

Terms of Tenancy

Tenant Name:	, , , , , , , , , , .
Property Address:	
Landlord Name:	
Landlord Address:	C/O Imperial Services, 164a Richmond Road, Cardiff, CF24 3BX

A deposit of £ is charged for this tenancy and will be registered with MyDeposits. You pay a deposit in order to protect your Landlord against any damages or losses that may be incurred during your tenancy. When your tenancy expires a move out inventory will be carried out and any differences between this and the move in inventory carried out on, or before, your tenancy start will be eligible for deduction charges. Please refer to the **Deposit Registration Certificate** where you will be able to read in greater detail about the purpose of the deposit.

“Mydeposits” (the trading name of Tenancy Deposit Solutions Ltd)
 Company registered in England no.05861648
 Registered office: Lumiere House, Suite 1-3, 1st Floor, Elstree Way, Borehamwood WD6 1JH.
 Tel: 0333 321 9401

How do I get my deposit back?

You will:

- * **Ensure the property is clean.** This is one of the most common charges so please ensure that areas such as the oven, fridge, washing machine, bathroom, skirting boards and under sofas and beds are cleaned in addition to the general cleaning.
- * **Return all keys.** You will incur extra rent and replacement key charges for late return.
- * **Close all utility accounts**, which are; Electricity, Gas, Water Rates and Council Tax. If you are students, you must either provide all individual Council Tax Certificates or a £0 balance bill up to the end of your contract. You must also close your water account to the last day of your tenancy and not when you move out.
- * **Pay all utility accounts** and send the final bills and the proofs of payments to finalbills@imperialservices.co.uk. You must send everything before your deposit can be refunded. Once your utility bills are received and paid, your deposit will be refunded in 10 working days.
- * **Provide bank details** (UK or International) for your refund. Please note, if you do need an international transfer, there will be a charge of £30 which will be taken off your deposit before the refund is made.

Imperial Services will:

- * **Carry out a move out inventory**, either with you present or after you have returned keys.
- * **Send the Lead Tenant a damage report** within 10 working days detailing any damages.
- * **Give the Lead Tenant 3 opportunities** to provide any dispute evidence (if there are any disputes).
- * **Carry out the dispute resolution** between tenant and landlord. This process can take up to 8 weeks.
- * **Involve MyDeposits** independent arbitration if the damage dispute cannot be resolved between tenant and landlord.

Responsibilities of Lead Tenant;

- * Signing deposit registration document, being the group contact for any disputes and receiving the deposit at the end.
- * Group contact for any individual rent or behaviour issues. This is a joint tenancy and you are all jointly liable to pay rent. If one or more tenants fall behind with rent payments, the group may have to pay any outstanding rent.

Tenant Name	
Tenant Contact Num	
Emergency Contact Name	
Emergency Contact Address	, , , , , .
Tenant Email	

NB: PLEASE INFORM US OF ANY CHANGE OF ANY THE ABOVE DETAILS

Please sign below to acknowledge receipt of this information:

x _____

Agency Fees

Single Room	£150.00 inc VAT
1 Bed	£216.00 inc VAT
2 Bed	£312.00 inc VAT
3+ Beds Per Person	£120.00 inc VAT
Credit Check Per Person	£30.00
Renewal Fees	20% discount off original fee paid
Move Out Inventory Check 1-5 Beds	Mandatory £50.00
Move Out Inventory Check 6+ Beds Per Room	Mandatory £10.00
Early Termination or Contract Amendments	£190.00
International Bank Transfer (for refunds)	£25.00-£30.00

Rent Charges

Rent Arrears – 1 st Contact Attempt	£25.00
Rent Arrears – 2 nd Contact Attempt	£15.00
Rent Arrears – 3 rd Contact Attempt	£15.00
Rent Collection Home Visit	£30.00
Preparation of Section 8 Notice	£60.00
Court Action	£750.00

Avoidable Charges

Call out for unnecessary maintenance	£40.00
The change of gas or electricity meter during tenancy due to non payment of bills	£150.00
Utility Bill Registration or confirmation (Per Bill)	£20.00
Return of overpaid rent at end of tenancy	£20.00
Replacement Light Bulbs (Per Bulb)	£5.00
Pest Control (chargeable from week 13 of tenancy)	£60.00

Cleaning and Rubbish Removal

Per Room (Minimum Charge)	£20.00
Rubbish Removal Per Bag (Inside & Outside property)	£10.00
Removal of tenants own furniture (per item)	£20.00

General Charges

Repainting through damage; bike/food/smoke/blu or sticky tac/sellotape (Per Room)	£120.00
Replace stained flooring (per square metre)	£30.00
Fumigation of property (pets/smoking)	£200.00

Furniture Replacement/Removal – Tenants At Fault

Furniture Removal, Storage & Replacement (per item)	£50.00
<i>Bedroom</i>	
Bed Base	£125.00
Mattress	£150.00
Desk	£60.00
Chair for desk	£35.00
Wardrobe	£100.00
<i>Lounge</i>	
Sofa (dependant on size and material)	£250.00-£550.00
Coffee Table	£55.00
Dining Table	£80.00
Dining Chair (Each)	£35.00
<i>Kitchen</i>	
Worktop (Minimum Charge)	£150.00
Cooker, Fridge or Freezer Shelves	£40.00
Cooker Glass	£100.00
Fridge Freezer (Minimum Charge)	£200.00
Washing Machine (Minimum Charge)	£200.00
<i>Bathroom</i>	
Shower Curtain	£30.00
Shower Screen	£80.00
Bath/Toilet/Sink (Minimum Charge)	£100.00
Replace Mouldy Bath Seal caused by poor ventilation	£40.00
Toilet Seat Replacement	£30.00
<i>Windows & Blinds</i>	
Windows Re-Glaze per square metre	£70.00
Curtains/Blinds per room	£90.00

Lost Keys & Lock-Outs

Lock Out During Office Hours (9.30-5.30 Mon-Sat)	FROM £20.00 Cash on arrival
Lock Out During Non-Office Hours (5.30pm & Later/Sundays)	FROM £35.00-£50.00 Cash on arrival
Replacement Cost Per Key	£30.00
Keys Not Returned At End Of Tenancy (resulting in lock being changed – per lock)	£100.00

****If it is an out of hours call out - we recommend you find somewhere to stay overnight to avoid the extra charge. Failure to provide cash on arrival will result in your account being charged and an extra £10 fine added. This cost cannot come off your deposit****

****PLEASE NOTE: These charges are a guide only. Charges will vary according to the size, quality of furniture and existing decoration of the property****

Tenants Code of Conduct

This is our company policy in relation to inappropriate or unusual behaviour which could result in the termination of your tenancy and/or outside agencies, such as the Universities, your local Council or Police being involved.

Rubbish and Cleanliness According to Housing Health and Safety Rating System, rubbish and cleanliness falls under *Risk of Infection* and is a very serious matter. This includes; domestic hygiene, pests and rubbish removal, food safety, personal hygiene, sanitation and keeping drains clear of blockages such as hair and food.

Rules for cleaning; the simplest products you can use are bleach, antibacterial spray, kitchen towels, mop and bucket! Also, the simplest way to remove black mould from walls is to wipe it off with mould spray but the best way to stop mould from growing is to keep kitchen or bathroom doors closed while the fan is on or to keep windows open when steam is being produced from cooking, washing or drying clothes.

Once a week

Kitchen - worktops, hob and oven and any spillages on the floor or walls
Bathroom - bleach wc and bathroom drain
wipe down bath, toilet and sink

Once every two weeks

All floors/skirting boards vacuuming and mopping
Kitchen - Fridge
Bathroom - bleach shower tiles and screen

The rest of the property furniture and kitchen cupboards, once a month should be fine.

Rules for rubbish; if in a binned area and missing any black bins or brown caddies, please call the Council

Once a week

Green bags & Brown bin food waste

Once every two weeks

Red striped waste bags for general waste

You are responsible for; putting your rubbish into the correct bins (if you have them). Putting your rubbish bins/rubbish bags on the pavement on the correct day (it won't be removed from inside your garden). Any ripped bags must be re-bagged or the Council will not take them and you may be fined.

Failure to dispose of any rubbish within two weeks could result in you being charged £100 for removal.

Personal Welfare and Mental Health Depression and suicide is becoming more common but is still not easily recognised. If you, or someone you know, is suffering from these issues and are students, please contact Cardiff University Student Support on 02920874844 or Cardiff Met Student Support on 02920416170. If you are a professional or not working at the moment, please make an appointment with your local GP (Doctor) or call Samaritans on 116 123 (free from mobiles).

Anti-Social Behaviour (ASB) This is a term that describes any behaviour which causes or is likely to cause harassment, alarm or distress to one or more persons within a building. Examples of which are:

- * Noise (between 11pm and 7am)
- * Threats or antagonising fellow occupiers
- * Violence or Abuse
- * Use of illegal drugs in the property
- * Fear of personal safety
- * Stealing food

If these issues are raised by anyone in, or out of the building, our advice is to **call the Police on 999**. It is unreasonable to expect Imperial Services or the Landlord to be able to control tenants personal behaviours.

Contact with Imperial Services There are occasions where you may not be happy with our service. We have a formal complaints procedure in place which you must follow to have matters resolved. This is available on our website or can be emailed to you. If you are unhappy with our service, you must conduct yourself in a calm manner. Imperial Services staff will not tolerate any abuse over the phone or face to face. If any staff member feels that your behaviour is escalating, they have the right to terminate the meeting or call and only deal with the matter in writing.

Signed by tenants: