

Dear Tenant,

Thank you for choosing Student Choice Plymouth as your accommodation provider. We would like to welcome you to our community and your new home. Please find some information below which may be of interest to you:

The Property

We have now deep cleaned the property and it is ready for your arrival. An inventory has also been carried out and will be emailed directly to you. If this is not received by the middle of September, please get in touch so we can resend it. After receiving your inventory, please read through it, and if you have noticed something we might have missed, you have 7 days after receipt to send us an email with an image and description for us to add on to the inventory.

Keys

Student Choice Plymouth will normally provide only one set of keys in respect of any allocated property. The 'tenant(s)' is responsible for the safe keeping of any keys that they are given, and where necessary, the full cost of obtaining replacements will apply. For a standard key, the cost will be £10, however some properties may have specialist keys or entry systems which can be more expensive. If you lose your keys and require a member of our team to let you back into your property outside of office hours, there will be a £50 call-out charge prior to 10pm, and £75 thereafter & on Sundays. For bank holidays throughout the year the charge is £125.

Notice

Please be advised that notice will be given before any scheduled appointment, however some maintenance issues may need immediate attention and therefore, notice may not be given before accessing the property. Please also be aware that meter reads are taken at the end of each month, and we may need to access communal areas during this period without notice.

Insurance

Buildings Insurance is the owner's responsibility (i.e. the landlord). This is normally undertaken on an annual basis and is at no cost to the 'tenant(s)'. However, your personal possessions and any valuables you might have are not covered by the Buildings Insurance. Home Contents Insurance is your responsibility, if you require Home Contents Insurance you must arrange this yourself at your own cost.

Condensation & Mould

Condensation starts as moisture in the air, usually produced by cooking, washing, or drying clothes indoors on radiators. When it hits cool surfaces such as walls, mirrors, wall tiles and windows it condenses and forms water droplets. The moist air rises when it is warm and often ends up on ceilings or around windows. Please keep your property well-ventilated to prevent condensation and mould (forms in black spots, especially during the winter period).

Pest Control & Hygiene

You must keep your home free from rats, mice and other pest infestations. To help prevent pests entering your home:

- Keep all floors and work surfaces clean and free of all food debris.
- Thoroughly clean-up after any spillages, and ensure any leftover residue is totally removed.
- Wash or mop hard floors regularly with a proprietary cleaner and/ or disinfectant.
- Please do not store packs and bags of dry foods such as rice and flour etc. on the floor or on lower surfaces.
- All food contents should ideally be stored in airtight containers.
- Do not leave used plates, mugs, bowls etc. in bedrooms, on floors, or sides for more than 24 hours.

Having moved into your accommodation, if it does at a later point in time suffer from any kind of pest problem or infestation, you should, of course, always notify Student Choice Plymouth and seek advice. However, please be aware that you will normally be responsible for taking or arranging appropriate remedial action and for the full cost of this, before we consider arranging a pest control team to visit at our cost.

TV Licences

A TV licence is provided for the communal television. You are legally obliged to supply your own TV licence for your bedroom if you: watch or record programmes as they're being shown on TV, on any channel; watch or stream programmes live on an online TV service (such as ITV Hub, All 4, YouTube, Amazon Prime Video, Now TV, Sky Go, etc.); download or watch any BBC programmes on BBC iPlayer. This applies to any device you use, including a TV, desktop computer, laptop, mobile phone, tablet, games console, digital box or DVD/VHS recorder.

Wi-Fi

We provide wireless broadband within our properties. Most of our properties will have a Student Choice network displayed. If this is the case, the password is likely to be either aaabbbccc1 or AaabbbCcc1 (if this does not work, do get in touch and we will provide you with the relevant details). If you are unable to see any Student Choice networks, your network and password details will be displayed on the router. Throughout your stay, if you notice any issues with the Wi-Fi (speed or connectivity) please always check the Virgin Media website first to find out if there is a problem in the area. If this is the case, Student Choice will have no power in resolving the issue. If there are no problems displayed on the Virgin Media website, you can firstly try to turn off the router for a minute or two and then turn it back on. This in most cases will resolve the issue. Please **do not** reset the router as this can cause further problems and will require a visit from our engineer to rectify. If you are still experiencing problems after switching the router on and off, then feel free to give us a call and we will assist you with the matter.

Civil Disputes

Please take this as a gentle reminder of our role as your letting agent; We are here to oversee the management of your property and not to mediate internal disputes among housemates. We kindly request that you refrain from involving us in or informing us about any civil disagreements you may encounter with your fellow housemates. It is the tenants' responsibility to maintain a respectful relationship with all housemates, to allow everyone to be able to enjoy the house as they should. Of course, if house rules are being broken, please do let us know and we will do everything we can to help. In the case where laws are being broken, please use the police as your point of contact, as it is their duty to intervene in anything which contravenes the law.

House Rules

All tenants should abide by the HMO regulations, House Rules & the law when living in the property. Please refer to the laminated A4 document in your communal area which lists the rules to follow and outlines what is expected of you as a tenant.

Paying Rent

When paying your rent, this will always be paid to the bank details below:

Account number: 23668142

Sort Code: 40-36-22

All rental payments are to be paid into this account. Do not under any circumstance pay anything into another account unless it has been confirmed both in person verbally with a member of senior staff, as well as in writing. If you ever receive suspicious emails asking you to pay into a new or different account, please alert us straight away, as we are aware of the ever-growing online cyber threats and have numerous precautions and safety walls put in place, which we are always looking to improve to ensure safe transactions for both yourself as well as ourselves. We will not be held liable if you pay your rent into the wrong account.

Utility Usage

If gas, electric and water is included in your rent, this will be subject to the fair usage policy included in your tenancy agreement. Please be mindful of this and ensure that the heating is set to come on for reasonable periods of time. When the property is unoccupied, please can we ask that the heating, lights and electrical items are turned off to reduce usage. Should you require assistance in using the heating system please let us know.

Social Media & Competitions

We try to regularly run competitions for our housemates to be a part of, and get exclusive access to, before the general public, so be sure to follow us on Instagram & like us on Facebook, as this is where they will be released and promoted first. Please find our social media names below:

Facebook - @StudentChoicePlymouth

Instagram - @StudentChoicePlymouth