reach the top of the tray please immediately turn off your shower and inform us and your house via the group chat not to use the shower. We will be happy to come and resolve the problem for you.

Some houses find a cleaning Rota works well in ensuring everyone does their bit!

Toilet Care

We recommend bleaching your toilets regularly to prevent any stains or blackening to the toilet. Please make sure only toilet tissue is flushed down the toilet and no baby wipes or sanitary products or other items. Replacement fees will be charged to the house for replacement toilets.

Condensation

Condensation and black mildew will not build up in a house that is ventilated correctly. Letting fresh air into your bedrooms by opening windows will correctly ventilate your room



and give great air circulation. Wet washing and wet towels must not be dried inside the house or bedrooms but in the tumble drier or on an outside washing line or clothes horse.

We recommend bathroom windows are always kept open slightly so the steam from showers can leave the property from the windows and fans are used where fitted. Fans must not be left on to run continuously as these can burn out. It is important to close bathroom doors after showering so the steam does not go into the house but straight out the window.

Extractor fans must be used in kitchens when cooking with pans on a hob.

Pins

Pins are allowed for use on the walls. This causes less damage to the paint work than blue tack and it is easier to paint over. Damage from blue or white tack requires repainting and labour fees will apply.

Curtains

Modern curtains are provided. Please let us know if your curtains need adjusting over time or if any curtain hooks are broken and need to be replaced. We will happily come around and rehang your curtains.

Mattress Protectors

Each new tenant will have a new mattress protector on their bed. This must be used on beds at all times to ensure hygiene and other spills don't go into the mattress. Please ensure you always use a flat sheet on top of the mattress protector. To ensure yourself and other future tenants have a clean mattress protector there will be a one-off compulsory charge of £20 per academic year for each tenant for their use of the mattress protector. This will ensure the correct standard of mattress protector is replaced. We do not accept tenants own replacement protectors and tenants will still be charged. This will be added to the first rental payment for each academic year.



Lightbulbs

Lightbulbs are the tenant's responsibility. These can be purchased from most supermarkets. You are welcome to change any light bulbs to energy efficient bulbs. Please let us know if you need to change a high up lightbulb. We will be happy to come around and replace them with a ladder for you.

Smoking and Candles

Smoking or vaping is not permitted in any properties. This includes communal areas and bedrooms. Any tenants or visitors to the house must ensure they smoke outside away from the property. We want to keep all our houses as safe as possible for yourself and your housemates. Candles left unattended and used on unsuitable surfaces can cause major fires. Candles lit on wall shelves have been known to burn wallpaper and the roof of wall shelves. Candles can also burn curtains if burnt on windowsills. Candles must not be used.

Environment and electrical allowance

The utility allowance is calculated by the number of tenants in the house. Tenants rarely go over the acceptable usage allowance which is listed in your contract. We advise tenants to be energy efficient, turn off lights, computer equipment, mobile chargers, fans and televisions if you are leaving the property or going out. Please also let us know if your house is too hot. Please do not simply open windows. Please let us know and we will adjust the heat settings in your house. If your house exceeds your allocated usage, we will inform you that you have gone over usage and you will be charged during or at the end of your tenancy. This is divided evenly between all house mates.

Communal Areas

It's so important that you keep your communal area clean and tidy. Each house has a vacuum cleaner, dustpan, mop and broom. Please ensure carpets in halls, lounges, dining rooms and kitchens are hoovered regularly. A tidy house is a happy house and should lead to less arguments with your group. Please be respectful to other housemates by cleaning your



plates and any cooking apparatus straight after use, helping to load and unload any dishwashers and taking it in turns to take kitchen bins out to the wheelie bins.

Phone Chargers

Phone chargers can get very hot and over-heat when left plugged in and not in use. Please remember to unplug these after use. If you are going away from the house for a few days, we recommend unplugging all electrical equipment including lamps.

Acceptable Behavior

We want your University experience to be a good one. It's always better if your house group get along. Please be respectful to other house mates living with you. Be mindful of music and friends coming over. Each Degree has a different timetable, schedule and different placement hours so others may be revising for crucial exams, essays or dissertations.

As landlords our houses are inspected by Plymouth City Council and we sign an anti-social behavior contract to ensure our tenants behavior will be respectful to others living in the house but also that our tenants will be respectful to other neighbour's and residents in the street. Illegal drug use will not be tolerated in any property or garden.

More information on anti-social behavior can be found on your houses noticeboard.

Kitchen Bins and Wheelie Bins

Most houses will be provided with two bins in their kitchen. One bin is for food waste and the other is for recycling. Other houses have communal bin located in the street.

Kitchen Bins-

Food waste – Must have a black bin bag in at all times.

The lid must also be closed to prevent mice.

Recycling bin- NO bin bag.



Clean and washed plastics, cardboard and glass.

Wheelie Bins-

Brown Wheelie Bin- for food waste in tied bin bags.

Green wheelie Bin- for clean recycling waste NOT in a bin bag.

Wheelie bins must be wheeled out on to the pavement for the Local council to empty and brought back in after they have been emptied. The local council will not empty your bin if it is left on your private drive or path.

The wheelie bin lid must be completely closed, or the local authority will again not empty your bin.

Your wheelie Bin collection timetable can be found by contacting Plymouth City Council on 01752608000.

Please note some of our smaller houses such as Chedworth Street do not have wheelie bins but have larger council metal bins on the street.

Mice and pest control

Mice in urban inner-city areas can cause a major problem within houses that are dirty and unclean. Mice can cause damage to electrical wiring, carpets and skirting boards. We take pest control very seriously for hygiene purposes.

It is extremely important that you follow the below rules to prevent mice.

1. At no time must any food be left out in communal areas such as kitchens and lounges. Mice will eat all foods including cheese. A specific favorite is chocolate.
2. Plates, utensils and cooking apparatus must be washed after use and not left on the worktops for days
3. No takeaway containers, dirty plates or food must be left in any bedrooms.
4. Kitchen bin lids must always be closed



5. Kitchen bins must be taken out to the wheelie bins regularly
6. Wheelie bin lids must always be kept closed as Seagulls will pull all the rubbish bags out and rubbish will be strewn all over the street or back lane attracting mice.
7. You must inform the landlords immediately if any mice are seen in the house or any evidence is located such as mice faeces. On report of mice to the landlords, you will be supplied with a number of traps and poison blocks to be used around specific areas in your house. We will provide an initial number of poison blocks and traps free of charge which should solve the problem if no food is left out.
8. If the above rules are not followed and we are unable to resolve the problem a professional pest control company will be employed, and this will be charged to the house. Please remember mice are only interested in areas that have plentiful food to eat.
9. Tenants will be responsible for the cost of any damage caused by mice to skirtings, door frames, furniture and carpets. Although mice can be small and cute they can cause a huge amount of damage to wood, furniture, electrical wiring and carpets so it is really important to report any mice urgently to us.

Security

We want you to feel safe and sound in your home. Each year before you move in, we check all windows and external doors are in good working order. We also ensure all bedrooms have individual bedroom door locks. Students have many electrical items such a laptop, tablets, mobile phones etc. This can be very tempting for burglars who are aware students in shared houses can forget to lock doors. It is very important that everyone in your house works together to ensure external doors and ground floor windows are locked when everyone goes out. Back doors and front doors must be locked at all time. This will prevent any opportunists walking into your property and taking items as students can be a soft target leaving doors unlocked.

Loss of keys

Keys are provided on a key fob without the house address for safety purposes.

Lost keys must be reported to the landlord who will try to replace them as soon as possible.



Costs for key replacements and call outs to be let back in your house or room will be charged. Prices are listed in the summery box below.

Tv License

To help you out during your stay with us we pay for the communal TV license because we think every little bit helps!

Parking Permits

Parking permits are great as it means you can park anytime in designated parking bays near your house. These are priced reasonably and can be purchased from Plymouth City Council on 01752 608000. Your full house address and postcode can be found on the front page of your tenancy agreement.

Visiting friends and partners

You are welcome to have guests to visit at the property. You must make sure your housemates are happy for you to have guests over and check they are happy with the amount of time your friends will be visiting or staying for. Please ensure your friends, partners and family all follow acceptable behavior rules. Noise must be kept to a minimum to respect your fellow house mates and neighbours. Please treat others how you would want to be treated yourself.

If your family are looking for somewhere to stay don't forget we have a beautiful water view holiday let just a few minute's drive from the city centre. You can find further details and instructions on how to book on our website www.cactuslets.co.uk

Viewings for future tenants

Our houses are very popular often booking two years in advance!!! We are very proud of the standards we offer, and most of our tenants stay with us for their full degree course. Rebooking session opens in Oct for the following Sep. We will always offer the house firstly to our current tenants before advertising the house as available for bookings. If your house



is graduating or moving out to go on placement, we will always give at least 24 hours' notice of our intended viewings.

We ask politely that bedrooms, bathrooms and kitchens are tidied ready for the viewings.

We will attend the house 30 minutes before the viewing to ensure the house is in good standard. The landlords may bring home accessories for the viewings. This works very well as perspective tenants can picture themselves in a blank canvas and most of our houses are booked by the first group visiting the property.

Inspections and visits

We will inspect all bedrooms and communal areas every 2-3 months to check everything is in correct working order for yourselves. 24 hours notice will be given to your house via the house group chat. During all visits, tumble dryers' appliances and drains will be checked for buildup of food and hair. This is to prevent future maintenance issues. For these inspections please make sure rooms are tidy and clean.

Maintenance Team

We have a very trusted maintenance team who we have used for many years. This includes electricians, plumbers, carpet cleaners. 24 hours' notice will be given to your house before visits unless an emergency is reported.

Post for the landlords

Please let us know as soon as possible if post arrives for us your landlords. Although we do our best to ensure all post is redirected occasionally a few letters may arrive. Please message Victoria on the house group chat thanks.

Facebook /website reviews

As a small family business, we absolutely love what we do, and our business is important to us. We want to provide the best service to yourself and all our future tenants. We pride ourselves on the lovely reviews we have received from many of our current and previous



tenants. If you have a few minutes to spare a quick review can be placed on our Cactus Lets Facebook page. Thank you

Moving out of the property early

All tenancies begin on 1st Sep and run for a 48-week period until 31st July. Whilst all tenancies must be paid in full some students choose to move out slightly earlier if they have finished all their exam and course work. Full contracted rents must be paid in full before moving out even if choosing to leave early.

If you choose to move out a few weeks earlier, please follow our move out guide below ensuring you leave your room in the clean condition you found it.

Moving out guide

Please ensure the house is returned on the day of move out in the condition you found it in. This means we can ensure the highest of standards for our next tenants. Tenants moving out on 31st July must move out by 1100 hrs.

Please follow the guide below-

1. Inform the landlords via the group chat or private message of your planned move out date.
2. Hoover your bedroom and all communal areas including hallways and stairs.
3. Ensure all furniture and skirting boards are dusted.
4. Take all your belongings from your bedroom, bathroom and kitchen. Property remaining after tenancy ends will be removed and disposed of. This will incur disposal costs.
5. Ensure all rubbish is removed from your bedroom and placed in outside wheelie bins.
6. Do not leave any duvets, pillows or blankets.
7. Ensure furniture is returned to the original layout when you moved in.



8. Clean all kitchen areas, cookers microwaves and cupboards. Removing all foods from fridges and freezers.
9. Please do not get cooker cleaning products on the kitchen floor as this will stain the floor. We recommend your group book a professional cooker cleaner to professionally return the cooker to its original clean condition. This is cheap when divided by your whole house.
10. Arrange with the landlords a suitable safe place to leave your keys
11. Turn your light off in your bedroom
12. If you are the last person to move out please turn off all bathroom fans, kitchen fans, communal lights and ensure all windows and doors are locked
13. And finally, Don't forget to redirect your post to your new address. This can be organized directly with Royal Mail.

Deposits

Deposits taken will be placed in a national deposit scheme and returned to the tenant at the end of tenancy. Deposits are taken to ensure the landlord is not out of pocket due to malicious damage, accidental damage, miss use of utility equipment and missed rental payments and bills for required professional services and labour. If an item of furniture, part of the building or any item in the house owned by the landlord is damaged, stolen or removed, unless an individual comes forward to the landlords that they are blameworthy then the outstanding amount of money due to such damage will be taken in equal shares from individuals deposits. The remaining amount of deposits will be returned. Honesty is the best policy and we will be quick to locate a replacement item for your house to enjoy.

Please contact us via messenger to request your deposit back. Deposits will be returned within one month of the end of tenancy unless charges occur.

Charges Schedule

New Mattress	£120
Replacement Office Chair	£75
New microwave	£60
New Kettle	£40
New toaster	£40
New Hoover	£100
Replacement Mattress Protector	£25
Replacement shower curtain	£25
Replacement furniture	To be quoted
Replacement bedroom key	£30
Replacement complete personal house key set	£45
Replacement front door lock and front door keys (House)	£120
Replacement Bedroom lock and key set	£75
Copy of paper tenancy agreement	£20
Replacement -Damage and staining to kitchen worktop including burns	To be quoted
Replacement shower head holder	£40
Wall holes and repainting	To be quoted
New bedframe or headboard	To be quoted
Replacement freezer and fridge trays	£50 each
Replacement carpets, lino floors or tiles due to burns, stains, mice damage or rips	To be quoted
Replacement curtains, poles or tracks	To be quoted
Replacement slates for bed frame	£30
Replacement bedroom door number stickers	£20
Mice poison /traps (after initial free batch supplied by landlords)	To be quoted
Out of hours locked out call out	£50
In hours Mon-Fri 9-6	£30
Replacement vacuum from misuse or accidental damage	£100



Replacement tenants, admin, viewings and NDS *Terms and conditions still apply with existing tenancy	£150
Replacement fire extinguishers through misuse	£50
Replacement light switches and sockets	£50 per socket including labour
Replacement rugs	£70
Replacement dining chairs and other furniture	To be quoted
Removal of items left after tenancy	£30 minimum fee to increase with the amount of items for disposal

* Charges are for malicious damage and accidental damage. Charges will be paid by the tenant or their guarantor or deducted from any deposits paid.

* The above list is by no means an exhaustive list. Prices quoted are reasonable and include admin, materials, delivery and labour costs.

Call outs and Specialist Contractors

On some occasions a specialist engineers are required such as a gas safety engineer or electrician. Please see below a list of callout fees charged by independent specialists. This list is by no means exhaustive and any other issues not listed below will have to be quoted individually.

Replacement light switches, light fittings and sockets through damage	£50 per item including labour
Drainage specialists	£70 minimum call out
Pest controllers	To be Quoted
Carpet cleaning	To be Quoted
Flooding and water leaks through electrics	£175
Professional cleaning companies Appliance engineers for misuse or damage. *Tenants must use landlords trusted engineer list	To be Quoted To be Quoted

