

The London Tenant



Congratulations on your new home!

Some of you are used to moving places, and some of you are on the new stage of your life! We are here to make sure you receive a warm welcome before you jump into your life in a new city.



Moving in & keys:

Contact the agent the day before moving in to arrange to pick up your keys.

We will either meet you at the property ourselves, or we will leave the key set in the bedroom and arrange with current tenants to assist you. Alternatively, especially if it's after hours, you can collect the keys from E14 9PA, 1 Fairmont Avenue.

You will be provided with one set of keys. We do recommend making an extra set and keep it somewhere safe. In case you lose the keys, there is a key set fee starting from £40 (depending on the set, some security keys are worth £100+).

An agent call out charge to unlock the apartment - £60.00

Inventory:

Inventory pictures will be emailed to you within 7 days from you moving in. Do email us back confirming that the inventory is correct, add anything else that needs noting. If you don't reply within 7 days, we'll rely on the inventory reference that has been emailed to you by us.

Maintenance:

Any maintenance enquiries to be sent to hr@thelondontenant.com or via our tenant CRM platform <https://thelondontenant.fixflo.com>

Do provide your full name, property address, issue description and attach any pictures or videos necessary to help us and our builder understand the issue remotely. Visit time will be arranged accordingly. We expect tenants to give builder access.

Only call/message us during an emergency. All other enquiries to be emailed. This way everyone on the team can notice the issue in real time and act on it efficiently.

It is important to inform us for any active issues as soon as they appear. Especially leaks, where a few hours delay can have a big effect on the damages caused.

Appliances:

Appliance manuals are kept in the storage spaces. If you cannot find the appliance manual, check the appliance brand, model, and search for it on google. For example: "Indesit washer dryer manual"

Washing machines and washer dryers most common issues are a clogged filter - which occurs due tenants leaving items or hair in the clothing. Unfortunately our warranty is not covered by these problems. Therefore if we were to hire an engineer - the expenses will be covered by tenants, unless it is known that a specific tenant is responsible.

First thing you should do if the appliance stops working, is check the filter. This is a basic maintenance and can be done in 3 minutes.

Fridge freezer: make sure both fridge and a freezer remains closed at all times while not in use. Do not overpack the fridge with items.

Communal storage:

Communal space such as fridge, freezer, cupboards, storage room to be divided equally between all tenants. Some of you may require less space, others may want more space, however, the meaning of the flatshare is that you will have to share the communal space, therefore everyone in the household has the right to an equal amount of space.

TIP: After flatmates vacate, they tend to leave items or food behind. Please gather once in a while together and clean up the apartment from any unwanted items or expired food. It is also tenants responsibility to keep the unit pest-free.

Communal area and boiler room to be left unobstructed at all times.

Parking:

Parking is not included in the tenancy. Parking spot can be rented out from us at an extra cost of ~£60pcm-£200pcm (depending on the area and availability).

Alternatively you may look for a spot at parklet.co.uk or other parking providers. You may also apply for a parking spot through council, or you may find a free street parking near by.

Household:

Throughout the years of dealing with 1000+ tenants, the most successful households are those where:

- the tenants are mindful of each other.
- if there is an issue with someone's behavior, they address that issue to them calmly and by giving them the chance to reply. Patience, communication and taking responsibility is key to a peaceful home.
- they take care after themselves in the communal areas straight away without keeping mess.
- they buy communal household items without mentioning. (It is totally acceptable to share monies between the tenants to buy household items).

Emergencies:

• Personal Injury

If someone has had a serious accident please call 999 and ask for the Ambulance Service. Ensure someone is available to greet the ambulance at the front door.

An ambulance should be called if someone:

- is bleeding heavily
- is falling in and out of consciousness, or is unconscious
- has suspected broken bone(s)
- is having difficulty breathing
- has severe burns
- has had an allergic reaction

If someone has had an accident or needs medical attention but it is not serious, you can call 111.

Please note the following are not emergencies:

- you are locked out
- there is an issue in the property which does not pose any danger to anybody

Fire:

If you see fire please call 999 immediately and report the issue to the fire brigade

Please contact us immediately and we can assist further.

If you can, please use the fire protection equipment provided in every property.

Water:

If you see a leak please contact us immediately via phone or email and we can send an emergency plumber

In the case of a water or waste water emergency, please call your local waterboard immediately. In emergencies, this is where you can get the best advice on what to do. You will find your local water board's number on the property notice board.

Gas:

If you smell gas, think you have a gas leak, or are worried that fumes containing carbon monoxide are escaping from a gas appliance, please call the National Gas Service Emergency Line on 0800 111 999 to report a suspected gas leak. They'll sort out the problem and tell you what to do to stay safe.

In the meantime:

- DON'T smoke
- DON'T light matches or cigarette lighters
- DON'T turn light switches or anything electrical on or off
- DO put out any naked flames such as candles
- DO open all doors and windows
- DO turn off your gas supply at the meter (and leave it switched off until you're sure it's safe to turn it back on again)

Criminal Behaviour

If you have been involved in or witnessed any criminal behaviour, this must be reported to the police immediately.

For any emergencies, please call 999 and ask for the police. For anything that does not require an emergency response, please call 101.

TV licence:

If you have opted for a bills-inclusive package and have informed us that you are bringing a TV to the apartment, the Licence will be paid for by us. For those that have not opted for a bills-inclusive package, the responsibility to purchase a TV licence will fall on them.

For more information on TV Licensing please see the following link: <http://www.tvlicensing.co.uk/>

Remember, you could be prosecuted if you are found to be watching, recording or downloading programmes illegally. The maximum penalty is a £1,000 fine plus any legal costs and/or compensation you may be ordered to pay!

Access:

No un-permitted access to the property must be given to anyone. Only people you personally know are allowed to visit the property. Also engineers/builders/cleaners or agents that were arranged by us. You will be informed prior about their visits if needed. Cleaner has their own keys to the apartment and is attending every 2-3 weeks, no exact timing is given. We do not consent the entry to anyone else.

Toilets and Drainage:

Please DO NOT put objects down the toilet that could cause a blockage, e.g. baby buds, cleansing pads. If the toilet or drainage becomes blocked due to misuse then it will be charged to the tenant responsible. If nobody admits liability, the cost will be divided equally between all tenants.

House Inspections:

We conduct inspections every 6 months on all of our properties to help keep them in a good condition. We'll let you know in advance, but during the inspection, we will check for cleanliness, damages, missing items and any un-reported maintenance issues; It's really important to us that our property is looked after, so try and ensure your home is always clean and tidy. We tend not to visit individual bedrooms unless reasons has been caused to do so. Such as smoking. Hopefully your inspection will be fine, but in the event an inspection is failed, you will be charged in line with the charges noted in your AST terms and conditions.

Activities:

- There is events taking place in London every day. To find all the events, go to www.google.com> type in "London Events Today", or add a subject that you'd like to participate in, and find a list of upcoming London activities.
- For business owners & golf enthusiasts - contact Devin for a private invitation to a business owners networking meeting. Includes breakfast and a game of golf. (Ticket worth £240)

Agency Rules:

- Use or possession of drugs in the accommodation is **strictly prohibited!** This issue will be taken seriously and contract will be terminated immediately.
- Use of tobacco products indoors is strictly prohibited. Smoking is allowed in designated areas such as the balcony or outside the building. Please take care of the disposals.
- In a situation where balcony is shared with one other flatmate - other flatmate has the right to ask you to stop smoking in the balcony.
- 2 months notice is required prior vacating at any point of the tenancy. Please take care after yourselves in the communal areas.
- Quiet hours 11pm - 7am.
- Bins/wifi - to be shown by agent or if you're moving into a flatshare - do ask flatmates. They know everything!

For further assistance, don't hesitate to reach out to our team. We wish you a wonderful stay at your new London home!

Best regards,

The London Tenant Team