

1st December 2017

Room 1
106 West Hill Road
Plymouth
PL4 7LQ

Dear [REDACTED]

Thank you for choosing a Tenancy in one of our Professional Houses. I'm sure that you will be very happy in your new home.

Please find enclosed within this email several documents, all of which require an electronic signature. Please open the platform and simply follow the instructions.

The following documents are enclosed.

1. Welcome letter (this letter)
2. Tenancy Agreement (AST)
3. Guidelines for a Harmonious House
4. New Tenants Handbook (How to Rent) **sent via email separately**
5. Property Manager Details
6. Security Policy
7. Instructions on how to register for your TV License
8. Fair Use Energy Policy
9. A copy of the property's EPC **sent via email separately**
10. A copy of the property's Gas Safety Certificate **sent via email separately**

You must read and understand the above documents; please sign in the indicated area at the bottom of this page to confirm this.

Please note that your first rent payment is due **BEFORE** you collect your keys and the total is [REDACTED] this is detailed in the attached contract [REDACTED] first month rent in advance and [REDACTED] deposit). Please ensure that this amount is paid into the below account as soon as you sign the contract and will need to be done before you move in on 2nd December 2017.

The entire house is Non-Smoking, and this will not be permitted anywhere on the premises including your room.

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Please read the contract and your obligations regarding your notice period:-

Ending the Tenancy and Insurance Terms

“If the Tenant intends to vacate at the end of the fixed term, or at any later date, they agree to give the Landlord at least thirty days prior Notice in writing by registered post. While the tenancy is periodic the thirty days written Notice must expire the day before a Rent Due Date.”

This means that after the 6-month fixed term if you choose to leave any notice must be given on the rent due date, not in the middle of the month.

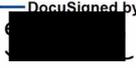
Please also note that it is your responsibility to insure any of your belongings, as we do not provide insurance for any property belongings to Tenants.

Thank you once again and please don't hesitate to contact me if you have any questions.

Kind Regards
Moorview Property Ltd (trading as Moorview Lets)
01752 421230



I sign here to confirm that I have received and read all the above documentation,

Jennifer Little  01/12/2017
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Assured Shorthold Tenancy Agreement

For a dwelling house that is:

furnished

unfurnished

Assured Shorthold Tenancy within the meaning of the Housing Act 1988 as amended by the Housing Act 1996

This Agreement is subject to any manuscript amendments following negotiation between the Landlord and Tenant in relation to this Property. Such amendments will be signed or initialled by the parties prior to the grant of this tenancy.

The Tenant understands that the Landlord will be entitled to recover possession when the Tenancy Period ends. The National Landlords Association (NLA) is the UK's leading independent organisation for private residential landlords. Founded in 1973 as the Small Landlords Association, National Landlords Association Ltd (by guarantee) is registered in England no 4601987 at Skyline House-2nd Floor, 200 Union Street, London, SE1 0LX.



This document is approved by the National Landlords Association www.landlords.org.uk

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The Particulars

THIS AGREEMENT IS MADE BETWEEN:

Landlord Full name: Keith and Andrea Eyres

Agent: *(if applicable)* **Moorview Property Limited (trading as Moorview Lets)**

[Redacted] Plymouth

Notices: In accordance with Sections 47 and 48 of the Landlord & Tenant Act 1987, the Landlord's name and address in England and Wales at which Notices (including Notices of Proceedings) may be served on the Landlord by the Tenant are:

Name: Moorview Property Limited (trading as Moorview Lets)

Address: 4th Floor, Regus House, Salt Quay House, Plymouth PL4 0HP

AND Tenant* *(See Note)* Lead Tenant:

[Redacted]

AND IS MADE IN RELATION TO THE PROPERTY AT:

Address: **Room 1, 106 West Hill Road, Plymouth, PL4 7LQ**

Being part of the **Building** known as: as above

Together with the **Contents** as specified in the Inventory dated: not applicable

With the use of the following Shared Facilities: not applicable

Garden: With use of the **Garden** located: courtyard to the rear of the property

Parking: With use of: *(tick as applicable)* parking space garage

located: not applicable

The Particulars

THE MAIN TERMS OF THE AGREEMENT ARE:

Number of permitted occupiers

The maximum number of people permitted to occupy the Property is: (one) 1

Term

A **FIXED TERM** of **6** months commencing on and including *(start date)* 2nd December 2017 to and including *(end date)* 1st June 2018.

Rent

The total rent payable per month is [REDACTED] and is payable monthly in advance

in the following instalments:

The first payment is to be [REDACTED] in cleared funds on the signing of this Agreement and

thereafter the sum of *(rent)* [REDACTED] should be paid on the 2nd day of each month

by:  standing order

commencing on: 2nd January 2018

Utility, Council Tax and Charges for Services *(tick as appropriate)*

Water charges:	Included <input checked="" type="checkbox"/>	Excluded <input type="checkbox"/>
Council Tax (or similar charge which replaces it):	Included <input checked="" type="checkbox"/>	Excluded <input type="checkbox"/>
Gas:	Included <input checked="" type="checkbox"/>	Excluded <input type="checkbox"/>
Electricity:	Included <input checked="" type="checkbox"/>	Excluded <input type="checkbox"/>
Television licence in Shared lounge:	Included <input checked="" type="checkbox"/>	Excluded <input type="checkbox"/>
Telephone:	Included <input type="checkbox"/>	Excluded <input checked="" type="checkbox"/>
Broadband:	Included <input checked="" type="checkbox"/>	Excluded <input type="checkbox"/>
Other: <i>(please state)</i> _____	Included <input type="checkbox"/>	Excluded <input type="checkbox"/>

Deposit



A Deposit of [REDACTED] is to be paid in cleared funds on the signing of this Agreement and is held under the terms of an authorised tenancy deposit scheme (as per Clause 5 of this Agreement) the details of which will be made available to the Tenant by the Landlord within 30 days of receiving the Deposit.



No Deposit will be taken.

***Note:** All Tenants will be jointly and severally liable for the Tenant's obligations contained within this Agreement. In the event of non-payment of Rent and/or other breach of the Agreement, any individual Tenant or group of Tenants may be pursued. This means that legal action may be brought against any one or any group of the Tenants. Notice to leave by any individual Tenant will also end the tenancy for all Tenants. The group of Tenants shall be known collectively as 'The Tenant' throughout this Agreement.

The Landlord lets the Property and the Contents to the Tenant at the Rent for the Tenancy Period on the standard letting terms set out in this Agreement as varied or supplemented by any special letting terms.

1. Tenant's Obligations

The Tenant hereby agrees with the Landlord as follows:

- 1.1 Any obligation upon the Tenant under this Agreement to do or not to do anything shall also require the Tenant not to permit or allow any visitor to do or not to do the same thing.

Rent and Charges

- 1.2 To pay the Rent at the times and in the manner specified in The Particulars whether or not it has been formally demanded.
- 1.3 To pay the Utility, Council Tax (or similar charge which replaces it) and Charges for Services as specified in The Particulars.
- 1.4 To pay to the Landlord all costs and expenses, on an indemnity basis, incurred by the Landlord in:
- 1.4.1 The recovery from the Tenant of any Rent or any other money which is in arrears.
- 1.4.2 The enforcement of any of the provisions of this Agreement.
- 1.4.3 The service of any notice relating to the breach by the Tenant of any of the Tenant's obligations under this Agreement whether or not the same shall result in court proceedings.
- 1.4.4 The cost of any Bank or other charges incurred by the Landlord if any cheque written by the Tenant is dishonoured or if any standing order payment is withdrawn by the Tenant's bankers.
- 1.4.5 The cost of repairing, decorating or cleaning the Property or the Contents so they are to the same standard as at the commencement of the Tenancy (reasonable wear and tear excepted).
- 1.4.6 Any other monies owed by the Tenant to the Landlord.
- 1.4.7 Compensation for the breach of any terms of this agreement.

Use of the Property

- 1.5 To occupy the Property as the Tenant's only or principal home.
- 1.6 Not to assign or sublet or part with or share possession of the Property or any part of it, or to allow the Property to be occupied by more than the maximum Number of Permitted Occupiers, without the express written permission of the Landlord (which will not be unreasonably withheld).
- 1.7 Not to carry on in the Property any trade profession or business or receive paying guests or exhibit any poster or notice board so as to be visible from the exterior of the Property or use the Property for any other purpose other than a private residence for the Tenant and (if a Garage or Parking Space is specified in the Particulars) for the storage of a private motor car.
- 1.8 Not to use the Property for any immoral, illegal or improper purposes.
- 1.9 To use the Property carefully and properly and not to damage it.
- 1.10 Not to do or permit to be done on the Property anything that may reasonably be considered to be a nuisance or annoyance to the Landlord or the owner or occupiers of any adjoining property.
- 1.11 Not to make any noise or play any radio television audio equipment or musical instrument in or about the Property so as to cause nuisance to neighbours or other adjoining residents or people in the immediate area.
- 1.12 Not to change the supplier of the Utilities and Services as specified in The Particulars without the express written permission of the Landlord (which will not be unreasonably withheld).
- 1.13 Not to tamper, interfere with, alter, or add to, the installations or meters relating to the supply of such Services to the Property. This includes the installation of any pre-payment meter.
- 1.14 Not to bring into the Property any furniture or furnishings and other personal effects that do not meet the required safety standards.
- 1.15 Not to obstruct the common parts of the Building or any Shared Facilities or keep or leave anything in them.
- 1.16 Not to smoke or to permit a visitor to smoke tobacco or any other substance in the Property without the express written permission of the Landlord (which will not be unreasonably withheld).
- 1.17 Not to keep any dangerous or inflammable goods, materials, or substances in or on the Property apart from those required for general household use.
- 1.18 Not to install, take into, use or keep in, the property any heater or like object which requires paraffin or other gaseous fuel, and not to burn candles in the Property without the express written permission of the Landlord (which will not be unreasonably withheld).
- 1.19 Not to keep any animals, reptiles, insects, rodents or birds at the premises without the express written permission of the Landlord (which will not be unreasonably withheld). If permission is given, the Tenant may be asked to pay an additional amount towards the Deposit.
- 1.20 Not to block or cause any blockage to the drains and pipes, gutters and channels in or about the Property.
- 1.21 Not to bring in to the Property any electrical equipment which does not comply with relevant UK electrical regulations.
- 1.22 To take all reasonable precautions to prevent damage occurring to any pipes or other installation in the Property that may be caused by frost, provided the pipes and other installations were adequately insulated at the start of the tenancy.

- 1.23 To take all reasonable precautions to prevent condensation by keeping the Property adequately ventilated and heated.

Leaving the Property Empty

- 1.24 To advise the Landlord, by giving reasonable written notice, if the Tenant intends being absent from the Property for more than 14 days and provide actual dates the Property will be unoccupied. For any absence over 28 days the Tenant may agree that the Landlord should have access during the period to keep the Property insured and to take reasonable precautions to mitigate damage.

Condition of the Property

- 1.25 Unless written comments or amendments are received by the Landlord within 14 days of Tenancy commencement the Tenant acknowledges that the Inventory attached hereto and forming part of this Agreement is a true and accurate record of the Property and the Contents, including their condition, at the beginning of the Tenancy.
- 1.26 Not to damage the Property or make any alteration in or addition to it or the electrical or plumbing system.
- 1.27 Not to decorate or change the style or colour of the decoration whether it be internal or external, nor to erect any aerial or satellite dish without the express written permission of the Landlord (which will not be unreasonably withheld).
- 1.28 To keep the interior of the Property and the Contents in the same condition, cleanliness, repair and decoration, as at the start of the Tenancy with allowance for fair wear and tear.
- 1.29 Not to remove any of the Contents from the Property without the express written permission of the Landlord (which will not be unreasonably withheld).
- 1.30 To clean the windows of the Property, (where access is possible,) as often as necessary.
- 1.31 To wash or clean the curtains hanging in such windows, only as agreed with the Landlord in writing.
- 1.32 To keep the Garden in the same character; weed free and in good order and to cut the grass at reasonable intervals during the growing season.
- 1.33 To notify the Landlord as soon as reasonably possible, having regard to the urgency of the matter, of any defect in the Property which comes to the Tenant's attention.
- 1.34 Where the Property includes Shared Facilities, to take proper care of the Contents and clean as appropriate after use.
- 1.35 To replace any light bulbs, fluorescent tubes, fuses or batteries, promptly and when necessary.

Waste and Refuse

- 1.36 To keep the exterior free from rubbish and place all refuse containers etc. in the allocated space for collection on the day for collection.
- 1.37 To undertake disposal of refuse by placing refuse in the receptacles provided and in particular comply with any local authority recycling policy by using the correct containers provided for that purpose. In the case of any dustbins to ensure that all

general rubbish that cannot be recycled is placed and kept inside a plastic bin liner before placing in such dustbin.

Letters and Notices

- 1.38 To forward any notice, order, proposal or legal proceedings affecting the Property or its boundaries to the Landlord promptly upon receipt of any notice, order, proposal or legal proceedings.
- 1.39 To forward all correspondence addressed to the Landlord at the Property to the Landlord within a reasonable time.

Access to the Property

- 1.40 To permit the Landlord or other persons authorised by them at all reasonable times after giving the Tenant at least twenty-four hours written notice (except in an emergency):
 - 1.40.1 To enter the Property to examine the state and condition of the Property and Contents and to carry out repairs or maintenance to the Property or Contents and afford them all facilities so to do.
 - 1.40.2 To enter and view the Property with prospective occupiers during the last two months of the tenancy.

Notice to Repair

- 1.41 If the Landlord gives the Tenant any written notice to remedy a defect, for which the Tenant is responsible, the Tenant shall carry out the repair within one month of the date of the given notice.

Key and Alarm Codes

- 1.42 The Tenant agrees that the Landlord shall hold a set of keys and that the Tenant shall not install or change the door locks or alarm codes, without the express written permission of the Landlord (which will not be unreasonably withheld).
- 1.43 Not to have any keys cut for the locks to the Property without the express written permission of the Landlord (which will not be unreasonably withheld).

Tenant's Possessions

- 1.44 The Tenant is strongly advised to take out insurance with a reputable insurer for the Tenant's possessions as such possessions will not be covered by any insurance effected by the Landlord.

At the End of the Tenancy

- 1.45 At the end of the Tenancy the Tenant agrees to:
 - 1.45.1 Give up the Property with vacant possession.

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- 1.45.2 Give up the Property and the Contents in the same state of cleanliness, condition and decoration as it was at the commencement of the Tenancy (reasonable wear and tear excepted) and pay for the repair or replacement of those items damaged or lost during the Tenancy which were the Tenant's responsibility in this Agreement.
- 1.45.3 Leave the Contents in the respective positions that they occupied at the commencement of the Tenancy.
- 1.45.4 Return any linen, blankets and towels that may be provided, freshly washed and clean.
- 1.45.5 Return all keys to the Landlord and pay reasonable costs of having new locks fitted and new keys cut in the event that not all keys are returned to the Landlord.
- 1.46 Any goods or personal effects belonging to the Tenant or members of the Tenant's household which shall not have been removed from the property within 28 days after the expiry or sooner termination of the tenancy shall be deemed to have been abandoned. Provided the Landlord has given written notice to the Tenant, or where the Tenant cannot be found after reasonable steps have been taken to trace the Tenant, the Landlord can dispose of such goods as they think appropriate.
- 1.47 To allow the Landlord to erect a reasonable number of 'for sale' or 'to let' signs at the Property during the last two months of the Tenancy.
- 1.48 The Tenant should be present during any inspection of the Property upon check out, to be carried out by or on behalf of the Landlord.

2. Landlord's Obligations

The Landlord hereby agrees with the Tenant as follows:

- 2.1 The Landlord shall arrange for the Property and Contents (not the Tenant's possessions) to be insured under a comprehensive insurance policy and use all reasonable effort to arrange for any damage caused by an insured risk to be remedied as soon as is practicable, and to refund to the Tenant any Rent paid for any period in which the Property is uninhabitable or inaccessible as a result of such damage, unless the insurers refuse to pay out the policy monies because of anything the Tenant has done or failed to do in breach of the Tenant's Obligations under this Agreement.
- 2.2 To pay all assessments and outgoings in respect of the Property, which are the responsibility of the Landlord.
- 2.3 To allow the Tenant to quietly possess and enjoy the Property during the Tenancy without interruption from the Landlord, (not withstanding Clause 1.40 in this Agreement).
- 2.4 To ensure that gas appliances supplied by the Landlord comply with the Gas Safety (Installation and Use) Regulations 1998 and that a copy of the Gas Safety Check Certificate will be given to the Tenant at the commencement of the Tenancy.
- 2.5 To ensure that all the furniture and equipment within the Property supplied by the Landlord complies with the Furniture and Furnishings (Fire) (Safety) Regulations 1988 as amended in 1993.
- 2.6 To carry out promptly any repairs which are the Landlord's responsibility.

3. Interest on Rent Arrears

- 3.1 The Tenant shall pay interest at the rate of 4% above the base lending rate of Barclays Bank Plc upon any Rent or other monies due under this Agreement which is more than 14 days in arrears in respect of the date from when it became due to the date of payment.

4. Termination

- 4.1 If there is a breach of any of this Agreement by the Tenant the Landlord may serve notice in accordance with Section 8 of the Housing Act 1988 (as amended).
- 4.2 If the Rent or any part shall be in arrears for at least 21 days after it shall have become due (whether legally demanded or not) or if there shall be a breach of any of this Agreement by the Tenant, the Landlord may re-enter the Property (subject to the Landlord obtaining a Court Order for Possession) and immediately thereon the Tenancy shall terminate without prejudice.

Landlords Right of Termination

- 4.3 The Landlord is entitled to terminate this Tenancy for these reasons (including by Service of Notice in accordance with Section 8 of the Housing Act 1988 (as amended), as defined above):
- 4.3.1 Any instalment of rent not received in full within 14 days of day due when the landlord formally demands it, after it has fallen due;
 - 4.3.2 Or if the tenant fails to comply with any of the Tenants Obligations under this agreement;
 - 4.3.3 Or if the Tenant becomes bankrupt;
 - 4.3.4 Or an Interim Receiver of the Property is appointed;
 - 4.3.5 Or if the Tenant (without making prior arrangements in writing with the Landlord) leaves the property vacant or unoccupied for more than 3 weeks.

Effect of Termination

- 4.4 Termination of this Tenancy Agreement ends the Tenancy but does not release the Tenant from any outstanding obligations.
- 4.5 If the Tenancy is a Fixed Term Tenancy, the Landlord may serve on the Tenant at least 2 months' notice in writing under Section 21(1)(b) of the Housing Act 1988 (as amended) to expire on the last day of the Fixed Term.
- 4.6 If the Tenancy has become a statutory Periodic Tenancy, it may be terminated by:
- 4.6.1 The Landlord serving the Tenant at least two months' notice in writing under Section 21 (4) (a) of the Housing Act 1988 (as amended) and expiring on the last day of a rental period of the Tenancy.
 - 4.6.2 The Tenant giving written notice of at least four weeks and expiring on the last day of a rental period of the Tenancy.

5. The Deposit

- 5.1 If a deposit is taken it will be held and returned under the terms of one of the Tenancy Deposit Schemes detailed below:

Tenancy Deposit Solutions Limited (TDSL) Trading as My Deposits

This is an insurance based scheme. The Landlord shall hold the deposit within the terms of the scheme. Any interest earned on the Deposit shall be retained by the Landlord and used to cover administration costs.

The Deposit Protection Service (The DPS)

This is known as the Custodial scheme. The scheme shall hold the deposit within the terms of the scheme. The Landlord shall retain any interest earned on monies properly deducted from the Deposit as specified in Clause 5.3 of this Agreement.

The Tenancy Deposit Scheme run by The Dispute Service Limited (TDS)

This is an insurance based scheme. The Landlord shall hold the deposit within the terms of the scheme. Any interest earned on the Deposit shall be retained by the Landlord and used to cover administration costs.

- 5.2 The Deposit shall be returned to the Tenant (less any deductions properly made) within 5 working days of the end of the Tenancy, upon vacant possession of the Property and return of the keys, if the Tenant has kept to all the agreements and conditions within this Agreement.
- 5.3 Monies shall properly be deducted from the Deposit in respect of all reasonable costs and expenses incurred by the Landlord (including but not limited to the costs and fees of the Landlord's solicitors and other professional advisors) in respect of:
- 5.3.1 The recovery from the Tenant of any Rent or any other money which is in arrears.
 - 5.3.2 The enforcement of any of the provisions of this Agreement.
 - 5.3.3 Compensation in respect of the Tenant's use and occupation in the event that the Tenant fails to vacate the Property on the due date.
 - 5.3.4 The service of any notice relating to the breach by the Tenant of any of the Tenant's obligations under this Agreement whether or not the same shall result in court proceedings.
 - 5.3.5 The cost of any Bank or other charges incurred by the Landlord if any cheque written by the Tenant is dishonoured or if any standing order payment is withdrawn by the Tenant's bankers.
 - 5.3.6 The cost of repairing, decorating or cleaning the Property or the Contents so they are to the same standard as at the commencement of the Tenancy (reasonable wear and tear excepted).
 - 5.3.7 Any other monies owed by the Tenant to the Landlord.
 - 5.3.8 Compensation for the breach of any terms of this agreement.
- 5.4 If the Deposit shall be insufficient the Tenant shall pay to the Landlord such additional sums as shall be required to cover all costs, charges and expenses properly due.

6. Notices

- 6.1 The Landlord gives notice to the Tenant that in accordance with Section 47 and 48(1) of the Landlord and Tenant Act 1987 that Notices (including Notices in proceedings) may be served on the Landlord at the address specified in The Particulars of this Agreement.

6.2 Any Notice served upon the Tenant in accordance with this Agreement or any statute or regulation then the same may be served properly addressed to the Tenant either at the Property or by sending same by first class post to the Property or at the Tenant's last known address and the same shall be deemed to have been properly served and received by the Tenant in the ordinary course of that first class post being delivered.

7. Consents

7.1 The Landlord confirms that all necessary consents have been obtained to enable the Landlord to enter into this Agreement (whether from Superior Landlord, Lenders, Mortgagees, Insurers, or others).

8. Data Protection

8.1 The Tenant hereby consents to the Landlord and/or the National Landlords Association processing any information or personal details on or of the Tenant as defined in the Data Protection Act 1998.

8.2 The Tenant agrees that the Landlord may pass on the Tenant's forwarding address and/or other personal information to utility suppliers, local authority, any credit agencies, or reference agencies and for debt collection.

9. Attached separately and forming part of this Agreement are copies of: *(tick as appropriate)*

Tenancy Deposit Scheme details

Dated: to be registered by: Within 30 Days

Inventory

Dated: 2nd December 2017

Other attachment

Dated: not applicable

Signed as an Agreement dated: _____ Jennifer Little

Please print name then sign and date

DocuSigned by: 01/12/2017
[Redacted Signature]
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The Landlord

Landlords full name: *(repeat as in Particulars)* Keith and Andrea Eyres

Agent: *(repeat as in Particulars)* Moorview Property Limited trading as Moorview Lets
Jennifer Thornton

Agent's signature:

Date: 12/1/2017

DocuSigned by:
[Redacted]
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Time:

Lead Tenant

Name: *(repeat as in Particulars)* [Redacted]

Date: 01/12/2017

Time:

Signature:

DocuSigned by:
[Redacted]
1BD7BCF16E964F2...

Note: Witnesses to the signing of tenancy agreements are optional if the tenancy agreement is periodic or has a fixed term of less than 3 years. If the agreement has a fixed term of 3 or more years, witnesses are mandatory.

Disclaimer: This document is prepared in good faith by the National Landlords Association. It is issued in good faith but no responsibility whatsoever is accepted by the association or its officers for the accuracy of the legal effect of the document(s) nor shall the association or its officers be held responsible for the consequences of its use by a member of the National Landlords Association or by the general public.

Information for tenants

This document is approved by the National Landlords Association and is made available for use by all landlords with property to let in England and Wales.

Our online register of members will allow you to verify whether your landlord is a Full Member of the National Landlords Association. For more information, go to www.landlords.org.uk/tenants

The National Landlords Association is not a letting or managing agent. We do not hold records of members' tenancies.

Tenants should contact their landlord direct if they have any queries relating to their tenancy.



This document is approved by the National Landlords Association www.landlords.org.uk

Guidelines for a Harmonious House

Welcome to your new home; it is our wish that you should have a very positive experience living here! We hope you will feel comfortable in your home and be proud of where you live. As landlords we will endeavour to do our very best to ensure your stay is a pleasant one.

It is a beautiful home and we hope you have fun and enjoy your stay.

The following points are hopefully unnecessary, but worth making to provide a safe comfortable home. In general please be considerate and think of others, the landlords, the other residents and the neighbours.

If at any point you have a concern about anything please call and let us know. We will be more understanding of events if we are told unprompted.

If a dispute arises please try to resolve it respectfully as adults and keep us informed of the situation. If this fails then request our assistance and we will hold a house meeting to resolve the issue.

Guidelines...

Do your best to maintain good relationships with the landlords, fellow tenants and the neighbours, treating all with due respect as expected of a professional household. If you have any doubt about whether your intended course of action might cause offence/irritation/discomfort to one of the aforementioned then ask first. Please be especially considerate regarding:

- o The time and volume you play and/or make music/noise.
- o Holding parties and/or gathering.
- o Having visitors that make use of any of the shared facilities.
- o The occasional overnight visitor is fine but they should only be in the house when you are.

We would encourage you to operate in an environmentally friendly manner, including:

- o Turning off unused lights.
- o Not over-heating the house.
- o Only using the tumble dryer for large loads and using the airing rack where suitable.
- o Not leaving taps running.
- o Recycling household waste.
- o NOTE: Excessive utility bills will result in rent increases.

Please keep the house and property clean and tidy, especially the areas that people are often sensitive about e.g. the kitchen and bathrooms. Including:

- o Cleaning the kitchen utensils, plates, pots and pans after use.
- o Cleaning the bath/shower after use.

- o Bleaching the loo frequently.
- o Replacing all consumables as they run out (e.g. toilet paper, washing up liquid, etc).
- o Washing the tea-towels and hand-towels regularly.
- o Turning your mattress end-for-end every month.
- o Removing your shoes at the door.

Strictly No...

Smoking or use of illegal substances

Pets.

Open flames.

Tacks, nails, blue-tack etc used on the house or on the furniture.

Unlocked doors and/or windows unless they are tended

Security external front doors are to be kept closed and secure, as are the ground floor windows unless they are tended. The rear doors are the responsibility of the person who unlocks them, but generally these are to be kept locked. Overnight especially the doors will be locked. Sensible use cannot be criticized but consideration for the security of the house as in any situation is required.

Room cleaning this is down to you I am afraid, but to help you there is a vacuum cleaner and a brush and dustpan provided for you. There is a bin in the kitchen, please, if it's full, empty it into the outside dustbin. Crushing of packaging will reduce the number of times this has to be done. The dustbin is by the back door; rubbish collection times will be provided on the house notice board. Providing bags for these bins is on a casual basis by sharers. Any private arrangement for allowing other persons to clean your room has to be approved by the landlord.

Guests are allowed on an infrequent basis. It is fine to have a friend stay overnight or for a weekend but this must not become a regular occurrence. Additional people staying in your room on a regular basis will incur additional rental charges.

Noise is to be kept to a reasonable level, nothing too loud please between 11p.m. and 7a.m., this includes any guests that you may invite to the house.

House Notice Board will contain Management company contact details together with important notices regarding the house, new tenants and general particulars of places in the area (ie restaurants etc). Please make sure to read any notices that appear on the Notice Board as it is not always possible to contact everybody via email or text.

Consumables Kitty. No one person should be responsible for buying communal items, such as washing up liquid, kitchen roll, loo roll, bleach, kitchen cloths, washing up sponges, kitchen or bathroom cleaner, hand wash, etc. A good idea may be to have everybody put a weekly amount into a jar or moneybox once a week, say £2 each, every Friday, and whenever you need something, then the money in the kitty is used to buy these consumables.

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NOTICE TO ALL TENANTS

Your Property Manager is Moorview Lets

Welcome to Your new home, please take 5 minutes to read through the House Rules provided and should you have any questions, do not hesitate to ask.

Our House Manager will be attending the property regularly to address any problems or issues you may have.

Checks will also be made towards the communal areas to ensure the house is being kept clean and tidy; please remember this is a part of our Agreement.

Should an emergency occur please see maintenance reporting information sheet found on your notice board.

Anything relating to the police, ambulance or fire please call 999.

We hope you enjoy the friendly and sociable environment, please make our house your home!!

You can Post a message on Arthur Online anytime!

Call Moorview Lets on 01752 421230
or email info@moorviewproperty.com

TV LICENCE

Please note that it is **YOUR** responsibility to purchase your own TV License for your room, this can be done by visiting <https://www.tvlicensing.co.uk>

Fair Use Energy Policy in shared accommodation

Property Address: **Room 1, 106 West Hill Road, Plymouth, PL4 7LQ**

The rent for this room includes all bills, namely the fixed bills of council tax and broadband. It also includes the variable bills of gas, electric and water.

The landlord has 'best estimated' the cost of the utility bills for when the house is fully occupied, based on experience with previous tenants, consultations with the council and current supplier rates.

However, you, as the tenant, need to use common sense too – e.g. not leaving the heating on all day when you're all out at work, having the heating on high and opening the windows to control the temperature, running a tumble dryer when it's a dry day, boiling a full kettle when you just need enough for 1 coffee/tea, leaving lights on all day, leaving TV on all the time whilst nobody watching it, leaving multiple devices on "standby" all night long whilst asleep, taking a 20-minute shower when a 5-minute shower is adequate, not using high "tog" rated bedding in winter months, etc...

Plus, as you know, utility suppliers can increase the rates by double digits' percentages without much warning, as we've been experiencing for the past few years, when 12-16% increases have been common across all the suppliers.

Your landlord has calculated that the bills for this property will be £25.00 per person per week, which should cover the cost of council tax, broadband, TV licence (the 3 fixed bills) and also the gas, electric and water (the 3 variable bills). However, this will increase if you over-use the utilities as described above.

The tenant agrees that any bills exceeding this cap from higher usage will be split between all the tenants and paid to the landlord monthly, after having one-months' notice.

Signed (Agent)

DocuSigned by:
[Redacted Signature]
AA09009327CE456...

Dated: 12/1/2017

I, [Redacted] hereby confirm that this fair use policy has been explained to me and any clarification has been given by the landlord.

Tenants signature:

DocuSigned by:
[Redacted Signature]
1BD7BCF16E964F2...

Dated: 01/12/2017