

Landlords' Code of Practice

Like most students who rent from a private landlord our tenants have an assured shorthold tenancy. The draft version of our tenancy agreement is to be found in a separate pdf. This code of practice is intended to spell out some of your rights, but also to explain our overall approach, which is intended to make sure your year is as hassle free as we can make it. If you want to read more about the legal side, it is worth looking at <http://www.citizensadvice.org.uk> and searching for: 'Student housing – assured shorthold tenants'.

Deposits

We shall quickly acknowledge receipt of deposits to reassure you that your money is safe. We use the government backed Deposit Protection Service: see <https://www.depositprotection.com>. We shall deal with your deposits professionally - well within the timescale laid down in law. At the end of the tenancy we shall meet all available tenants and establish if there is any damage/missing items from the inventory. Within 24 hours of your handing back the property we shall contact the DPS with information about any part of the deposit we seek to retain. You have a right to dispute our assessment and go to arbitration. In the 5 years we have been landlords, however, we have immediately come to an agreement with our tenants.

Tenancy agreement

We give you access to the tenancy agreement at the time that you view the property. We suggest that you ask a third party to examine the agreement before you sign.

Initial property handover

We hand over the property to you in a clean state as far as it is in our power to do so. We always arrange for a professional clean of the bathrooms and toilets. In the unlikely event that there we become aware of damage at the end of the previous tenancy, this will be addressed immediately so that you are not disadvantaged.

Handover meeting

As soon as practicable at the beginning of the tenancy we shall arrange a meeting for all the tenants in order to go through essential information. Tenants will have an opportunity to ask any questions at that time.

Maintenance

A so called 'lead tenant' will be appointed by all the tenants to inform us of any maintenance requirements during the course of the tenancy. On being notified of a problem, we shall, the same day, contact all the tenants by text or email to explain how the matter will be dealt with. If the matter is urgent any tenant can contact us directly. In the case of fire or similar emergency, tenants will be informed about the procedure for contacting the relevant service themselves. In dealing with any problem in the house we shall always proceed in a similar manner to the one we adopt when managing our personal property. We shall always want to be informed of minor issues as they can quite quickly develop into larger problems.

Right of access

You have a right to have 24 hours' notice of our visiting the property. This will generally be in order to carry out maintenance. In an emergency this will not be possible. Tradesmen may sometimes be able to communicate their availability only at short notice and we may under these circumstances ask for your permission to allow them access. We shall always respect it is your home by ringing the door bell. We have keys to all the bedroom doors but shall only use them with your permission unless it is an emergency. Tradesmen will be required to ensure that the property remains secure while they carry out their work.

Rent

Around 1 week in advance we shall send out reminders to all tenants of rent that is due and - as with deposits - we shall acknowledge receipt of your rent to reassure you that your money has been safely received. We shall deal with late rent payments within the current law.

Behaviour

We shall deal with all tenants fairly and without prejudice, but we have the right to draw any matters to your

attention which, we consider, may affect your own health and safety or the health and safety of the other tenants or your neighbours.

Finally...

If a tenant has any problem at all relating to the tenancy or our procedures we believe the best approach is for you to talk things over with us as it is the most likely way of resolving matters before they escalate. We shall keep confidential any information we are given when asked to do so.

Graeme and Rosemary Kirk
Landlords