

ASSURED SHORTHOLD TENANCY AGREEMENT

The Landlord

Date:

Name:

The Tenants

Names:

(The term "the Tenant" applies to each named joint tenant. Each individual tenant enjoys the full rights and is fully responsible for the obligations set out in this Agreement and their obligations shall be joint and several).

The Property:

Together with the fixtures and fittings and also the items set out in the inventory (if applicable).

The Term

For a fixed term commencing by appointment on the 1st July 2012 expiring at 10 am on the 30th June 2013

The Rent

At a rent of £ a month payable quarterly in advance either by standing order or cheque as agreed with Landlord.

Method of Payment

By standing order or cheque made payable to Digs (Bristol) Ltd

The Deposit

The deposit shall be £450.00 per person (or the equivalent of one month's rent if this figure is higher).

Details of Agent

Abode Property Management managing the DIGS brand as agent for DIGS (Bristol) Limited, 1 Triangle South, Clifton, Bristol, BS8 1EY. Tel: 0117 9308750; fax: 0117 3169714.

Terms and Conditions

1 General

- 1.1 In this Agreement any reference to the masculine includes the feminine.
- 1.2 This Agreement is for an Assured Shorthold Tenancy.

2 The Property

- 2.1 The Property is the Property specified above, and where applicable, together with any outside space or garden and the Landlord's fixtures and fittings in the premises or as stated in the inventory (if any).

3 Rent

- 3.1 The Tenant shall pay the rent by the method and at the times specified above.

4 The Deposit

4.1 The Deposit will be protected by My Deposits in accordance with their terms and conditions. The terms and conditions and ADR rules governing the protection of the deposit including the repayment process can be found at www.mydeposits.co.uk

4.2 The deposit will act as security against breach by the tenant of any part of this agreement at any time including compensation for cleaning, damage to the premises its fixtures and fittings or for missing items for which the tenant may be liable subject to an appointment or allowance for fair wear and tear.

4.3 The deposit shall not be treated as rent by the tenant and rent is required to be paid to the end of the tenancy

4.4 Subject to the My Deposits scheme rules, the deposit will be refunded to the tenant, less any deductions within 30 days once the following have been completed.

4.4.1 Possession of the property has been returned to the landlord

4.4.2 All keys have been returned to the landlord

4.4.3 Both parties have confirmed their acceptance of any deposit deductions

4.5 If the landlord sells his property subject to his tenancy the rules governing changes of landlords The DPS must be complied with. On compliance of these rules the landlord shall be released from all claims and liabilities in respect of the deposit or any part it.

4.6 At the end of the tenancy, My Deposits will not release the deposit or any part of it without the landlord and tenants agreement. Where more than one person

comprises the tenant, the person who signed the inventory schedule of condition will be deemed to be the lead tenant and therefore act on the joint tenants behalf in respect of this. My Deposits will consider the agreement of the lead tenant as agreement by all the joint tenants.

5 Forfeiture and Interest on Payments in Arrears

- 5.1 Where the rent, any part of it, or any other sum due from the Tenant under this Agreement, is in arrears of 7 days or more after it has become due, whether legally demanded or not, or the Tenant has breached any of the terms of this Agreement, then the Landlord shall be entitled to end the Tenancy either (a) by serving the appropriate notice and obtaining a court order, or (b) by re-entering the property if it is no longer occupied by the Tenant or anyone else with a lawful right to live in it. If the Landlord exercises this right of forfeiture, it shall be without prejudice to the other rights and remedies of the Landlord.
- 5.2 Where the rent or any other sum due by the Tenant under this Agreement is in arrears, whether legally demanded or not, the outstanding sum shall be subject to interest from the date when the same became due until the date of payment, at the rate of 5% above the prevailing base rate of the Bank of England.

6 Insurance

- 6.1 If the Tenant so wishes, he can insure his personal effects, which shall not be the Landlord's responsibility.
- 6.2 The Tenant shall not (nor allow others to) do anything that will adversely affect the Landlord's insurance of the Property and shall make good to the Landlord any loss or extra expense arising from a breach of this clause.

7 Quiet Possession

- 7.1 The Landlord agrees, subject to the Terms and Conditions of this Agreement, not to interrupt or interfere with the Tenant's right to quiet possession and enjoyment of the Property.

8 Communal Areas

- 8.1 The Tenant shall take reasonable care to keep the common entrances, halls, stairways, lifts, passageways and any other common parts including their electrical lighting, in reasonable repair and fit for use by the Tenant and other occupiers and visitors to the Property.
- 8.2 The Tenant shall take reasonable care to ensure at all times that all common parts of the Property are kept clear of hazards and obstructions.
- 8.3 The Tenant shall not store bikes in the communal areas.

9 Use and Condition of Property

- 9.1 The Tenant shall use the Property for residential purposes for occupation by the Tenant only and shall not (nor allow others to) operate a business at the property or use it for any improper, immoral or illegal purposes.
- 9.2 The Tenant shall keep the Landlord's furniture, fixtures, fittings and effects in the Property in at least as good repair and condition as they were at the start of the tenancy and shall make good all damage and undue wear and replace with similar articles of equal value all articles which are destroyed or lost or damaged or unduly worn and incapable of reinstatement. The Tenant shall not remove any of the said furniture, fixtures, fittings and effects from the Property nor from the rooms in which they are in.
- 9.3 The Tenant shall replace all broken glass, electric light bulbs, fuses and lost or damaged keys as and when necessary.
- 9.4 The Tenant shall not store bikes within the property.

10 Assignment

- 10.1 The Tenant shall not assign, sublet, charge or part with or share possession or occupation of the Property or any part thereof without the prior written consent of the Landlord.

11 Nuisance

- 11.1 The Tenant shall not (nor allow others to) cause nuisance, damage, disturbance, injury, inconvenience or annoyance to the Landlord, the Landlord's employees Agents or Contractors, other tenants or any neighbours or to any of their property.

12 Damages

- 12.1 The Tenant shall not (nor allow others to) cause any damage or injury to the exterior, structure or any part of the Property.

13 Alterations to Property

- 13.1 The Tenant shall not (nor allow others to) make any alterations, improvements or additions to the Property, including the erection of a television aerial, external and/or internal decoration and additions to or alterations to, the Landlord's installations, fixtures and fittings without the Landlord's written consent, and the Tenant shall not (nor allow others to) remove any of the items specified in the inventory (if any) or any of the Landlord's possessions, from the premises.

13.2 The tenant shall not glue, stick (particularly with blue tack), nail, screw or otherwise fix anything whatsoever to the interior or exterior of the Property or its contents without the Landlord's written consent.

14 Locks

14.1 The Tenant shall not alter or change or install any locks on any doors or windows in or about the Property or have additional keys made for any locks without the prior written consent of the Landlord.

15 Children and Pets

15.1 Without the express written permission of the Landlord, the Tenant shall not (nor allow others to) keep or allow children or pets of any kind on the premises. Any permission which is given may be cancelled by the Landlord.

16 Cleaning and Maintenance

16.1 The Tenant shall keep the interior of the premises in good repair and condition and in good decorative order, subject to the Landlord providing and maintaining a vacuum cleaner and other appropriate implements for this purpose.

16.2 The Tenant is responsible for cleaning, maintaining and keeping free from all blockages and obstructions all baths, sinks, lavatories, cisterns, drains, gutters, pipes, chimneys and the like (where applicable).

16.3 The Tenant is responsible for the keeping clean of any carpets, curtains, furnishings or other items listed in the inventory (if any).

16.4 The Tenant is responsible for the cleaning of the insides of all windows.

16.5 The Tenant shall ensure that all rubbish is deposited in sealed bin liners and removed from the Property daily ready for collection (daily or otherwise) by the appropriate party.

16.6 The Tenant shall keep in good repair and condition the exterior of the front door to the Property.

17 Garden

17.1 The Tenant is responsible for keeping such areas neat and tidy and properly cultivated and free from rubbish and weeds (where applicable).

18 Repairing Damage

18.1 The Tenant agrees to make good any damage to the Property or to the Landlord's fixtures and fittings or to the common parts caused by the Tenant or any visitor of the Tenant to the Property, fair wear and tear excepted, and to pay any costs incurred by the Landlord carrying out such works in default.

19 Reporting Disrepair

- 19.1 The Tenant shall report to the Landlord any disrepair or defect in respect of the Property or the fixtures and fittings and report any failure of mechanical or electrical appliances.

20 Utilities

- 20.1 The Tenant is responsible for the payment of bills generated for the supply and consumption of any services such as Gas, Electricity, Telephone, Water etc., this includes the supplies in the communal areas. The landlord will either deduct the charge per tenant from the deposit at the end of tenancy or will add the pre calculated charge to the quarterly rental amount due. Any excess amount will be returned with the balance of deposit at the end of tenancy. The Tenant shall not do anything that may cause the disconnection of any of these supplies. The Tenant agrees **not** to change any utility supplier without notifying Digs office.

21 Council Tax

- 22.1 The Tenant is responsible for performing his obligation (under the Local Government Finance Act 1992 or regulations made) to pay Council Tax (or any similar tax or levy) where applicable Hereunder.

22 Rights of Access

- 22.1 The Tenant shall allow the Landlord, the landlords employees agents or contractors access to the Property at reasonable hours during the day, to inspect the condition of the Property or to carry out repairs or other works to the Property or any adjoining property or to carry out maintenance of the appliances or for any purpose connected with the interest of the Landlord in the Property or their disposal, change or demise with or without any prospective tenants or purchasers. The Landlord shall normally give at least 24 hours notice but can not guarantee to do so the Tenant shall give immediate access in an emergency.

23 Property Left Unattended

- 23.1 Whenever the Property is left unattended, the Tenant must fasten all locks to all doors and windows and activate any burglar alarm, to prevent unauthorised access to the premises. The Tenant should notify the Landlord if he intends to leave the premises vacant for a period in excess of 21 consecutive days and in such a case, the Tenant shall take all reasonable steps to avoid damage from burst pipes in freezing weather.

24 Moving Out

- 24.1 At the end of the Tenancy the Tenant shall give the Landlord vacant possession and shall return all the keys of the Property and remove all

furniture owned by the Tenant, personal effects and rubbish and leave the property and the Landlord's fixtures and fittings in the same condition and state of repair as at the start of the tenancy, fair wear and tear excepted.

25 Inventory Check, Cleaning and Return of Deposit

- 25.1 At the end of the tenancy, the Landlord shall perform such checks as are necessary as to the condition of the Property and the Landlord's fixtures, fittings and effects in the Property and/or as stated in the inventory. An appropriate deduction shall be made from the Deposit by the Landlord where he determines that any part in or about the Property and/or any of the fixtures, fittings and effects require repair, replacing or making good where such loss or damage has been caused during the Term of the tenancy
- 25.2 At the end of the tenancy the Landlord shall, if he so deems necessary, arrange for the Property to be cleaned. The cost of such cleaning shall be borne by the Tenant and shall be deducted from the Deposit.
- 25.3 If after the expiration or sooner determination of the Term any property of the Tenant or any other third party remains in or on the Property and the Tenant fails to remove the same within 3 days after the Landlord requests the Tenant to do so, then the Landlord may dispose of the said property as he sees fit. In such an event, the Landlord may make a reasonable deduction for any costs and charges he incurs.
- 25.4 The deposit or the balance of the deposit, taking into account the matters above, shall be returned to the Tenant within 30 days of the Tenant vacating the Property providing no deductions are made.

26 Charges and Expenses

- 26.1 In the event of a breach of the Tenancy Agreement by the Tenant (including late payment of rent), the following charges may be made:
- (a) an administration charge of £5 may be made for each telephone call dealing with any matters arising from a breach of the Tenancy Agreement ;
 - (b) an administration charge of £ 10 may be made for each letter written in dealing with any matters arising from a breach of the Tenancy Agreement ;
 - (c) an administration charge of £30 may be made for any stopped or returned cheque issued by the Tenant.
- Any or all of these charges may be waived at the discretion of the Landlord.
- 26.2 The Tenant shall be liable for all costs and expenses incurred by the Landlord (including but not limited to legal and professional fees) arising from any breach of the Tenancy Agreement by the Tenant including such costs and expenses in or incidental to the recovery from the Tenant of any rent arrears or the service of any notice relating to any breach by the Tenant of any of his/her obligations.

27 Notices

27.1 Any notice required to be served under this Agreement shall be sufficiently served if sent by first class recorded delivery post, in the case of the Tenant to the address of the Property specified above, or in the case of the Landlord to DIGS office.

28 Non-smoking

28.1 Smoking is not permitted within the property

Abode Property Management managing the DIGS brand as agent for DIGS (Bristol) Limited, 1 Triangle South, Clifton, Bristol, BS8 1EY

The Landlord hereby agrees to let the premises and the Tenant hereby agrees to take the premises for the rent, period and in accordance with the conditions stated within this Agreement.

SIGNED by the Landlord/on behalf of the Landlord:

Signed by:

Date:

SIGNED by the Tenants:

Signature of:

Date:

Signature of

Date:

Signature of:

Date:

Signature of:

Date:

Signature of:

Date:

Signature of:

Date:

Signature of:

Date:

Signature of:

Date:

Signature of:

Date:

Signed and checked by the Witness:

Name of Witness:

Address of witness:

Date:

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DIGS STUDENT LET RESERVATION FORM

To make a reservation on a property, this application form needs to be fully completed and signed by each member of the group and the full reservation amount paid. The amounts payable are as follows: the Reservation Fee which is £450 per person (unless the rent is higher than this figure and then the amount payable will be the equivalent of one month rent) and the Agency Fee (Administration Fee) which is 35% of one month rent plus VAT. This can be paid in cash, via card payment or by cheque made payable to DIGS. The Reservation Fee is held as an additional non-returnable holding fee until the date your tenancy agreement starts when this amount then becomes your deposit bond subject to the terms and conditions contained within the tenancy agreement.

PROPERTY TO LET:

Lead Tenant Details *(Lead tenant is first point of contact)

Title _____ Surname _____ First Name _____

Address in Bristol, including Room No. _____

Student ID Number _____ Mobile Number _____
University _____ Course _____

Academic Year _____ Age _____ Email _____

Guarantor Paying/Tenant Paying (Please delete as appropriate)

Tenant Bank Details (Leave blank if Guarantor Paying)

Cardholder Name _____

Bank Name _____

Account Number _____ Sort Code _____

Guarantor Details

Title _____ Surname _____ First Name _____

Address _____

Telephone Number _____

Email _____

Tenant 2 Details

Title _____ Surname _____ First Name _____

Address in Bristol, including Room No.

Student ID Number _____ **Mobile Number** _____
_____ **University** _____ **Course** _____

Academic Year _____ **Age** _____ **Email** _____

Guarantor Paying/Tenant Paying (Please delete as appropriate)

Tenant Bank Details (Leave blank if Guarantor Paying)

Cardholder Name _____ Bank _____
Name _____

Account Number _____ Sort Code _____

Guarantor Details

Title _____ Surname _____ First Name _____

Address

Telephone Number _____ Email _____

Tenant 3 Details

Title _____ Surname _____ First Name _____

Address in Bristol, including Room No.

Student ID Number _____ **Mobile Number** _____
_____ **University** _____ **Course** _____

Academic Year _____ **Age** _____ **Email** _____

Guarantor Paying/Tenant Paying (Please delete as appropriate)

Tenant Bank Details (Leave blank if Guarantor Paying)

Cardholder Name _____ Bank _____
Name _____

Account Number _____ Sort Code _____

Guarantor Details

Title _____ Surname _____ First Name _____

Address

Telephone Number _____ Email

Tenant 4 Details

Title _____ Surname _____ First Name _____

Address in Bristol, including Room No.

Student ID Number _____ **Mobile Number** _____
_____ **University** _____ **Course** _____

Academic Year _____ Age _____ Email _____

Guarantor Paying/Tenant Paying (Please delete as appropriate)

Tenant Bank Details (Leave blank if Guarantor Paying)

Cardholder Name _____ Bank
Name _____

Account Number _____ Sort Code _____

Guarantor Details

Title _____ Surname _____ First Name _____

Address

Telephone Number _____ Email

Tenant 5 Details

Title _____ Surname _____ First Name _____

Address in Bristol, including Room No.

Student ID Number _____ **Mobile Number** _____
_____ **University** _____ **Course** _____

Academic Year _____ **Age** _____ **Email** _____

Guarantor Paying/Tenant Paying (Please delete as appropriate)

Tenant Bank Details (Leave blank if Guarantor Paying)

Cardholder Name _____ **Bank** _____
Name _____

Account Number _____ **Sort Code** _____

Guarantor Details

Title _____ Surname _____ First Name _____

Address

Telephone Number _____ **Email** _____

Tenant 6 Details

Title _____ Surname _____ First Name _____

Address in Bristol, including Room No.

Student ID Number _____ **Mobile Number** _____
_____ **University** _____ **Course** _____

Academic Year _____ **Age** _____ **Email** _____

Guarantor Paying/Tenant Paying (Please delete as appropriate)

Tenant Bank Details (Leave blank if Guarantor Paying)

Cardholder Name _____ **Bank** _____
Name _____

Account Number _____ **Sort Code** _____

Guarantor Details

Title _____ Surname _____ First Name _____

Address _____

Telephone Number _____ Email _____

Tenant 7 Details

Title _____ Surname _____ First Name _____

Address in Bristol, including Room No. _____

Student ID Number _____ Mobile Number _____
University _____ Course _____

Academic Year _____ Age _____ Email _____

Guarantor Paying/Tenant Paying (Please delete as appropriate)

Tenant Bank Details (Leave blank if Guarantor Paying)

Cardholder Name _____ Bank _____

Name _____

Account Number _____ Sort Code _____

Guarantor Details

Title _____ Surname _____ First Name _____

Address _____

Telephone Number _____ Email _____

Tenant 8 Details

Title _____ Surname _____ First Name _____

Address in Bristol, including Room No.

Student ID Number _____ Mobile Number _____
University _____ Course _____

Academic Year _____ Age _____ Email _____

Guarantor Paying/Tenant Paying (Please delete as appropriate)

Tenant Bank Details (Leave blank if Guarantor Paying)

Cardholder Name _____ Bank _____

Name _____

Account Number _____ Sort Code _____

Guarantor Details

Title _____ Surname _____ First Name _____

Address

Telephone Number _____ Email _____

Tenant 9 Details

Title _____ Surname _____ First Name _____

Address in Bristol, including Room No.

Student ID Number _____ Mobile Number _____

_____ University _____ Course

Academic Year _____ Age _____ Email

Guarantor Paying/Tenant Paying (Please delete as appropriate)

Tenant Bank Details (Leave blank if Guarantor Paying)

Cardholder Name _____ Bank

Name _____

Account Number _____ Sort Code _____

Guarantor Details

Title _____ Surname _____ First Name

Address _____

Telephone Number _____ Email

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Declaration:

I/We have been given a copy of the tenants advice notes and confirm I/We have read and understand the contents. I/We agree that Abode Property Management managing the DIGS brand as agent for DIGS (Bristol) Limited may share the information received in terms of references with the Landlord/Owner of the property we are letting.

I/We agree to pay a non-refundable Agency Fee (Administration Fee) to Abode Property Management managing the DIGS brand as agent for DIGS (Bristol) Limited equal to 35% plus VAT of one months' rent prior to taking occupancy of the above mentioned property. Following the viewing I/We agree to rent the property as seen and I/We are aware that I/We will lose my Agency Fee (Administration Fee) if I/We do not proceed with the letting of the property. There is also a reservation fee which amounts to £450 (or one month's rent if that figure is greater) to be paid. This acts as an additional holding fee in the first instance and is non-refundable up until the date that the tenancy agreement starts. Following the commencement of the tenancy this amount becomes your deposit bond subject to all the terms and conditions contained within the tenancy agreement. I/we declare that the above information is understood and acceptable.

Signature _____ Print Name _____

Signature _____ Print Name _____

Signature _____ Print Name _____

Signature _____ Print Name _____

Signature _____ Print Name _____

Signature _____ Print Name _____

Signature _____ Print Name _____

Signature _____ Print Name _____

Signature _____ Print Name _____

Date _____

Endsleigh offer specialist contents insurance for people in student rented accommodation and as a service will contact you to discuss insurance requirements. If you do not wish to be contacted please tick here

Tenant's advice notes

Thank you for considering renting one of our properties. This document is designed to give you as much information as possible to guide tenants through the letting process in a hassle free and informative manner.

Viewing prospective property

Viewings are strictly by appointment only and must be arranged through our office, we have to give regard to existing tenants to ensure any disruption is kept to a minimum. In addition to this 24 hours notice must be given to existing tenants when booking a viewing unless we are already pre-booked into view that property with other groups. The majority of our viewings during the busy periods are carried out as block viewings. A full list of our properties can be found on our website www.bristoldigs.co.uk including full details and photographs. All tenancies are for a 12 month period from 1st July.

Securing a property

Once you have chosen your property you will be required to pay a Reservation Fee of £450 (or the equivalent of one month's rent, whichever is higher) and an Agency Fee (Administration Fee) which amounts to 35% + VAT of one month's rent. This can be paid by cash, cheque or credit/debit card, (a surcharge of 2% will apply for credit card payment), at our office. **The Reservation Fee is held as an additional non-returnable holding fee until the date your tenancy agreement starts when this amount then becomes your deposit bond subject to the terms and conditions contained within the tenancy agreement.** The deposit is then protected within the 'My Deposits' government recognized deposit scheme. For further information please visit www.mydeposits.co.uk.

Once you have paid the Agency Fee (Administration Fee) and the Reservation Fee and then signed the tenancy agreement, the property will be secured and taken off the market. Please note that properties are secured on a first come first served basis. If you are unable to move into the property for any reason, a replacement tenant must be found (by you) and the Reservation Fee will only be refunded to you once the new tenants' Reservation Fee has been paid and cleared into our bank account. Unfortunately the Agency Fee (Administration Fee) is strictly non-refundable under any circumstances. A processing fee of £55 + VAT will be payable to DIGS by the replacement tenant.

Rent payment and parental guarantees

A UK parental guarantee is required for all student tenants which is a guarantee for the rent payments for the duration of your tenancy period. The guarantee form will be sent to your home address (unless otherwise directed by you) and it is imperative that we must receive these back, signed by your parent/guardian, before the tenancy commences. You will **not** be allowed to move into the property until **all** forms are returned and signed and **all** of the first quarters rent has been paid. This will affect all tenants who are joint and severally liable.

Rent is payable quarterly in advance and is due on 1st June (for July/Aug/Sept rent to ensure the monies have cleared prior to the move in date), 1st October, 1st January and 1st April. If the rent is collected by DIGS the first quarters rent must be paid by cheque and then a standing order will be set up for the remaining three quarterly payments . If the property is managed by DIGS then the rent is payable quarterly by standing order. We will send the person who is going to pay the rent a standing order form to sign. When this form has been signed and you have returned it to us we will forward this to your bank to set up.

Please be aware that you are responsible for cancelling this standing order when your tenancy comes to an end. If rent payments are made into our account after your tenancy has ended there may be a delay in returning the funds and an administration fee of £10 plus VAT will apply to return the funds.

You are responsible to make rent payments on time. The office will write to you if your rent is late at a charge of £10 plus VAT per letter. Arrears of more than 1 month will be placed in the hands of our solicitors and all fees incurred the tenant's responsibility.

Utility Charges

Rent is exclusive of other outgoings such as water, sewage, electricity (including common supplies), gas & telephone. Each property has separate supplies for all services. When you move into the property we will take a meter reading and advise the service companies accordingly. When you vacate the property the meter readings will be taken again and you must not arrange for any services to be disconnected. Please note that we are not always able to take water meter readings.

The Tenant is responsible for the payment of bills generated for the supply and consumption of any services such as Gas, Electricity, Telephone, Water etc. This includes the supplies in the communal areas. The Tenants will be charged for these communal area utility charges either at the end of the tenancy via deduction from the security deposit or by a recharge on the requested rental amount on a quarterly basis. Please note that if there is a surplus amount this will be refunded at the end of tenancy. The Tenant shall not do anything that may cause the disconnection of any of these supplies. The Tenant agrees **not** to change any utility supplier without notifying the agent/landlord.

The majority of our properties have TV & telephone points in all rooms for internet/phone connection. Many properties include **FREE** broadband; please note that this service does not form any part of the rent and that it is **FREE**.

Council tax

Full time students are currently exempt from council tax; however any working tenants will be responsible for making their own council tax payment. We do not allow students and professional working tenants to start a tenancy together. It is the students responsibility to complete and return a student exemption certificate form to Bristol City Council

Inventory and moving in arrangements

We endeavor to ensure that all properties are handed over in a clean/tidy condition at the start of tenancy. However, please be aware that in most cases previous tenants may only have vacated on 30th June and therefore tenants wishing to move in on or around the 1st July may have cleaning and necessary maintenance being carried out around them.

Bike store/parking permits

For those of you with bikes we offer covered storage in some of our properties. Parking permits (although in limited supply) are available from Bristol City Council. **Please note we do not allow bikes to be stored within the properties.**

Refuse / Cleaning

In the majority of our properties the communal hallways will be cleaned, by the landlord, on a 6 weekly basis. You will be informed of the bin collection days and in the majority of our properties rubbish is collected by the landlord at least 3 times a week. In these properties the landlord charges a £5 fee to each tenant which will be deducted from your deposit at the end of the tenancy as a contribution towards our costs for providing this service. Please try and keep any rubbish awaiting collection to a minimum in the communal areas.

Please ensure that all rubbish is put into black bags which must be secured tightly and only put outside the flat the night before collection day. There are some exceptions to our rubbish collection service where our vehicle cannot gain access due to the road being too narrow, in these cases the normal council collection service should apply.

Maintenance

Please note that locking yourself out of you flat or losing your keys is **not** an emergency and there will be a charge of £40 plus VAT if our maintenance staff are asked to attend such matters.

Quarterly inspections are carried out on all our properties to ensure that general maintenance standards are maintained and to ensure that the property is being looked after by the tenants.

If during the tenancy the property requires maintenance work, repairs/replacement of fixtures and fittings or interim cleaning to be carried out to rectify damage which has been caused due to the intentional/unintentional actions or neglect by the tenant(s), this will be invoiced to the tenant(s) immediately after the works have been carried out. Payment for invoices relating to these works is only to be made to the DIGS office and will **not** be deducted from your deposit.

Door Locks

Please be aware that individual room keys will not supplied for the bedrooms and the landlords will not supply or fit them. If locks are fitted or cylinders altered or changed you will be charged the full cost for a locksmith to return the door and lock to its original state. Replacement door keys will be charged at the key supplier's rate plus an administration charge for organizing and collecting the replacement. Please note that if it is a security suite key these charges may be as high as £25 plus VAT.

Utility Suppliers

It is very important that we are aware at all times which company provides the gas and electricity for our properties. This is so that we are able to easily provide the relevant companies with the details of ingoing and outgoing tenants and their meter readings at the end of tenancy. It is greatly in your interest to let us know if you intend to change your utility supplier during the tenancy. This is so that there is no chance of you being penalized by the companies due to non-payment of the final bills, if they are unable to contact you due to the fact that you have not informed us of a change of supplier.

Moving out

Received By _____

Signed _____

Position _____

Dated _____

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