



Dear Students,

There are a few things that I need to point out on you moving into the house as we look ahead over the next year:

- Our contact details are as follows:

Emergency call out: 0808 301 5278

Note: Emergency call-out number to be used for heating system faults, water and drainage problems, serious electrical issues & damage to locks/security. Quick response engineer visits are picked-up by an insurance policy that we have for the property.

Office telephone number: 01904 911019 (Non-emergency calls)

Email: office@simpsons-properties.com

- Your deposits are placed with the government Deposit Protection Service (DPS). This is as per legislation imposed in April 2007 whereby any properties let from that point onwards had to have the tenancy deposit submitted in one of three possible schemes. Please keep your deposit reference details in a safe place as you will need them for the deposit to be repaid.
- All rent payments need to be made to Simpson's Properties (Sort Code: 20-99-56, Account Number: 43948935) clearly stating your name on the transfer so we have a record of your payment. You will receive an invoice each quarter covering the rent for the whole group. It's then up to you how you split the payments between you if the full balance is paid on time.
- Both parties will work to the terms of the contract and "The Inventory". It captures the condition of the house at that point and outlines items that are provided as part of the furnishings of the house. We normally capture this in a list format with accompanying photos and video footage and this will be provided in due course. An inventory management company will manage this and undertake quarter inspections to monitor the condition of the property.
- For a full return of your deposit when you move out the house is expected to be in the condition it was received in and a "Moving out checklist" will be submitted to you to help you achieve this towards the end of your stay.
- As outlined above, our inventory management company will undertake quarterly inspections on the property to flag-up any issues that need to be addressed throughout the tenancy period.
- Internal condensation is extremely common in student houses due to the volume of showers and cooking that take place, it's caused by excess water vapour contacting a cold surface. To avoid it

happening please open windows when cooking and having showers and use extractor fans where they are available.

- It's extremely important you contact York City Council to make them aware that you are students living at the property so they can complete the relevant paperwork for you to be exempt from paying Council Tax; this can be done online via their website and takes about 5 minutes (I understand this can be done as a group). Failure to complete the exemption form results in you receiving numerous Council Tax bills and a Court Summons for non - payment of Council Tax.
- If you would like to stay in the house for the following academic year please let us know of your intentions as soon as you have taken a decision so we can make provisions for producing a new contract or advertising the property accordingly. If you will not be present for the following academic year it's important you keep the house neat and tidy when there is a viewing, this allows us to let the house quickly and limit the inconvenience to yourselves.
- Please ensure that you find out when refuse collection takes place in your street. The Council can come down hard on Landlords & Students where there is waste that has not been collected clogging up the street. If you have an excessive amount of waste please take it to the tip (James Street) to avoid any complaints from other residents. Rubbish and recycling collection dates for your property can be checked by going to <https://www.york.gov.uk/WasteCollectionCalendar>
- Please note that we do not allow bikes in the property. We have had tenants in the past who have put bikes in the house and they have caused significant damage to the extent where the tenants have had to completely redecorate the affected room before they have left the property.
- Blu-tac and other adhesives cause a lot of damage and are very costly to sort out and are not allowed as per the contract. As such we do not allow the use of them in our properties.
- If you have an all-inclusive contract with us you will note that there is a usage allowance for gas & electric. This has been set at a level that is more than comfortable but if the use of utilities is abused we will request that any costs that are over and above what we cover are charged against your deposit. SMART technology in the property will provide a basic scheduled heating plan but you can still influence the immediate temperature in the property by changing the temperature on the thermostat (gas appliances only)

Finally, please can I take this opportunity to wish you every success in the forthcoming academic year and a happy stay in the house. We like to ensure our properties are of a high standard for our students and would ask you also to respect this when living in the house.

Yours Sincerely,

Andy Simpson

Partner

Simpson's Properties