

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**

Your accommodation has been professionally cleaned and is ready for you. An inventory has been completed and will be emailed to you. If you do not receive it by mid-September, please contact us. Once received, review the inventory and report any discrepancies within seven days by emailing us with a description and image for updates.

### **Keys**

Each tenant is provided with one set of keys. You are responsible for keeping them safe. A replacement standard key costs £10, but specialist keys or entry systems may 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, charges apply: £50 before 10pm, £75 after 10pm and on Sundays, and £125 on bank holidays.

### **Notice**

We will provide notice before scheduled appointments, but urgent maintenance may require immediate access without prior notice. Meter readings are taken at the end of each month, so communal areas may be accessed during this time 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**

To avoid condensation and mould, keep your home well-ventilated, particularly when cooking, showering, or drying clothes indoors. Mould typically appears as black spots, especially in winter, so ensure proper airflow to prevent this.

### **Pest Control & Hygiene**

You must keep your home free from rats, mice and other pest infestations. To maintain a pest-free environment:

- Keep floors and surfaces clean and free of food debris.
- Clean up spills immediately.
- Regularly wash floors with disinfectant.
- Store dry foods in airtight containers, not on floors or low surfaces.
- Avoid leaving dirty dishes in bedrooms for extended periods.

Having moved into your accommodation, if at a later point in time, there is 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, 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 off and on, 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 and 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 circumstances, pay any amount into another account unless it has been confirmed in-person 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 and 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**

If you have any questions, don't hesitate to reach out. Wishing you a fantastic stay!

**Student Choice Plymouth**