

WHBreading t/as WHB Student Lets

Telephone: Samantha – 01795 3 42 42 3

Students: info@whbstudentlets.co.uk

Main Office: 66 Preston Street Faversham Kent ME13 8PG

April 2021

I am writing regarding your tenancy, which commences soon.

Payment of Rent

The **first rental payment** is to be received by us, and cleared by the banks by **1st June 2021** as detailed in the terms and conditions of application for tenancy, and tenancy agreement, which you have signed. A copy of this document is in the download section of our website, along with lots of other useful information.

(This is in order for us to book your move in appointment and inventory clerks in plenty of time, and avoid any delays in any members of your group moving in on time due to late payments).

The preferred method is payment by internet banking (direct transfer), and again this should be instructed in plenty of time to allow for funds to clear by the due date.

We do not recommend any “last minute” payments to avoid delays in arranging inventory clerks appointments, and releasing keys.

Only when our accounts office confirm payments are received can we release keys - please note that the system takes 48 working hours to update, and the accounts office hours are Monday to Friday 9-5.

I.e. a payment on a Friday (or anytime after 5pm Thursday) will not show until the next Wednesday.

Please ensure that your FULL REFERENCE is included with any direct payments.

Your reference is composed of the address and your surname.

For example, if the property address is 66 Preston Street and your name is John Smith, your reference would be PRES66JS

The format for references is always

- 1. The first four letters of the street name**
- 2. The house number; and finally**
- 3. Your initials.**

No reference = no payment

With hundreds of payments coming in during a very short space of time, it is simply not possible for us to trace incorrectly made payments quickly. If you do forget the reference, please allow 14 days for any allocation to be made, following a proof of payment being provided by EMAIL only.

The account details for payment of rent are:

WH Breeding

NATWEST

s/c 60 23 38

a/c 83106286

For International Payments Only:

The IBAN is GB14NWBK60233883106286

BIC is NWBKGB2L

Key Collection

The keys to the property shall be available on (or at any date from) the first day of the tenancy, from 14.00 hours (2pm).

I.e. you do not have to collect them on the first day of the tenancy.

It is important that **all** rental payments have been received from **all** tenants to avoid any delays in the issuing of keys. Keys cannot be issued unless the full rental payment, **for**

the whole property, has been received in cleared funds (NOTE THE PAYMENT DUE DATE ABOVE).

One missing payment / late payment = no keys...full stop!

Please contact the office **by email** to arrange a suitable time for your GROUP to collect keys. We would be grateful if you could let us have as much notice as possible of your preferred date / time – **14 days notice would be preferred** - but at least 7 days notice is required **minimum** (if less than this, the earliest date possible will be 7 days from the date of the request).

It is not necessary that you collect your keys to the property on the first day of the tenancy. Keys may be collected on any date by prior arrangement.

The first person to collect keys will get ALL the keys.

If you are all arriving at different times, or days, you will need to contact your housemates to arrange collecting your key from them, which will be at the property waiting for you.

Sorry, but...

...We can only attend ONE move in appointment, it is simply not possible to visit every property multiple times

...We cannot hold your key at the office, we simply do not have enough space...we will release all keys to the first person to arrive.

...please do not just turn up at the office expecting to collect keys – we do not keep them here – the inventory clerk will meet you at the property at the arranged appointment (made at least 7 days in advance).

There is no charge for the inventory, or the inventory clerk's appointment.

Inventory of Fixtures and Fittings

An inventory of fixtures and fittings, and noting the condition of the property, shall be prepared and ready for signing by at least one of the tenants at the start of the tenancy. It is important that you sign this upon collection of your key. Where one person signs, they are deemed to be signing on behalf of the entire group.

Where a full inventory is not available at the start of the tenancy, a basic move in schedule will be provided, and a full inventory will follow.

Other Matters...

Council Tax

We will arrange the exemption of your property. If anyone has changed their Student ID number, please let me know.

Rubbish and Recycling

Please remember to recycle as much as possible!

<https://www.canterbury.gov.uk/bins-recycling/>

You may find the following bins at your property:

- Black bin = landfill
- Blue bin = recycling (plastics, tins, glass)
- Red bin = paper (OPTIONAL)
- Green bin = gardening (OPTIONAL)

Bin collection day / recycling collection day

Please see the link above for details of your collection dates – simply enter your property postcode.

Please do not allow rubbish to accumulate at the property; if you have surplus rubbish this may be taken to the tip off Broad Oak Rd. A booking can be made here:

<https://www.kent.gov.uk/environment-waste-and-planning/rubbish-and-recycling/household-waste-recycling-centres/find-your-nearest-tip/canterbury>

Gardening

Please keep gardens tidy, and free from rubbish.

Where gardens are maintained for you by the landlord, these will be done, weather permitting, at regular intervals throughout the growing season.

If when you move in the garden has long grass, don't panic, it will be sorted...it's just a very busy time of year for the gardeners.

Utilities

Gas / electric / water will all be up and running when you arrive, and Council Tax accounts will be set up for you.

Please remember to be thoughtful of neighbours!

...especially late at night / in the early hours of the morning

...please keep music quiet after 11pm

...when returning late at night, please try not to talk (loudly) in the street / shut taxi doors / doors to the house loudly!

Student Contents Insurance

There are not locks on bedroom doors, and it is our policy not to fit them, or allow them to be fitted.

From experience, group dynamics work much better without “bedsit” style locks on doors, you all know each other, and if you all respect each others privacy and personal space there should not be any problems!

If any exceptional circumstances do occur during the tenancy, where the need for a lock becomes apparent, we will happily consider the circumstances.

The main reason for a lock request is normally to cover your contents on parent’s home policies – in reality this does not often provide adequate cover anyway if you openly declare the items are permanently away from parental home addresses for the next 12 months – we therefore suggest you take out a policy designed for students in shared houses.

Please see, as an example only:

<https://www.endsleigh.co.uk/personal/student-insurance/>

FAQ's

I've just moved in, and wish to let you know about something, how should i tell you?

Please **EMAIL** – a brief email noting the following would be great:

- Your name
- The address including post code (see <http://www.royalmail.com/find-a-postcode>)
- The nature of the problem
- A photograph if you have a smart phone would be much appreciated
- Please keep emails short and sweet, we don't need an essay!

Please ensure that **ONE** person remains the spokesperson for the group – the following is not helpful, and only delays us in sorting out any issues!

- Lots of phone calls!...our phone lines crash regularly in July with the sheer volume of calls coming in at the same time, please do **EMAIL** – it provides a clear log of what you reported, and when, and what our response was
- Multiple reports of the same issue
- Half a dozen people appearing at the office all trying to talk over each other reporting the same issue

Please remember it is a very busy time of year – we try very hard to keep everyone happy and will be working round the clock to get everyone moved in to clean, tidy houses on time...but we are only human!

We rely on you to:

- Communicate as a group and make sure your lead tenant / spokesperson acts for all of you, rather than lots of enquiries all asking the same questions!
- Make sure everyone's parents / guarantors are familiar with the move in procedures, we are commonly inundated with questions that are already answered in this move in guidance!
- Stay calm at the move in – if something is wrong / broken / not clean – we didn't do it on purpose, and we will work as quickly as possible to rectify it!

Please also bear in mind that we rely heavily on our maintenance team, gardeners, and cleaners at this time of year to do their bit – they too are very busy and if something is missed please just let us know by EMAIL and we will sort it ASAP. Shouting never helps!

What to do in the event in a problem?

If urgent, such as a flood, please call Samantha on 01795 3 42 42 3.

For everything else please email info@whbstudentlets.co.uk - please include your name AND property address in the subject line of the email.

Best Wishes,

Samantha & The Team,
WHB Student Lets.

For your information.

**Your quarterly rental payment for your property is shown in the email text.
This is the total for the property, to be divided by all tenants.**

Note Regarding Internet (where included in the rent):

Whilst we make every effort to ensure that the internet is running smoothly when you move in, and throughout the year, we rely on BT Openreach to connect lines, and the Broadband Providers to connect and maintain the service – all of this is beyond our control.

If there are any internet related problems, please report as above by email.

To connect to the router, the codes are written on the router, usually on a sticker on the underneath. If you cannot connect wirelessly first, please try a cable connection before reporting a general internet fault.

Herewith a reminder of condition (l) from the terms and conditions of your application:

(l)

Where Internet is included the tenant agrees to comply with the relevant service providers fair use policy relating to downloads, and also to comply with all laws governing downloads and indemnify the landlord fully in respect of any unlawful behaviour.

The tenant also notes that any loss of (or poor) internet service is beyond the landlord or agents control, who will not be held responsible for any loss(es) or inconvenience whatsoever.

The tenant agrees to assist the service provider with any fault finding / diagnostics at their own expense as and when required.

And as a reminder from the application process...

(a)

A holding fee of £75 is payable on reserving a property. This holds the property for 7 days. During these 7 days you will need to provide us with certain information so that we can consider the application that you have made and fulfil any legal obligations that we may have, such as the Government Right To Rent checks.

NOTE: Should the landlord withdraw the property from the market, your holding fee shall be refunded immediately.

Within 7 days of applying for a tenancy you agree to provide us with the following, (b) and (c):

(b)

For each student:

Proof of ID in the form of

- copy of passport AND copy of student ID card
- proof of address such as bank statement or utility bill

(c)

For each guarantor:

A guarantor must be a UK resident in full time employment - someone that can pay your rent if you fail to do so. The guarantor may also be liable for any damages to the property, if your deposit is insufficient.

Each student applicant requires a guarantor (i.e. one guarantor for one student).

Completed guarantor paperwork must also be provided within 7 days of any application.

We will provide you with all of the documents you need to return, at the time of your application.

This includes for the guarantor:

- a completed application form,
- a completed deed of guarantee; and

Proof of ID in the form of

- copy of passport
- proof of address such as bank statement or utility bill

If you, or your group as a whole, fail to meet the terms of the application as set out above the holding fee shall be forfeit, and the property shall be made available to other applicants.

Within 14 days of applying for a tenancy you agree to provide us with the following, (d):

(d) Following satisfactory referencing, from all tenants and all guarantors party to the application, the following is agreed to be completed within 14 days from application date (i.e. days 8-14):

(1) A tenancy agreement will be prepared. This should be signed within 14 days of application, or the property will be made available to other applicants. Once signed this is a legally binding document.

(2) The £200 deposit & an advance rental payment of £200 per person must be paid within 14 days of application.

The £75 holding fee, unless agreed differently, will be converted to a part payment towards the deposit. As an example,

Holding fee paid day 1 = £75

Deposit paid by day 14 = £200 minus £75 = £125

Advance rental payment paid by day 14 = £200

Total credit against first rental payment = £200

The balance of the first rental payment is due one month before the start of the tenancy.

Total deposit to be refunded at the end of the tenancy = £200

If you, or your group as a whole, fail to meet the terms of the application as set out above the holding fee shall be forfeit, and the property shall be made available to other applicants.

(e)

You are legally bound to pay rent for the entire duration of the contract, even if you vacate for a period or leave before the end of the Tenancy Agreement. Returning your keys does not mean the Tenancy Agreement has ended.

If you wish to leave your accommodation you will only be released from your Tenancy if you find a suitable replacement student to take your place. You'll have to pay for your accommodation until a replacement student moves into your vacated room. If you're considering this option we strongly recommend that you contact us to discuss this matter in more detail prior to signing any other agreement with another landlord.

(f)

The contract that will be formed between the Landlord and the Tenant will be governed by English law which international students may find quite different to the law which applies in their own country. Take advice before making a commitment if you feel you need it.

(g)

Payment Dates are set out in the Tenancy Agreement.

All rents are quarterly in advance.

The tenant agrees to make all payments in advance on or before the Payment Dates

The first payment is to be made one calendar month prior to the start of the tenancy.

For example, the first rental payment must be received on or by June 1st for a tenancy starting July 1st.

Any late payments must be agreed in writing on each occasion, and charges may be applied.

If any non authorised late payment remains overdue after 7 days we will contact your guarantor for an immediate payment.

Interest is added to any late payments. Any court fees are also added if necessary.

(h)

Lost keys are chargeable.

In some cases a replacement lock may be required.

(i)

If you have lost your keys and require letting into the property you may need the services of a locksmith.

Outside of normal working hours we would suggest you contact a housemate and ask them to let you into the property, and contact us the following morning.

If you wish to use a locksmith service, you will be responsible for the charges paid directly to the locksmith.

(j)

Where utilities are included in your rent, a fair use policy applies, as stated on each tenancy agreement.

(k)

Where TVs are included, the tenant agrees to insure these against malicious or accidental damage and replace on a like for like basis for the landlord if necessary.

(l)

Where Internet is included the tenant agrees to comply with the relevant service providers fair use policy relating to downloads, and also to comply with all laws governing downloads and indemnify the landlord fully in respect of any unlawful behaviour.

The tenant also notes that any loss of (or poor) internet service is beyond the landlord or agents control, who will not be held responsible for any loss(es) or inconvenience whatsoever.

The tenant agrees to assist the service provider with any fault finding / diagnostics at their own expense as and when required.

(m)

It is noted that viewings for student property reservations generally take place annually between November and January and it is agreed that access shall be provided for the purpose of viewings at any time during the tenancy.

(n)

I confirm i have received, read, and understand the “how to rent” (gov.uk) guide.

I confirm I have received a copy of the EPC and gas certificate for the property I am applying for.