

# Assured Shorthold Tenancy Agreement

Parties to this Agreement: (1) the Landlord, (2) the Tenant, (3) the Guarantor (where applicable), (4) the Management Company (acting as agent for the Landlord),.

**Landlord:** #LandLordName#, c/o Hello Student Management Limited, 17-19 Stratford Place, London, W1C 1BQ

## Tenant Details:

**Name:** #FName# #SName#

**Home Address:** #HomeAddress#

**Guarantor:** #GFirstName# #GSurname#

An individual or an entity that agrees to be responsible for the compliance with any and all of the obligations created under this Agreement and imposed upon the Tenant, whether pecuniary or otherwise, should the Tenant fail to meet such obligations.

**Home Tel No:** #AppHomeTel#

**Mobile Tel No:** #AppMobileTel#

**Email Address:** #AppEmail#

**Management Company:** *Hello Student Management Limited*

*Swan House*

*17-19 Stratford Place*

*London W1C 1BQ*

*Company No. 09797628*

**Development:** #Complex#, #ComplexAddress#

Including all stairwells, corridors and lobbies, the laundry room, and any common room facility within the building or buildings, and in addition all external areas of the development accessible to or by tenants.

**Flat/Room:** #ApartmentNo# Room #RoomNo#

**Flat and Room Type:** #ApartmentNo# #RoomType#

**Residential Period:** #BookingStartDate# to #TerminationDate#

**Payment:** #Charges#

<b>ICE:</b>	Independent Case Examiner
<b>Internet Usage Policy:</b>	Such internet Usage policy as is applicable to the Development and signed up to by the Tenant when first accessing the internet.
<b>Prescribed Information:</b>	The information required under section 213(5) of the Housing Act 2004) (Prescribed Information) Order 2008.
<b>Rent:</b>	The amount paid for the Residential Period
<b>Room Items:</b>	The items to be provided in the Room as listed under the heading "Room Items" in the Inventory supplied on arrival.
<b>Service Areas:</b>	The kitchen/dining areas together with the corridor within a Flat.
<b>Shared Areas</b>	Those areas such as Lounge/s, Cinema Room/s, Gym, Game Room/s, Study Room, Laundry and any other such recreational facilities which are available to and intended for the use of all Tenants.
<b>Shared Items:</b>	The items to be provided in the Service Areas and listed under the heading "Shared Items" in the Inventory supplied on arrival.
<b>Tenant Services:</b>	The provision of the site staff, site management, maintenance, refuse collection and all other services provided at the Development

## 1. **Definitions and interpretation of this agreement**

- 1.1 In this Agreement the terms in bold capitals on the cover page of this Agreement have the meanings set out next to them.
- 1.2 Text in bold in this Agreement is for guidance and information only and does not form part of this Agreement. Any reference to Agreement refers to this agreement and any reference to Service Areas and Shared Items shall only apply where the Flat Type is a cluster flat.
- 1.3 The term “the Landlord” includes not only the company named on the cover page but also any other persons or companies who may legally succeed it.
- 1.4 Any reference to “Tenancy” refers to the tenancy created under this Agreement.
- 1.5 Clause headings do not affect the interpretation of this Agreement.

- 1.6 The Management Company has been authorised to act on behalf of the Landlord as its agent in connection with the operation of this Agreement. However for the avoidance doubt supplies under this Agreement are made by the Landlord and the Management Company.
- 1.7 The Rent under this Agreement accrues weekly in advance but for administrative convenience it will be collected by way of the three instalments specified in clause 3.1. The total rent for the Residential Period is the Rent specified on the cover page of this Agreement.
- 1.8 Any provision of this Agreement which is held by any competent authority to be invalid, void, voidable, unenforceable or unreasonable (in whole or in part) shall to the extent of such invalidity, voidness, voidability, unenforceability or unreasonableness be deemed severable and the other provisions of this Agreement and the remainder of such provision shall not be affected.
- 1.9 The Tenant is jointly and severally liable with other occupiers of the Development for damage caused to any communal or shared areas in the Development.
- 1.10 Any reference to Tenancy refers to the tenancy created under this Agreement.
- 1.11 A reference to a statute or statutory provision is a reference to it as it is in force for the time being, taking account of any amendment, extension, or re-enactment and includes any subordinate legislation for the time being in force made under it.

## **2. Grant of tenancy & Inventory**

- 2.1 At the request of the Guarantor, the Landlord lets the Room within the Flat to the Tenant for the Residential Period and gives the Tenant the right to use in common with all other persons authorised by the Landlord, the Service Areas, the Shared Items, Shared Areas and other communal facilities within the Development for the Residential Period.
- 2.2 Upon moving into the Room, the Tenant must check that the supplied Inventory is accurate and must sign and return the Inventory to the Management Company immediately upon taking possession of the Room. If the inventory is not signed and returned then the tenant accepts that it is correct as supplied.
- 2.3 This Agreement creates an assured shorthold tenancy under Part I, Chapter II of the Housing Act 1988 (“HA 1988”) which means that once the Tenancy has ended the Landlord is entitled to recover possession under Section 21 of the HA 1988.
- 2.4 The Landlord shall provide and/or procure that the Management Company shall provide the Tenant Services

3. **Rent and other charges**

3.1 The Tenant shall pay the Rent in advance in accordance with the Rent Instalments as follows:

#Charges#

3.2 The Tenant shall pay the 1st Payment of Rent to the Landlord on or before the 1st Payment Date and unless the Tenant has paid the whole of the rent in advance, the Tenant shall also deliver to the Landlord on or before the 1st Payment Date a completed and correct direct debit mandate, or recurring card authority in respect of the 2nd Payment and the 3rd Payment of Rent at the times and in the manner specified in this clause 3 (whether demanded or not) and shall pay to the Landlord on demand £30 (Inc vat) on each and every occasion when the Tenant's instruction is returned by the Landlord's bank unpaid.

3.3 The Tenant shall not reduce any payment of rent by making any deduction from it or by setting any sum off against it for any reason.

3.4 The Tenant shall be responsible for obtaining and paying for any television licence required for any television in the Room and shall be responsible jointly and severally with other occupiers of the Flat for any television in the Shared Areas.

3.5 Normal residential use of electricity, gas, water, and sewerage utility services is included within the Rent. The Landlord reserves the right to recharge the Tenant for non-residential unreasonable or excessive use of such services.

3.6 The Rent shall include any payment to the Management Company for the provision of the Tenant Services.

3.7 At any time during the Tenancy the Landlord shall be entitled invoice the Tenant as may be reasonably necessary to:

- a. make good any damage to the Room, the Room Items, the Flat, the Service Areas or the Shared Items (except for fair wear and tear);
- b. replace any of the Room Items or Shared Items which may be missing from the Room or the Flat;
- c. pay any accounts for the services for which the Tenant may be liable under clause 3.5 (due to non-residential, unreasonable or excessive use of such services) and which remain unpaid;

- d. pay any Rent which remains unpaid; and
- e. pay for the Room, the Room Items, the Flat, the Service Areas and the Shared Items to be cleaned if the Tenant is in breach of its obligations under clauses 6 or 7.
- f. If there is no dispute the Management Company/Member invoice the Tenant in accordance to the costs listed in the Appendix and the conditions of this Agreement. Payment of the invoice will be made within 10 working days of the Landlord and the Tenant agreeing the costs.

#### **4. At the end of the Tenancy**

- 4.1 The Management Company/Member will advise the Tenant within 10 working days from the end of the Tenancy if they propose to invoice for any items as described in clause 3.7.
- 4.2 If there is no dispute the Management Company/Member will invoice the Tenant in accordance to the costs listed in the Appendix and the conditions of this Agreement. Payment of the invoice will be made within 10 working days of the Landlord and the Tenant agreeing the costs.
- 4.3 The Tenant must inform the Management Company/Member in writing if the Tenant intends to dispute any of the costs regarded by the Landlord or the Management Company/Member as due within 20 working days after the termination or earlier ending of this Tenancy and the Tenant vacating the Room. The ICE may regard failure to comply with the time limit as a breach and if the ICE is later asked to resolve any dispute may refuse to adjudicate in the matter.
- 4.4 If, after 10 working days following notification of a dispute to the Management Company/Member and reasonable attempts have been made in that time to resolve any differences of opinion, there remains an unresolved dispute between the Landlord and the Tenant over the costs the dispute will (subject to clause 8.5 below) be submitted to the ICE for adjudication. All parties agree to co-operate with the adjudication.
- 4.5 The statutory rights of the Landlord and the Tenant to take legal action through the County Court remain unaffected by this clause 4.

#### **5. The Guarantor**

- 5.1 The Guarantor guarantees to the Landlord that the Tenant shall pay the Rent and observe and perform the tenant covenants of this Agreement and that if the Tenant fails to pay the Rent or to observe or perform any of the tenant covenants, the Guarantor shall pay or observe and perform them.

5.2 The Guarantor covenants with the Landlord as a separate and independent primary obligation to indemnify the Landlord against any failure by the Tenant to pay the Rent or any failure to observe or perform any of the tenant covenants of this Agreement.

5.3 The liability of the Guarantor under clause 5.1 and clause 5.2 shall continue until the Tenancy comes to an end and the Tenant is released from the tenant covenants of this Agreement.

5.4 The liability of the Guarantor shall not be affected by:

- a. any time or indulgence granted by the Landlord to the Tenant; or
- b. any delay or forbearance by the Landlord in enforcing the payment of the Rent or the observance or performance of any of the tenant covenants of this Agreement or in making any demand in respect of them; or
- c. the Landlord exercising any right or remedy against the Tenant for any failure to pay the Rent or to observe or perform the tenant covenants of this Agreement;
- d. the Landlord taking any action or refraining from taking any action in connection with the costs in which may be incurred due to clause 3.7;
- e. the Tenant dying or becoming incapable of managing its affairs.

## 6. Care of the accommodation

6.1 The Tenant will:

- a. not alter or damage the Room or Room Items and will keep them in a clean and tidy condition;
- b. not damage or mark or change the decorative finish of the Room or Shared Areas;
- c. jointly with the other occupiers keep the Shared Areas in a clean, tidy and hygienic condition;
- d. not alter, damage, litter or obstruct the use of the Shared Areas;
- e. not cause or permit any damage to any part of the Development;
- f. not remove any Room Items or Shared Items from the Flat;

- g. notify the Management Company of all repairs and/or maintenance work which the Tenant considers necessary to the Room, the Flat or the Development as soon as such repairs or maintenance work are apparent;
- h. not attempt to carry out any repairs or maintenance works to any part of the Development, including the Flat and the Room, any of the Shared Items and the Room Items;

**The above clause is required in the interests of health and safety. Management company staff will attend to repairs and maintenance.**

- i. not tamper or in any way adjust safety controls to any windows such as to override the safety mechanism which has the effect of enabling the window to open to a greater extent than the safety designed limits;
- j. not bring any of the following items into the Flat without the written consent of the Management Company: upholstered furniture (such as sofas and arm chairs), heating equipment or any electrical equipment which does not comply with all relevant British Standards.

**The above clause is required in the interests of fire safety for all occupiers of the development.**

- k. not mark or label any keys and to report the loss of them immediately to the Management Company;

**This is so that if keys are lost, they cannot be identified with the Flat to which they belong.**

- l. take all reasonable steps to ensure that the Room and the Flat are kept secure from the intrusion of unauthorised persons (including shutting and locking windows and doors when the Tenant leaves);
- m. comply with the published Internet Usage Policy, as amended from time to time. The Landlord reserves the right to terminate such service without compensation for breach of that policy and/or continued rent arrears or other payments due or outstanding of over 14 days.

6.2 The Tenant hereby states that they are a student registered with the University/College or will be at the commencement of the Residential Period.

6.3 Should the Tenant no longer be a student at the University/College the Tenant will notify the Landlord or the Management Company within one week of such change of status and shall vacate the Room and Flat immediately. The Tenant shall remain liable for all of its obligations under this Agreement which have not been performed, including the payment of Rent.

**7. Proper conduct for communal living**

7.1 The Tenant will:

- a. use the Room and the Shared Areas for their own private residential purposes only;
- b. not allow any other person to reside on any part of the Development;
- c. not cause any noise which is audible outside of the room it is made in;
- d. not cause any disturbance distress annoyance or damage to any other occupiers of the Development or their property;
- e. in co-operation with the other occupiers of the Building, keep clean and tidy and clear of rubbish the parts of the Building which the Tenant is entitled to use solely or in common with others and will pay to the Landlord on demand any additional cost for cleaning or clearing of such areas arising from breach of this obligation by the Tenant or their visitors or will pay a proportionate share as determined by the Landlord;
- f. not tamper with, misuse or damage any equipment or other things in the Development which are provided by the Landlord in the interests of health and safety of persons in the Development (including but not limited to fire fighting equipment and fire doors);
- g. pay, on written demand, a reasonable sum as defined in the Management Company's published schedule of charges or as required by the relevant emergency service to cover any costs incurred by the Landlord if the Tenant sets off a fire alarm without due cause (even if accidentally) resulting in the attendance of the emergency fire services or the evacuation of any buildings;
- h. not prepare or cook food anywhere other than in the kitchen in the Flat and not keep or use deep fat frying equipment anywhere on the Development;
- i. not keep or use candles or any open flame, lighting or heating equipment anywhere in the Room or the Flat;
- j. comply with any reasonable written regulations issued from time to time by the Management Company in connection with the use of the Shared Areas and/or Shared Items and conduct in the communal areas of the Development generally;



- k. not affix any notice poster or similar article anywhere in the Development except on the notice boards (if any) provided making good any damage caused or paying the Landlord's reasonable costs for failure to comply;
- l. comply with all relevant legislation and other legal requirements in connection with the Tenant's use and occupation of the Flat and general conduct in the Development;
- m. not sub-let or assign the whole, or any part, of the Room or Flat or any of the Tenant's rights under this Agreement nor part with possession or sole occupation of the Room;

**“Sub-letting” means renting the Room to another person or persons. “assigning” means transferring rights under this Agreement to another person or persons.**

- n. use best endeavours to ensure that the Tenant's visitors comply with clauses 6 and 7 of this Agreement headed “care of the accommodation” and “proper conduct for communal living”;
- o. attend a fire training session arranged by the Management Company;

**The Landlord requires mandatory attendance at a Fire Training Session in the interest of fire safety for persons and property. Times/Dates will be advised at a later date.**

- p. not smoke in the Development other than in the outside designated smoking areas;
- q. not bring onto or allow to be stored or kept or used within the Room, Flat or Development and to report to the Landlord or any of its staff the presence of any:
  - i. animals or pets of any description;
  - ii. liquid or gaseous fuel, noxious or explosive substance or gas, paraffin or gas heater, cookers, candles or other naked flame devices or consumables;
  - iii. illegal drugs or substances whether for the Tenant's own use or otherwise unless prescribed by a bonafide medical practitioner; and
  - iv. weapons or imitation weapons of any form.
- r. not commit any form of harassment on the grounds of race, religion, sex or disability or any other act which may become a nuisance or annoyance, or cause offence to any other occupiers or visitor, or to any owner or occupier of any neighbouring property;

- s. not to alter or add to the Room, Flat or Development nor to re-decorate the whole or any part of it or the interior, nor to allow anyone else to do so;
- t. not to use the Room, Flat or the Development or any part of it, nor allow anyone else to do so, for any activity which is dangerous, offensive, noisome (including the playing of loud music at any time) illegal or immoral or which are or may become a nuisance or annoyance to the Landlord or the occupiers of the Flat, the Development or any neighbouring property;
- u. run a trade or business from the Room, Flat or Development;
- v. not to act or fail to act in a way which will or may result in any policy of insurance in respect of the Development becoming void or voidable or whereby the premium or excess therefore and therein may be increased;
- w. not install any wireless or television pole, aerial, satellite dish or apparatus on the Development;
- x. not use, threaten, harass or commit any violence against any other occupier, bonafide visitor, the Management Company or the Landlord or any of the Landlord's staff or agents;
- y. not expose or allow to be hung any laundry washing or other items so as to be visible from outside the Flat and not to dry clothes on any storage or electrical convector or fan heaters;
- z. not store bicycles in the Room, Flat or any access ways or staircases but instead will store any bicycle in the designated bicycle storage areas. In the event that the Landlord is required to remove any bicycle stored in breach of this clause the Tenant shall pay to the Landlord on demand £25 (Inc vat) before the release of the bicycle to the Tenant.
- aa. not park or allow any visitor to park any private motor vehicle on the grounds of the Development without a permit where applicable.
- bb. not to keep or use private motor vehicles within the boundaries of the City where the accommodation resides. Except that private motor vehicles may be used for the purpose of transporting belongings to or from the accommodation at the beginning and end of the tenancy.

**The Tenant should be aware that the Landlord or the Management Company may clamp illegally parked vehicles and they will be released only upon payment of a release fee.**

## **8. Access by the Landlord**

8.1 The Tenant must permit the Landlord and Management Company and their agents with any necessary contractors and workman to enter the Flat and the Room at all reasonable times upon 24 hours prior notice (or in the event of emergency at any time without notice) in order to:

- a. carry out the services required under this Agreement;
- b. show the accommodation to prospective new tenants;
- c. examine the state and condition of the Flat and the Room and the Shared Items and the Room Items to determine of the tenant should be invoiced in accordance with clause 3.7;
- d. carry out any repairs to the Room, the Flat or the Development that are reasonably necessary pursuant to the Landlord's and Management Company's responsibilities under this Agreement or by statute and for any other reasonable purpose in connection with the management of the Development.

9. **At the end of this Agreement**

9.1 When this Tenancy comes to an end (however that may be) the Tenant will:

- a. attend a check out inspection by the Management Company's site management team and sign a copy of the inspection report;

**If the tenant fails to attend the check out inspection it will be very difficult for the Tenant to challenge the inspection and any charges levied for damage and disposal of refuse and abandoned items.**

- b. vacate the Room and remove all of their belongings from the Development and leave the Room and the Room Items in the same clean state and condition as they were at the beginning of the Residential Period. If the Tenant fails to remove any of their property from the Development within seven days after this Tenancy comes to an end then the Landlord may sell such property as the agent of the Tenant and the Tenant will indemnify the Landlord against any liability to any third party whose property is sold by the Landlord in the mistaken belief that such property belonged to the Tenant. If after 6 months the sale proceeds net of any disposal and reasonable management costs have not been claimed by the Tenant then the Landlord shall be entitled to keep them absolutely;
- c. jointly and severally with the other occupiers ensure that the Shared Areas and Shared Items are left in the same clean state and condition as they were in at the beginning of the Residential Period;

- d. ensure that any Room Item or Shared Item which may have been moved during the Residential Period is returned to the location that they were in at the start of the Residential Period;
- e. give to the Management Company all relevant keys given to the Tenant at the start of the Tenancy, and for any not returned at the end of the Tenancy the Tenant will pay to the Landlord a reasonable administrative and replacement charge;

## 10. **Expenses related to breaches of this Agreement or recovering possession**

10.1 If the Tenant breaches this Agreement or fails to fulfil any of its obligations under this Agreement, the Tenant shall pay within 7 days of written demand any reasonable costs incurred by the Landlord in remedying such breaches or in connection with the enforcement of those obligations.

10.2 If the Landlord (acting reasonably) considers that the Tenant is jointly responsible (i.e. together with others) for a breach of this Agreement or a failure to fulfil any of its obligations under this Agreement then the Tenant shall bear a proportion of the costs incurred by the Landlord in remedying such breaches or in connection with the enforcement of those obligations. The proportion will be determined by the Landlord (acting reasonably) and the Tenant shall reimburse the Landlord for such cost within 7 days of written demand.

10.3 The Tenant will also pay on demand all reasonable expenses fees and costs incurred by the Landlord and/or the Management Company in connection with:

- a. collecting or attempting to collect any sums which are due but unpaid by the Tenant under this Agreement;
- b. ensuring that the Tenant gives up occupation of the Room once he/she is no longer entitled to occupy; and
- c. losses or damage in accordance with the Management Company's published 'schedule of charges', details of which are available from the Management Company upon request.

## 11. **Landlord's rights to end the Tenancy before the expiry of the fixed Residential Period**

11.1 The Landlord reserves the right to re-enter the Room if:

- a. the rent is unpaid for 21 days after becoming payable whether it has been formally demanded or not;
- b. the Tenant is declared bankrupt under the Insolvency Act 1986;
- c. the Tenant has breached this Agreement;
- d. any of the grounds for possession stated in Section 7(6)(a) of the HA 1998 occur or apply;
- e. the Tenant ceases to be a [full time/part time] student;
- f. fire or damage renders the Room or the Flat unfit for the allowed.

11.2 If the Landlord re-enters the Room or the Flat pursuant to this clause, then the Tenancy shall immediately end, without prejudice to any right or remedy of the Landlord in respect of any breach of the terms of this Agreement by the Tenant.

**The Tenant should be aware that in virtually all of the circumstances referred to in clause 15.1 the Landlord will not be able to repossess the Property without first obtaining a Court Order and the Tenant may have rights to contest forfeiture proceedings. If the Landlord is seeking to repossess then the Tenant should consider taking legal advice (for example, from a Citizens Advice Bureau).**

## 12. Tenant indemnity

12.1 If the Tenant ceases to be a full time/part time student but continues to live in the Room then the Tenant must within 7 days of written demand from the Landlord reimburse and indemnify the Landlord in respect of any Council Tax due in respect of the entire Flat as a result of the Tenant's continued occupation of the Room.

**Whilst the Tenant is a student he/she does not trigger a Council Tax charge. If the Tenant ceases to be a student and continues living in the Development this may trigger a Council Tax charge for the whole Flat. The Landlord expects the Tenant to be responsible for this and any other Council Tax consequences of ceasing to be a student.**

## 13. Obligations of Landlord and Management Company

13.1 The Landlord agrees to:

- a. allow the Tenant to quietly possess and enjoy the Room without unnecessary or unwarranted interference;

- b. carry out those repairs for which liability is imposed under Section 11 of the Landlord and Tenant Act 1985 (if applicable to the tenancy);

**Section 11 of the Landlord and Tenant Act 1985 (where applicable) imposes certain liabilities on the Landlord in connection with the structure and exterior parts as well as plumbing, sanitary conveniences and installations such as electrical wiring and gas piping.**

- c. comply with the Furniture and Furnishings (Fire Safety) Regulations 1988 and any subsequent amendments;
- d. insure the Flat, the Room Items and the Shared Items (and for the avoidance of doubt, the Landlord will not insure the Tenant's personal possessions and the Landlord accepts no liability for loss or damage to the Tenant's personal possessions);
- e. at the beginning of the Residential Period equip the Room with the Room Items and the Shared Areas with the Shared Items.

13.2 The Management Company agrees to provide the Tenant Services.

PROVIDED THAT:

- a. nothing in this Agreement shall limit or exclude the Management Company's liability for:
  - i. death or personal injury caused by its negligence, or the negligence of its employees, agents or subcontractors; or
  - ii. fraud or fraudulent misrepresentation.
- b. Subject to clause 13.2(a):
  - i. the Management Company shall under no circumstances whatever be liable to the Tenant, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any loss of profit, or any indirect or consequential loss arising under or in connection with this Agreement; and
  - ii. the Management Company's total liability to the Tenant in respect of all other losses arising under or in connection with this Agreement, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall in no circumstances exceed the amount of Rent relating to the period of the Tenancy.
- c. This clause 13.2 shall survive termination of this Agreement.

## 14. Notices

14.1 Any notice to the Landlord sent under or in connection with this Agreement shall be deemed to have been properly served if:

- a. sent by first class post or left at the Managing Agent's address given on the first page of this Agreement; or
- b. sent to the Managing Agent's fax number or e-mail address stated on the first page of this Agreement.

14.2 Any notice sent to the Tenant under or in connection with this Agreement shall be deemed to have been properly served if:

- a. sent by first class post or left at the Tenant's address stated on the first page of this Agreement; or
- b. sent to the Tenant's e-mail address stated on the first page of this Agreement.

14.3 Any notice sent by first class post shall be deemed to have been received the day after it was sent.

14.4 For the purposes of section 48 of the Landlord and Tenant Act 1987, the Landlord's address for service is the Managing Agent's address as stated on the first page of this Agreement.

## 15. Governing law and jurisdiction

15.1 This Agreement and any dispute or claim arising out of or in connection with it or its subject matter will be governed by and construed in accordance with the law of England and Wales.

15.2 This Agreement has been entered into on the date stated under the Landlord's signature below.

## 16. Data Protection

16.1 Information about how the Management Company process and protect personal information that they hold about the Tenant, such as name, address, date of birth and details of University and including if applicable any special categories of data (formerly called sensitive personal data) such as medical information, is set out in the Privacy Policy on the Management Company's website [www.hellostudent.co.uk](http://www.hellostudent.co.uk)

16.2 The Privacy Policy (together with the Management Company's terms of use at [www.hellostudent.co.uk](http://www.hellostudent.co.uk) and any other documents referred to on it) sets out the basis on which any personal data the Management Company collects from the Tenant, or that the Tenant provides to them, will be processed by them. The Tenant is required to read the Privacy Policy carefully to understand practices regarding their personal data and how the Management Company will treat it.

**The procedure is that the Tenant signs the Agreement first and then returns both copies to the Management Company who (on behalf of the Landlord) sign and date the Agreement. A copy of the signed and dated Agreement will then be returned to the Tenant after the Tenant has taken up occupancy for safekeeping. The Management Company will also retain a copy.**

## Appendix

Full standard charge list for damage items/cleaning of items (including VAT & labour). These costs are approximate and may vary dependent on the situation

### Item

Redecorate bedroom	£225 minimum
Redecorate kitchen	£250 minimum
Redecorate corridor	£200
Replace mattress single	£80
Replace/repair bed single	£160
Replace/repair wardrobe up to	£180
Replace curtains (depending on size)	£100
Replace bedroom carpet	£450
Replace door lock	£100
Replace corridor carpet	£450
Replace leather sofas	£525
Replace kitchen vinyl	£500
Replace kitchen blind	£95
Replace microwave	£65
Replace kitchen bin	£15
Replace cooker	£280
Replace kitchen table	£100
Replace desk chair	£100



Replace worktop	£250
Replace fridge freezer	£300
Replace fire blanket	£25
Replace fire extinguisher	£45
Replacement keys	£30
Replacement fob	£10
Replace pin board	£45
Replace book shelves	£65
Replace desk top	£60
Replace cubicle/side panel	£170/£110
Replace bathroom mirror	£25
Replace toiletry shelf	£25
Replace shower tray	£250
Replace toilet seat	£25
Replace bedroom door	£320
Clean bedroom carpet	£45
Clean corridor carpet	£40
Clean bedroom at end of tenancy if not up to standard	£50
Clean ensuite at end of tenancy if not up to standard	£50
Clean kitchen at end of tenancy if not up to standard	£50
Removal per sack of rubbish from flat/room	£10