

**ASSURED SHORTHOLD TENANCY AGREEMENT**  
UNDER PART 1 OF THE HOUSING ACT 1988 AS AMENDED  
UNDER PART 3 OF THE HOUSING ACT 1996  
FOR LETTING FURNISHED DWELLING HOUSE

AN AGREEMENT made on \_\_\_\_\_ (Date)

Between \_\_\_\_\_ (The Landlord/Agent)

Care of **PROPERTY SOLUTIONS** (Address of Landlord/Agent)

**515 BRISTOL ROAD, SELLY OAK, BIRMINGHAM, B29 6AU**

**TEL: 0121 472 1133 FAX: 0121 472 3006 EMAIL: MAIL@PROPERTYOLUTIONSUK.COM**

and \_\_\_\_\_ (The Tenants)

**WHEREBY IT IS AGREED THAT**

1 The landlord lets to the Tenants the property at

for the period of \_\_\_\_\_ from \_\_\_\_\_ to \_\_\_\_\_

2 The rent shall be £ \_\_\_\_\_ per **MONTH** which is paid by \_\_\_\_\_ installments  
of £ \_\_\_\_\_ due on **1<sup>ST</sup> OF EACH MONTH**

3 Deposit of: \_\_\_\_\_ due on **CONTRACT SIGNING**

Deposit to be refunded at the end of the Period of this agreement when the Landlord is satisfied that the tenants have discharged all obligations under the Terms and Conditions of this agreement. The deposit is payable on signing this agreement **(and may not be used against final rents due)**. Deposit to be protected and refunded in accordance with current tenancy deposit legislation, provided all keys have been returned to the agent/landlord, rent has been paid in full, the property left in a satisfactory and clean condition and written confirmation is supplied to confirm that all utility bills including council tax accounts have been fully settled.

**Deposit**

The Deposit will be paid by the Tenant.

The Deposit will be paid to the Landlord's Agent who will hold it as stakeholder.

Neither the Landlord nor the Agent will pay interest on the Deposit.

The Deposit is held as security for the performance of the Tenant's obligations under this agreement and to compensate the Landlord for any breach of those obligations.

Subject to the Tenancy Deposit Protection scheme rules, the Deposit will be refunded to the Tenant, less any deductions, within 10 days once **ALL** of the following have been completed:

1. Possession of the Property has been returned to the Landlord/Agent.
2. All keys have been returned to the Landlord/Agent
3. Written confirmation is supplied to confirm that all utility bills including council tax accounts have been fully settled.
4. Both parties have confirmed their acceptance of any Deposit deductions

The Deposit is not transferable by the Tenant in any way.

The Deposit will be protected by Tenancy Deposit Solutions Limited (TDSL) T/A MyDeposits in accordance with the Terms and Conditions of TDSL. The Terms and Conditions and ADR Rules governing the protection of the Deposit, including the repayment process, can be found at [www.mydeposits.com](http://www.mydeposits.com).

In the event that the total amount lawfully due at the end of the tenancy exceeds the Amount of the Deposit the Tenant shall reimburse the Landlord's Agent the further amount, within 14 days of the request being made.

The deposit will be refunded to each individual tenant, unless instructed otherwise in writing by that person. Deposits will always be sent by cheque to the permanent address stated on the initial application form.

## **Tenancy Deposit Protection Prescribed Information**

The contact details for this scheme are as follows:

Name: Tenancy Deposit Solutions Limited  
Address: 3<sup>rd</sup> Floor  
Kingmaker House  
Station Road  
NEW BARNET  
EN5 1NZ  
Telephone number: 08717 030552  
Email Address: info@mydeposits.co.uk  
Fax Number: 08456 343403

Please see [www.mydeposits.co.uk](http://www.mydeposits.co.uk) for information provided by the scheme.

The Deposit will only be repaid at the end of the tenancy when the conditions on page two have been completed and the Landlord and Tenant have agreed, or a dispute has been adjudicated by the ADR service, or on the order of a court.

If either party is not contactable at the end of the tenancy then the other party should contact the scheme provider for advice.

If the Landlord and Tenant do not agree with each other about the amount of the Deposit refund at the end of the tenancy they may either apply to Tenancy Deposit Solutions Limited for the free alternative dispute resolution service or a court of law.

Tenancy Deposit Solutions Limited offer free dispute resolution for Deposits they cover. Please see their website for details of how and when to apply.

The Deposit value is as stated on page one of this document.

The address of the property is as stated on page one of this document.

The contact details of the Landlord are as per page one of this document.

Information about any Relevant Person paying the deposit is:

The Lead Tenant for this tenancy will be

Name:  
Address:

Tel:

Email:

The parties forming the Tenant declare that the Lead Tenant should represent all of them in any decisions regarding the Deposit and that the decision of the Lead Tenant will be binding on all the parties forming the Tenant in this tenancy agreement, subject to the terms of the appropriate tenancy deposit scheme. The Lead Tenant can be replaced as your

representative, by any of the other tenants, as long as we are informed in writing.

The reasons for possible deductions from the Deposit are listed below:

Non Payment of Rent

Non Payment of Bills

Failure to repair any Damage caused to the property by the tenants or their guests (fair wear and tear excluded) before leaving.

Failure to comply with the Tenants' obligations under this agreement.

### **AT THE END OF THE TENANCY**

A representative from Property Solutions will inspect the property by prior appointment at the end of the tenancy. If the property has not been left in a satisfactory condition and a further inspection is required an administration charge of £35 plus VAT will be made to the tenants.

Within 30 days of ALL of the following occurring:

1. Possession of the Property has been returned to the Landlord/Agent.
2. All keys have been returned to the Landlord/Agent
3. Written confirmation is supplied to confirm that all utility bills including council tax accounts have been fully settled.

the agent will notify the tenant in writing if they propose to make any deductions.

If agreement is reached between the parties on how the deposit will be apportioned and written agreement is received from the Tenant(s) then the agent will ensure that the agreed amount is sent in the form of a cheque to the address held on file within a period of 10 days.

The Tenant(s) should inform the agent in writing if they intend to dispute any of the deductions from the Deposit.

An attempt will then be made to negotiate and resolve any differences of opinion however if the Landlord and Tenant do not agree with each other about the amount of the Deposit refund at the end of the tenancy they may either apply to Tenancy Deposit Solutions Limited for the free alternative dispute resolution service or a court of law.

The statutory rights of the Landlord and the Tenant to take legal action through the County Court remain unaffected.

**IT IS IMPORTANT THAT YOU ONLY SIGN THIS  
AGREEMENT AFTER READING AND UNDERSTANDING  
THE TERMS AND CONDITIONS AS STATED BELOW**

**TERMS AND CONDITIONS**

The Landlord lets and the Tenant takes the property for the Period at the Rent payable as detailed above.

-“The Landlord” includes the persons for the time being entitled in reversion expectant on the tenancy.

-“The Tenant” includes the persons deriving title under the Tenant.

- References to the Property include references to any part or parts of the Property and the Fixtures, Fittings, Furniture and Effects or any of them.

**1. The TENANT will:**

1.1 Pay the rent on the due date strictly by standing order. In the event that the rent is paid by any other method (e.g cash/cheque) then a surcharge of £5 will be levied for each payment.

1.2 Use the property in the manner a good tenant would.

1.3 Pay 50% share of the costs and disbursements in relation to the preparation of the inventory and “check out” at the end of the tenancy. The other 50% to be paid by the landlord.

1.4 Pay all charges for any electricity, gas, water, television or telephone used at or supplied to the property and council tax that might be charged in addition to or replacement of it during the term. It is the responsibility of the Tenant to read and record all meter readings at the beginning of the tenancy and to inform the supplier(s) of these readings. Property Solutions or the Landlord will not be held responsible if this is not adhered to. The tenants must also read the meters at the end of the tenancy and give these to the supplier along with a forwarding address for final bills to be sent to them. Information on the supplier and meter readings at the end of the tenancy must be given to Property Solutions or the Landlord when keys are returned.

1.5 Keep the interior of the property in a good, clean and tenable state and condition and not to damage or injure the property including the interior walls by hanging of pictures and posters. Blue tack and similar adhesive products are not permitted. A reasonable number of picture hooks will be permitted.

1.6 Keep the exterior free from rubbish, including bin bags, which will be put out on the day of collection, to maintain the gardens front and back, you are to provide your own tools. Alternatively you can use the service of our independent gardener who will charge a fee dependent on the size and condition of the garden. Charges will be detailed in the property handbook issued at the start of the tenancy agreement.

1.7 Check the inventory and report any errors/deficiencies to the Landlord’s Agent, returning a copy with any annotations/corrections as necessary within 7 days.

It is worth pointing out that sometimes when deductions have been made from deposits in the past, tenants have subsequently claimed that the property was “**like that when we moved in**”. Therefore it is absolutely vital that the deficiency is clearly highlighted on the inventory at the beginning of your tenancy otherwise there will be a deduction made from the deposits when you vacate the property in accordance with the enclosed charge list. If a deficiency is highlighted on the inventory but later rectified, the remedial work then negates the original deficiency.

If we do not hear from you within 7 days we will be under the assumption that you do not wish to make any changes to the inventory and therefore have agreed to everything noted.

- 1.8 Return the property to the landlord at the end of the term in the same clean state and condition it was in at the beginning of the term as stated on the inventory/schedule of conditions and if any item listed requires repair, replacing, cleaning or laundering pay for it unless the cause is fair wear and tear. The return of the Property shall be signified by the return of **ALL** the keys and rent shall be payable until this time. The tenant agrees to pay the reasonable costs of replacing locks if you fail to return all keys.
- 1.9 Not make any alteration, addition or redecoration to the property or to move or remove furniture or effects from the places where they are listed as being on the inventory without the prior written consent of the landlord (which will not be unreasonably withheld). Storage of items of furniture not required at the property will not be provided by the landlord or agent.
- 1.10 Not do or omit to do anything to the property which may be or become a nuisance or annoyance to the landlord or occupiers of adjoining or nearby premises or which may in any way prejudice the insurance of the property including exposing the property to damage by frost or fire. You must not play any radio, CD, record player, television or similar equipment or musical instrument in a way that will cause a nuisance, annoy the neighbours or be heard outside the property between 11pm and 8am.
- 1.11 Pay any excess on the Landlords insurance if the claim results from negligence, misuse or failure to act reasonably by the Tenant or any of his friends or visitors.
- 1.12 Not allow or keep any pets/animals at the property.
- 1.13 Not use or allow the property to be used in any way what so ever other than private residence.
- 1.14 Allow the Landlord or his Agent to hold a set of keys for the property.
- 1.15 Not assign, sublet, charge or part with or share possession or occupation of the property.
- 1.16 Not permit any visitor to stay for a period of more than 3 days.
- 1.17 Not bring into the property any furniture, fixtures or household belongings which do not meet the Furniture and Furnishings (Fire) Safety Regulations.
- 1.18 Pay interest at the rate of 4% above the Bank of England base lending rate at the time upon any rent or other money due from the tenant under this agreement which is more than 7 days in arrears in respect of the period from when it became due to the date of payment. Interest will be calculated on a daily basis.
- 1.19 A charge of £25 plus VAT will be levied on any returned or late payments. The refund of any over payments will incur an administration fee of £25 plus VAT.
- 1.20 Report in writing to the landlord any damage to or any work requiring attention in the property and to allow the landlord 14 working days to carry out non-urgent work. Urgent works will be dealt with according to the severity of the problem.
- 1.21 Allow the landlord or his/her agent to enter the property with prospective tenants or to inspect the property, during reasonable hours, 24 hours notice will be given unless otherwise agreed with tenants.
- 1.22 Not smoke or permit friends and visitors to smoke inside the property without the prior written consent of the landlord. Any damage caused to the property by smokers will be subject to rectification by the tenants prior to the end of the tenancy. Deductions will be made from the deposit if this is not adhered to.
- 1.23 Secure the property at all times using locks, which have been provided. A spare key must be provided immediately (to the landlord or his/her agent) for any bedroom door locks fitted. You must inform us in writing if the property is to be empty for more than 7 days in a row.
- 1.24 Not change the supplier of gas or electricity without the written consent of the landlord.
- 1.25 Provide a Parental guarantee if asked to do so by the landlord.
- 1.26 Dispose of all refuse on a weekly basis through the services provided by the Local Authority.
- 1.27 Not bring bicycles, motorcycles and prams into the property without our permission, in writing which we will not unreasonably withhold.
- 1.28 Not tamper with any fire precautions including the wedging open of fire doors, removal or covering of smoke/heat detectors as well as inappropriate use of fire extinguishers and fire blankets.
- 1.29 Not disable or interfere with any self closing mechanisms fitted to internal doors.
- 1.30 Not cause obstruction to any communal areas within the property which serve as a protected escape route in case of fire. The Landlord reserves the right to remove or have removed any such

obstructions and at his discretion to charge the reasonable costs, payable on demand, to the Tenant for doing so.

- 1.31 Not dry any washing inside the property, except in a ventilated and heated room suitable for such purposes.
- 1.32 Keep the Property at all times sufficiently well aired and warmed to avoid the build up of condensation and prevent mildew growth and protect it from frost.
- 1.33 Not block ventilators supplied at the property.
- 1.34 Not keep, use or permit to be used any oil stove, paraffin heater or other portable fuel burning appliance, or other appliance against the terms of the insurance of the Property, except as provided by the landlord.
- 1.35 Not keep any dangerous or inflammable goods, materials or substances in or on the Premises, apart from those required for general household use.
- 1.36 Not use or permit to be used any candles, incense sticks or any such item.
- 1.37 Report to the Landlord's Agent any brown or sooty build up around gas appliances and any suspected faults with the appliances.
- 1.38 Notify the Landlord's Agent immediately if they notice a problem or malfunction with the fire alarm, smoke detectors, heat detectors, fire doors and emergency lighting which may be supplied at the property.
- 1.39 Replace all light bulbs, fluorescent tubes, fuses and batteries.
- 1.40 Repair any Damage caused to the property by the tenants or their guests (fair wear and tear excluded) before leaving, or it will be deducted from the deposit.
- 1.41 The tenants must keep all drains inside and outside clean. This applies to surface level only where particular care must be taken to ensure that food items and hair do not cause any blockages.
- 1.42 The tenants are responsible to provide the rates exemption certificate to the relevant council, to get the property exempt from any taxes.
- 1.43 The tenants will take reasonable precautions to prevent frost or similar damage to the property. If the property is going to be empty overnight or for more than 12 hours when the weather is likely to be cold, you must leave enough heating on to prevent the water/heating system from freezing, or to turn off the water supply at the main stopcock and open all the other water taps and valves in the property to drain the system of hot and cold water.
- 1.44 Agree that all forwarding addresses may be passed on to any and all legitimate bodies that may have an interest in receiving this information.
- 1.45 Forward any correspondence addressed to the Landlord and other notices, orders and directions affecting the Landlord to the Landlord's Agent without delay.

**Data Protection Act 1998.** It is agreed that the personal information of both the Landlord and the Tenant will be retained by the Agent and may be used for internal marketing purposes during the tenancy period as well as supplied to carefully selected third parties for the same purpose.

**Tenants agree to take the property as seen when viewed.** Should any improvements be requested then this request should be put in writing to the agent, who will then seek the landlord's written approval. Tenants should arrange to inspect the property within a week of the tenancy agreement commencing to enable any problems or difficulties to be resolved. Any works which have not been negotiated prior to contract signing and identified at this point will be carried out and completed within six weeks (during the summer period) unless urgent works are required. There will be no compensation (monetary or otherwise) offered whilst these works are being carried out.

**The Tenancy is Joint and Several. i.e** If any tenant wishes to leave the premises during the tenancy period then the outgoing tenant and the remaining tenants will be responsible for finding a replacement tenant, and obtaining the consent of all parties concerned prior to any arrangements being finalised. In this situation, the original Tenant remains separately liable for the whole rent until a replacement Tenant has been mutually agreed and the new Tenant will then be taken to have assumed the rights and obligations of the Tenant replaced for the remainder of the term granted, as if named as an original Tenant.

The outgoing tenant will be responsible for an administration fee equal to half of one months rent plus VAT. The incoming tenant will have to pay the standard tenant application fee.  
In the event that a replacement tenant is not found and the outgoing tenant fails to pay the due rent, the remaining tenants will be liable for the rent until the expiry of the term of the tenancy agreement.  
This is a fixed term assured shorthold tenancy agreement. There is not a period of notice that can be given by either party to end this agreement.

2. The LANDLORD will:

- 2.1 Comply with all current legislation.
- 2.2 Subject to the tenant paying the rent and performing his/her obligations under this agreement allow the tenant peaceably to enjoy the property during the term without interruption from the landlord or any person representing the landlord other than point 1.13 above.
- 2.3 Insure the property against the usual insured risks (excluding tenants' personal possessions).
- 2.4 Keep in repair and proper working order all installations and equipment supplied at the property.
- 2.5 Carry out promptly repairs, which have been requested in writing by the tenant.
- 2.6 To return the deposit to the tenant after the end of the term once the tenant has produced proof that all bills have been paid and that all the obligations listed have been complied with. Any money withheld from this deposit shall be justified in writing.
- 2.7 In the event of the rent or any part of it being unpaid for more than 14 days after it has become due whether legally demanded or not or if there shall be a breach of any of the obligations on the part of the tenants the provisions for the recovery of possession by the landlord in accordance with Section 21 of the Housing Act 1988 as amended under the Housing Act 1996 shall apply, the landlord may re-enter the property or any part of it in the name of the whole and immediately the tenancy shall end without prejudice to any other rights or remedies of the landlord. For the avoidance of doubt: In order to exercise his legal right under this clause, a Landlord will first need to obtain a court order. Tenants agree to pay the cost of any court action taken for possession of the property or breach of the tenancy, as provided for in the court's judgement.
- 2.8 Not be responsible for any loss or inconvenience suffered as a result of a failure of supply or service to the Property, supplied by a third party, where such failure is not caused by an act or omission on the part of the Landlord.

**BUT THE LANDLORD WILL NOT BE REQUIRED TO:**

1. Carry out works for which the tenant is responsible by virtue of his/her duty to use the property in a tenant like manner.
2. All references to the tenant shall apply to all joint tenants who shall be jointly and severally responsible for all of the tenants obligations.

**Legal Notices**

Until you are informed in writing to the contrary Notice is given pursuant to section 48(1) of the Landlord and Tenant Act 1987 that notices (including Notices in proceedings) must be served on the Landlord by the Tenant at the following address:

**Property Solutions  
515 Bristol Road  
Selly Oak  
Birmingham  
B29 6AU**



## NOTES

Any letter sent out concerning rent arrears will incur an administration charge of £10.00.  
The charge for dishonoured cheques and standing orders (not received on due date) is £25.00.

Keys for each property will be available by prior appointment no earlier than 2pm on the first day of the commencement of the tenancy period. The return of all keys upon expiration of the tenancy term will be by prior appointment and no later than 2pm on the last day of the tenancy period.

TENANTS SIGNATURE(S)	TENANTS NAME(S)
1) _____	_____
2) _____	_____
3) _____	_____
4) _____	_____
5) _____	_____
6) _____	_____
7) _____	_____
8) _____	_____

SIGNED BY THE NAMED (AS AGENT ON BEHALF OF THE LANDLORD)

\_\_\_\_\_

DATE: \_\_\_\_\_

# **PROPERTY HANDBOOK**

## 1) Emergency contact details

If you need to contact Property Solutions outside of office hours you can do so on the following number:

**07846 507 340 (call, text or leave a voicemail message)**

**NOTE: THIS NUMBER IS FOR EMERGENCIES ONLY AND SHOULD ONLY BE USED FOR CONTACT IN SITUATIONS THAT CANNOT WAIT UNTIL THE FOLLOWING WORKING DAY.**

## 2) Introduction

This booklet has been created to assist all tenants residing at properties managed by Property Solutions throughout the duration of their tenancy. Following this guide will ensure that the whole process of renting accommodation is as efficient as possible.

## 3) Contact us

Should you need to contact Property Solutions, during office hours, you can:

**Call:** 0121 472 1133

**Fax:** 0121 472 3006

**Post:** 515 Bristol Road  
Selly Oak  
Birmingham  
B29 6AU

**Email:** [management@propertyolutionsuk.com](mailto:management@propertyolutionsuk.com)

## 4) Other useful numbers

In the event of a gas leak please call Transco **IMMEDIATELY** on **0800 111 999**

In the event of a water leak outside your property please call Severn Trent Water on-  
**0800 113 5000**

## 5) Lead tenant

In order for your tenancy to run as smoothly as possible, Property Solutions kindly requests that each household nominates a lead tenant. This will enable us to co-ordinate all maintenance and any other issues with this tenant, which will ensure that all issues are addressed promptly and efficiently.

When a lead tenant has been nominated, can you kindly inform Property Solutions as soon as possible of their name and contact details.

## 6) Rent

The tenancy agreement that has been signed by each tenant entails each tenant to pay the rent on the 1<sup>st</sup> of each month, unless otherwise agreed with Property Solutions. If there are likely to be any **problems** with paying the rent on the due date, each tenant is required to give Property Solutions a minimum of one **month's** notice **before the rent is due**.

Prior to moving in you will have been given standing order mandates forms in order to pay your rent electronically each month, please ensure you have sufficient funds in your account for debiting on the 1<sup>st</sup> of each month. Under no circumstances are any tenants permitted to cancel their standing orders during the course of the tenancy. A charge of £25 will be levied for all returned payments as well as any interest that will be applicable for payments.

**Rent that is not received within seven days of the due date will result in a letter being sent out informing you of the rent arrears and will incur an administration charge of £10.00 for each letter along with a late payment charge of £25.00 per month.**

## 7) Bills

It is the responsibility of the tenants to transfer all bills into their names when they move into the house. They must ensure that bills are paid on time and that written confirmation is provided to Property Solutions **at the end of the tenancy period** in order for deposits to be returned without any deductions.

## 8) Hygiene

All tenants must ensure that the interior and exterior of the house is clean at all times. This will prevent any infestation from rats and mice and will ensure that no charges are incurred by the tenants should the need arise to call out a pest control company.

## 9) Inventory

An inventory will be carried out when the first person moves in. They will be required to sign to confirm that they agree to the fixtures, fittings and their condition, provided at the property. We strongly recommend that you retain a copy in order to eliminate the possibility of any unnecessary charges/complications at the end of the tenancy.

## 10) Council tax exemption certificates

These are provided to all full time students when they enroll on their course. Tenants are responsible for forwarding a copy to Birmingham City Council's tax department as well as a copy to Property Solutions in order to ensure that they are exempt from paying council tax otherwise they will be responsible for paying any monies due during the course of the tenancy.

## 11) Content Insurance

Each tenant is responsible for arranging their own contents insurance and Property Solutions therefore assume no liability for loss or damage caused to the private possessions of each tenant. We can arrange contents insurance for our tenants at highly competitive rates. Please call us on 0121 472 1133 for further details and to obtain a quote.

## 12) Repairs

Any **URGENT** repairs or maintenance issues should be directed to the maintenance department on 0121 472 1133.

We need to be informed of all **NON URGENT WORK** in writing to the office by post or email ([management@propertyolutionsuk.com](mailto:management@propertyolutionsuk.com)), in order for repairs to be coordinated as quickly as possible.

Our office opening hours are Monday to Friday 10am to 5pm, however should you need to contact us in an emergency then you can do so on the following numbers:

**07846 507 3040 or 0121 472 1133**

Should you require any works to be carried out which are not the responsibility of Property Solutions e.g. cleaning drains (blocked by food), gardening, replacing light bulbs, removing rubbish from the property etc, then there will be an additional charge which is outlined in the enclosed charges list.

### **Repair Timescales (These are approximate timescales only)**

1. **Emergency** - attended to within 48 hours. Repair problems that are a danger to health or safety of the tenant or the property.
2. **Urgent** - completed within 7 days. Repair problems that could potentially endanger the health and safety of the tenant or the property.
3. **Routine** - completed within 14 working days. Repair problems that have no direct danger to health or safety, but if left will cause other repair difficulties
4. **Non essential** - completed within 90 days. Disrepair that will have no detrimental effect to the property or the person

## 13) Inspections

Periodic inspections will be carried for which you will be informed in writing 7 days prior to the inspection taking place.

## 14) Additional Points

Property Solutions' consent will be required for the following:

- Change to utility providers
- Redecorating
- Removal of furniture from bedrooms/property

Taking care of the gardens is the tenants' responsibility, however if you would like our contactors to take care of this then please contact the office. The current rates are outlined on the attached sheet.

All tenants must ensure that they are familiar with the location of the water stop cock as well as the gas and electric meters in case of an emergency. You must also ensure that access is available to these at all times as quite often gas meters can be in the ground floor bedroom therefore a spare key must be available at all times.

## 15) Re letting the property

Viewings to re let the property for the following academic year will usually commence before Christmas. We will write to you closer to the time in order to make you aware of the necessary arrangements which will be implemented to ensure minimum disruption for our incumbent tenants.

## 16) Moving Out

All student tenancies end on 30<sup>th</sup> June of the following year. Keys must be returned by prior appointment no later than 2pm on the last day of the tenancy period.

We will write to you closer to the time in order to provide additional details with regard to the whole process of moving out, returning keys and arranging for deposits to be sent to you.

**CHARGE LIST (During the tenancy period)**

Current charge lists for all additional services offered to tenants which are not the responsibility of Property Solutions.

- Call Out for lock outs and lost keys:

**Weekdays**

Before 6pm	£15
After 6pm but before 9pm	£30
Between 9pm and 9am	<b>from</b> £65

**Weekends**

Between 10am and 9pm	<b>from</b> £45
Between 9pm and 9am	<b>from</b> £75

- \* Letters concerning rent arrears: £10/ letter
- \* Late rent charge (if received after the 7<sup>th</sup> of the month) £25
- \* Reference Letters:(per letter) £10
- \* Gardening:(per visit) **from** £45
- \* Replacing light bulbs: £5 + call out
- \* Replacement of fire alarm call point glass panel £115
- \* Replacement Keys are charged at £10/key
- \* All other works which are requested by the tenants e.g help with moving furniture, changing curtains etc will be charged at an hourly rate of £45 (charged per half hour.)
- \* The cost of replacing a tenant on the contract is:  
Half of one months rent plus VAT for the outgoing tenant  
The relevant tenant application fee plus VAT for the incoming tenant

**END OF TENANCY CHARGES**  
**( IF APPLICABLE)**

The following is a brief guide to possible charges or deductions that may be taken from deposits:

**LATE RETURN OF KEYS: £50 PER PERSON + EXTRA RENT PER DAY**

As per the tenancy agreement keys are to be returned for the whole property no later than 2pm on 30<sup>th</sup> June. Please label each set of keys with the bedroom number and place these in an envelope with your name and the property address ready for our representative to collect when they carry out the final inspection.

**CLEANING/CLEARING OF ROOMS:** £45 for the first hour £25 per hour thereafter

**DAMAGED/MISSING FURNITURE** To be charged for cost of replacement.

**REPLACEMENT KEYS:** £10 per key

**RE-DECORATING ROOMS** £45 per wall/ceiling  
This includes removal of blue-tac

**CLEANING/CLEARING OF KITCHEN:**  
£65 for the first hour £30 per hour thereafter

**CLEANING/CLEARING OF GARDEN:**  
£45 for the first hour £30 per hour thereafter

**CARPET STAINS/ SHAMPOO:** £70 PER BEDROOM, LOUNGE  
HALLWAY, LANDING & STAIRS

**CARPET REPLACEMENT:** Quote to be obtained from suppliers  
(like for like replacement)

**NON CANCELLATION OF STANDING ORDER:**  
£25 EACH

Please note it may take up to 12 weeks to arrange a refund of any overpaid rent.

**DAMAGED/MISSING SMOKE ALARMS:** From £35 EACH



**REPLACEMENT LIGHTBULBS**

£5 EACH.

All rubbish is to be bagged and sealed in black bin liners **only** and placed on the pavement directly outside your property on the relevant rubbish collection day. Any bags not removed will be charged at £5 per bag/item as this will be classed as trade waste once you have vacated the property.

Any item of works not listed above will be charged at according to invoice value plus 10% administration fee. Two independent quotes will be obtained and the lower of the two will be applied to the account.