

Ref: Penlane Move in 2009
Tel: 01275 853003
Fax: 01275 856338
E Mail:- office@penlane.co.uk
Website: www.penlane.co.uk

Penlane Ltd
36 Vynes Way
Nailsea
Bristol
North Somerset
BS48 2UG

ENQUIRIES

All letting, business and other enquiries are handled by our office, which mainly operates during normal office hours from Monday to Friday on 01275 853003 or by email 'office@penlane.co.uk'. We are not open at weekends, however if you should have an emergency you can try to contact Giles Barry *****.

MAINTENANCE & REPAIRS

All maintenance should be directed to Giles Barry *****.

Giles is on 24hr call, however if the issue is not urgent please try and phone during office hours Monday to Friday 9am – 5pm. If there is no answer, please listen to the recorded message, and follow the instructions.

Alternatively you may like to e-mail the office directly: office@penlane.co.uk

Please make your flat/house mates aware if you have reported an issue as it can be quite a shock if they return and find one of our team working in the property.

We start work at 8am each day and if you have reported an issue please be aware we do ring door bells from this time.

We only use contractors that have worked with us for a number of years and are totally trustworthy.

If you engage any repairs with outside tradesman, Penlane Ltd will not pay the bill and will charge you for the repair to be done to a standard of Penlane Ltd.

RENT PAYMENTS

Your rent payments are due on the 1st of each month from 1st July 2009 to 1st June 2010. We request that you pay by Standing Order, two forms enclosed in your packs. Please complete one of these and forward it **to your bank** who will set up the instalments. If payments are to be made on your behalf by somebody with a different surname, please let us know.

If you have made arrangements to pay by cheque please note that the cheque is due on the 1st of each month made payable to Penlane Ltd.

DEPOSITS

The deposit we take when the agreement is signed will be banked in the 'Penlane Ltd tenants deposit a/c' and registered with Tenancy Deposits Solutions Ltd in line with the housing act 2004.

We will write to you with full details about vacating the flat and the procedure with regard to the return of your deposit towards the end of your tenancy. We refund this within ten days of your contract finishing, in which time your accommodation will have been checked, all rent from each of you must be fully paid and our office in receipt of your issued keys/fobs with a forwarding address. If a dispute should arise over any deduction made 'Tenancy Deposits Solutions Ltd' will hold the disputed amount and either they or if necessary the 'Alternative Dispute Resolution Service' will help resolve the disagreement.

You will need to nominate a lead person whose name will be given to 'Tenancy Deposit Solutions Ltd' when the deposit is protected, this person will be named on the deposit protection certificate and the certificate is issued to the lead person at the time of signing the contract.

N.B. – 'Tenancy Deposit Solutions Ltd' trade as 'mydeposits' - for further information please refer to their website:www.mydeposits.co.uk

KEYS & INTRUDER ALARM

You have individually been given a full set of keys/fobs to the flat/house and details concerning the intruder alarm if applicable. All the locks to the Main Front Entrance doors and the alarm codes will be changed on July 1st. The house entrance key issued to you will not be operative until midday on July 1st. These and your flat entrance keys can only be obtained from us and cannot be copied. Within each flat the room doors have identical mortice locks. You will each have your own set of keys to the building, your flat and your bedroom. **Replacement cost is £20 for each key.**

Please take care to safeguard your keys. You have the responsibility for these until your agreement has terminated and they are returned to us. If you have the misfortune to lose, forget or misplace them and one of our staff has to make a special journey to let you in a **call out charge of £20 will be made.**

You will not be able to gain entry before July 1st. If you wish to visit the flat always make an appointment with the current occupants. Unauthorised entry before 1st July renders you liable.

COUNCIL TAX

At the time of printing, university students are exempt from council tax, however if this exemption should change or any of you are no longer a student during your tenancy, then you will be responsible for paying this cost. We will be registering all our tenants with the local authority on 1st July, here is the council tax office telephone number in case you need it during the year: 0117 9250981.

ENERGY PERFORMANCE CERTIFICATES

In line with the new regulation brought into force on 1st October 2008, the energy performance certificates (EPC) on all our flats and houses are available to view on our website: www.penlane.co.uk. As advised in our guide notes, we do not intend to carry out any of the recommendations suggested in these reports and you take the property on this understanding.

ELECTRICITY, GAS & TELEPHONE

These facilities are on quarterly meters. Due to several problems and door to door sales people we strongly recommend that you find out from the current tenants who provides their services, ask if you could have their account number and account name, then contact the same provider and open up a new account in your name to start from July 1st 2009. Please remember at the end of your contract to close your accounts with the relevant providers.

If you are changing the phone/internet provider to Virgin Media, our permission will be required to install into your flat/house. One of our team may like to be present when Virgin Media are on site installing, if no representative from Penlane Ltd is present then you will be liable for any damage caused to the property. Any installation must not involve drilling through window frames, if this occurs you will be held responsible.

INSURANCE

We insure our property including all our furnishings and fittings. This covers damage and loss under most circumstances except malicious or wilful destruction. Our policies **do not cover your** property or effects, and we most strongly recommend you take out adequate insurance on these items, especially your computers and irreplaceable items.

INITIAL SUMMER TIDY

We offer the option of a one off service, at our expense for commercial cleaners to come in and help tidy up the flat/house for your occupation. This one off clean is available to you at any time between **July 1st and the end of September**, if you would like to take advantage of this you will need to contact our office to make suitable arrangements. It will be necessary for one member of your group to be present in the flat/house when it takes place.

It is frustrating to everybody if the accommodation is clean, then 'friends' or one member of a group (unknown to others) comes back and leaves the flat in a messy state. Washing up in the sink or perishables such as milk in the fridge can be unpleasant for fellow flat/house members to find some weeks later.

INVENTORIES

We complete an Inventory of all our flats/houses during July. This is a record of the furniture in the property and its overall condition. We do not require you to be present, however if you would like to be there then please contact our office in June to make arrangements to meet us when it is carried out. We will be happy to let you have a copy at any time.

RUBBISH

You are responsible for your own rubbish. Bristol City rubbish collectors will only take one bin per flat/house per

fortnight. The Council now has considerable powers to issue fines if any other rubbish other than your one bin is left out. To help ease the amount of rubbish you have to dispose of, we have introduced a fortnightly rubbish collection at our expense with a private company, this will be on the same day but alternate week to your council collection. Please do not abuse this, if this service is abused then we will simply remove it. Your rubbish is your responsibility and the right to have it collected can easily be taken away both by us and the council. Your flat/house is also provided with a recycle box for paper, glass & metal, along with a brown food waste bin. All Rubbish must be placed in the bins with the lids down.

FURNITURE

You will find your flat/house exactly as the previous group leave it. Each individual has different requirements and we find the best way is for you to set up your flat/house to your personal liking and contact us collectively if you would like more furniture or have too much (unless you arrive back first and it's a bed you need of course!).

We are more than happy to provide each room with a single bed, chest of drawers, built in wardrobe, desk chair, table or desk, bookcase and easy chair but **WE DO NOT PROVIDE DOUBLE BEDS**. It is a good idea to let us know your requirements during the summer holiday, we will deal with requests on a first come, first served basis but are extremely busy just before the new term starts and you could face a delay of up to two weeks at this time to get your furniture.

DECORATIONS

If you would like to redecorate your accommodation we can supply White or Magnolia Emulsion & White Undercoat and Gloss, but we do not provide brushes, rollers or any other equipment. If you would like some paint please contact Giles. If you wish to use any other colour scheme you will need our agreement and to provide your own paint.

RADIATORS

All our accommodation is centrally heated. Each room will have a radiator that is fitted with either a thermostat or inline valve to control the heating. The inline valves can be adjusted with a screwdriver or a kitchen knife.

DRAINS

Drains become easily blocked if liquid fat, grease and food are put down them, sanitary towels and tampons cause acute problems and it is your responsibility to keep the drain clear. If we are called to a blockage there may be a charge.

MANAGEMENT

For practical reasons it is essential that you become conversant with the operation of your flat/house. You need to know how the Fire and Intruder alarm systems work and where the electrical fuses are located.

All the Gas appliances in our flats will be serviced, tested and certified **during the week commencing Monday 3rd August 2009** by the Corgi registered engineer **Mr Andrew Lillington**. A copy of the certificate will be left in your accommodation for your information. Every gas appliance has a current certificate.

All Fire Alarm Systems will be checked during the late summer and again early in the year. This testing will be done by our Elecsa registered electrician Terry Morris and you will be advised of the date in advance

All bedroom doors must legally be fitted with door closers and these must be kept in full working order, in fact you are legally liable if they are disconnected and we will hold you responsible for the cost of replacing any which are removed.

VENTILATION

Most of our flats/houses have added insulation and smoke sealed doors. If you do not open windows regularly to ventilate or if you dry wet clothes in your room, you will either notice black dot mould or the damp you have created will go to the coldest, least aired place (often the wardrobe full of clothes) and make this area mouldy or feel damp. It is essential to wipe any condensation off the windows and keep your room ventilated as much as possible or you could damage your clothes.

TERMINATION

You will recall that your agreement gives you the right to terminate your tenancy contract (ie all of you moving out) **after 6 months**, by giving 2 months notice in writing. If one member of the group should wish to terminate themselves from the contract, this is subject to the agreement of Penlane Ltd, the other members of the group and a replacement being found. The person wishing to terminate is responsible for paying the rent until the replacement is found and new contract signed. There would also be a fee of £100 deducted from the deposit to cover administration costs involved.