

Management Statement.

For The Toronto Student Lets ,39 Station Road , Sidcup DA15
7DZ

The Tenants Code of Conduct and the Management Statement will be put up on both notice boards so students can avail themselves of what is expected of them and what they can expect from us .

Landlord Responsibilities.

1. Contractual terms. Prospective student tenants are provided with a copy of any contractual terms under which a property is offered, such terms to include details of any fees or service charges payable in addition to rent and any arrangements involving student tenants' guarantors.
2. Letting Agreements. Prospective student tenants are issued with a clear statement of the rent due to be paid, including dates, amounts and method of payments due to be made during the contract. The name and current business address of the landlord/agent is stated on the agreement together with the address and telephone numbers of any managing agent or person/s acting on behalf of the landlord. Letting agreements are written in clear legible English containing no contractual terms in conflict with any other statutory or common law entitlement of the student tenant. Where a fee is charged for arranging a letting agreement, then prospective student tenants should be clearly informed of this in advance.

3. Inventory. A detailed inventory is carried out at check-in, if possible in the presence of the student tenant. The inventory will be initialled on all pages by both parties and signed and dated by them on the last page. There is a proper check-out inventory, if possible in the presence of the student tenant. The inventory will be initialled on all pages by both parties. Where the letting agreement includes a clause requiring the student tenant not to cause a nuisance or annoyance. This means that landlords will use reasonable endeavours to achieve compliance. There will be a measured response in the light of the circumstances, including involvement of guarantors if necessary. Court proceedings would be a last resort.
4. HMO Licensing. Successful application of HMO licence will apply and landlords property will comply with licensed conditions within agreed time scales to ensure compliance with national minimum standards.
5. Ensuring Possessions. New student tenancies do not commence until the existing one has finished. Where access is required for routine inspection/s or viewings, the student tenants receive notification of the date time and purpose of the visit not less than 24 hours in advance, unless otherwise agreed, and with the exception of circumstances where issuance of such notice is impractical. Student tenants privacy and entitlement to unnecessary intrusion is respected. Business is pursued by us in a professional, courteous and diligent manner at all times.

6. **Repairs and Maintenance.** All dwellings are maintained in a satisfactory state of repair. All repairs will be dealt with time wise in respect of their differing urgencies and when reported. Student tenants will be provided with an emergency telephone number for above repairs.
7. **Planned Programmes Of Repair.** Maintenance and servicing tasks which can be carried out in a planned and cyclical manner and which are the responsibility of the landlord, are carried out with due regard to the convenience of tenants. With the exception of emergencies, student tenants will be notified prior to attendance by contractors to undertake repairs. Where contractors and trades persons are undertaking works in occupied premises, they will be expected to behave in a professional and courteous manner.
8. **Visual Appearance.** Within the landlord's responsibilities and reasonable endeavours the visual appearance of dwellings, outbuildings, gardens and yards and boundaries is maintained in a reasonable state so as not to detract from the visual amenity of the area.
9. **Furniture and Storage Space.** As per HMO licence requirements.
10. **Kitchen facilities .** As per HMO licence requirements.
11. **Toilet and Personal Washing Facilities.** As per HMO licence requirements.
12. **Overcrowding.** Dwellings are not knowingly overcrowded.

13. Health and Safety. Properties and boundaries are maintained, as reasonably practicable, free of any avoidable or unnecessary hazards. All means of use and supply of mains gas and alterations and repairs to gas installations shall comply with current Gas Safety Regulations. Documentation giving verification of annual gas safety checks by a CORGI registered gas installer will be put on display. Student tenants will be advised on safe use of heating and hot water systems.
14. Electrical Installations and Appliances. All electrical installations provided by the landlord are certified as safe by a competent electrician in accordance with the current relevant legislation. It is recommended that a document of verification is obtained showing that the electrical wiring of the dwellings is in a safe and satisfactory condition and stipulating the timescale within which the next safety check should be carried out. All components used in electrical wiring installations and repairs comply with the relevant International Standards and all appliances will be installed in accordance with Manufacturers instructions. Supplied appliances are regularly visually inspected for wear and tear, (PAT tested) and any defects remedied. All instructions for above appliances available on request.
15. Lighting and Ventilation. All dwellings are provided with adequate lighting and ventilation.
16. Energy Efficiency. All dwellings are provided where possible with a reasonable level of energy efficiency measures.

17. Fire Safety. Fire safety risk assessments are carried out at all properties and any appropriate precautions are installed. Such fire precautions may typically include
- a) A fire escape route with a minimum of 30 mins fire resistance
 - b) An automatic fire alarm system and extinguishers
 - c) An emergency lighting system sited to protect the route of escape
 - d) Whole stair lighting
 - e) Fire escape windows where newly fitted

Fire alarm and emergency lighting systems installed are properly checked and maintained by a competent approved electrician less than every 12 months, and that inspection certificates are provided and retained. Student tenants are informed of their responsibilities to treat the alarm system with respect. All exit routes within a dwelling such as hallways, landings and staircases, so far as they are under the control of the landlord and as far as reasonably practical, will be maintained safe, unobstructed and free of fixtures and fittings to enable evacuation of the dwelling in the event of fire.

18.. Fire Safety Guidance. Clear guidance on fire safety will be provided to residents at the commencement of the tenancy by qualified fire technicians.

19.. Security Measures. Student tenants issued with appropriate keys for main door and room door. They will be made aware of locking system and the need to respect fire and final exit doors.

20.. Hygiene and Waste Disposal. Kitchens and communal areas to be cleaned by professional, who will supply suitable domestic disinfectant products. All floor coverings in student ensuites will be capable of being readily cleaned with suitable domestic cleaning products. The property will be provided with suitable refuse disposal facilities sufficient for the number of occupants, as advised by the local authority's waste collection service. We will inform student tenants of the need for proper refuse management. All appropriate steps are taken to enforce all tenancy agreement clauses relating to proper refuse disposal.

21. End of Tenancy. We will be making use of a government approved national tenancy deposit protection scheme. Tenants are issued with clear written guidelines regarding the standard of cleaning and other arrangements for bringing the tenancy to an end so as to avoid misunderstandings regarding the standard of cleanliness and condition of the dwelling expected at the end of the tenancy. Once fully receipted invoice accounts have been provided by tenants, all deposits (or balances of deposits) shall be returned to tenants within the timescale agreed in the tenancy or an explanation provided as to why a variation may need to be the case.

22. Complaints. We will have a procedure for dealing with complaints, which will be explained to each tenant at the start of the tenancy. The procedure will aim to resolve complaints quickly and fairly so that a line can be drawn under them and the parties can

move on to a more constructive relationship for the remainder of the tenancy. See Student Code for guidance.

