

New Tenant Guide

Dear Tenant

The summer is upon us and so you have most likely returned home to enjoy a peaceful and (hopefully) sunny summer break! In August / September you will be moving into your new property and so we have highlighted below a few points you may need to be aware of when you move in.

Standing Order Mandates

The standing order mandate for your rental payments has now been sent to your (or your guarantors) bank for them to set up. Occasionally these go missing in the post or the bank set them up incorrectly. As this is just an agreement for your bank to send us money we are unable to check this is set up. Please can you therefore check your account (or ask your guarantor to check theirs) to ensure the standing order is in place, the dates of the payments are correct and the amounts being sent through are correct.

Utility Bills (If your bills are included in the rent then this is not applicable)

We will take meter readings for the gas, electricity and water (if applicable) the day before your tenancy starts. We will then write to your providers giving them the readings and your names. The providers will then send the bills to you directly to arrange payment. You are most likely to receive your South West Water bill first, normally in September. The gas and electricity bills can sometimes take a little while longer and you may not get these through until December, if you have not had a bill through before Christmas please contact the office and we will chase this up for you.

Your electricity and/or gas maybe on a key meter, if you are on a meter there will be a £ sign on the reading, it should say for example £3.00C which would mean you have £3.00 worth of electricity to use. If it has an E sign, this means the meter is in emergency funds and needs topping up. To top it up take the key out of the meter (if it is not in the meter it should be near by it) and take this to a shop and put credit on it, when you put this back in the meter it will credit the account with the funds. If you run out of electricity or gas when the shops are closed, you can use the emergency funds by putting the key in the meter, this will mean you are then £5.00 in debt. You will need to ensure you top this up to be back in credit otherwise you will incur a large debt at the end of the tenancy when the account is closed.

Broadband

It is your responsibility to set up your own internet account (if it is not included in your rent). There will be a live line to the property, you will just need to choose a company and set up an account with them, they can do this using the property address and your names. This can sometimes take a while to arrange so we would recommend this is set up at least 2 weeks before you plan to move into the property.

Keys

You can collect the keys from our office on the first day of your tenancy (this can be found on your Tenancy Agreement). Please ensure you only arrive during our office hours (Monday - Friday 9.00am until 6.00pm and Saturdays 9.00am until 4.00pm, we are closed on Sundays). You will need to bring with you your student ID card as proof of your identity.

Locking yourself out!

At this time of year we take a high number of calls from tenants who have locked themselves out of the house or their rooms. If you lock yourself out during working hours you can contact

the office and we will help you back in. However, should you lock yourself out outside of office hours and you contact the emergency out of hours contractor to let you back in, you will be charged a minimum fee of £50.00 to be let back in. It may be worth finding a sofa to sleep on to avoid being charged!

Inventory

You will be provided with an inventory and schedule of condition for your property, this will be given to the first person in the house who collects their keys. The inventory is very important as this is what we will use to do your check out at the end of your tenancy. We therefore ask you check through this and make any additional comments on the document you think we have missed, sign the document and get this back to the office before Friday 11th October.

Permit Parking

There are some areas in Exeter that have permit parking available. You can find out if your house is eligible by calling Devon County Council on 0345 155 1073 or online at www.devonpermits.org. Each house is normally allocated two permits, although spaces cannot be guaranteed.

Bin Collection

Your bins will be collected by Exeter City Council and you must ensure the bins are put out no earlier than 6.00pm the evening before collection. They will collect usual refuse and recycling on alternate weeks and you will have separate bins for each collection. You can find out what days your bins will be collected online at www.exeter.gov.uk, or there will be a timetable in your welcome pack. Please ensure you leave your bins where indicated. If you are missing any bins when you arrive at the property you can order replacements online at the same address above.

Out of hours contact

We have an emergency out of hours contractor who you can contact when our office is closed. This number is only to be used in an emergency situation, general maintenance must be dealt with by contacting the office in working hours. If you have an emergency please call the normal office number, 01392 433866, and there will be a recorded message with the contractors telephone number for you to call. Please be advised any unnecessary callouts for the out of hours contractor may be charged to yourself.

Boiler set up

When you arrive at the property your boiler is most likely going to be turned off on the boiler itself and at the mains. If the boiler is not working when you get there please ensure the main power switch is turned on before contacting the office. There will be a boiler manual attached the boiler in a plastic wallet which will give you guidance on how to work this, if these are not there then please contact the office and we will print some for you.

Post

You may receive a lot of post particularly at the start of your tenancy, to people do not live at the house. We ask that anything addressed to Cardens or the landlord are brought into the office within 7 days of receipt. All other post can be returned to the sender.

We hope you have a lovely summer and we look forward to seeing you in the new academic year!

Kind Regards
The Students@Cardens Team