

SECTION 1: X1 Lettings Contact Information

X1 Lettings – Contact Details

Our office is open between 9.30am – 5pm Monday to Friday.

Address: 27 Old Haymarket, Liverpool L1 6ER

Telephone: 0151 559 3333

Email: hello@x1management.com

Account Manager: Harry Sheehan

Harry@x1management.com

Emergency Contact:

Kenny Threlfall: 07930 186 021

SECTION 2: X1 The Edge Address

Your new address is:

Flat Number, Room Letter

X1 The Edge

Seymour Street/Lord Nelson Street

Liverpool

Please ensure that you use your full postal address for all letters and parcels to ensure that these are delivered correctly.

SECTION 3: Tenancy Agreement Details

Contract Dates

Contract Dates

Your tenancy agreement is for a fixed term of 48 weeks commencing September 2013.

You may occupy the property for the full period including all the holidays. You will not be given a rent reduction for any period or weeks that you are not in the property.

If you want to move out of the property before the end of your tenancy agreement, or if you leave college/university you will be responsible for all the rent payments until you find a suitable replacement to take over the remainder of your tenancy agreement. If you find a replacement student you will be responsible for all rent payments up until the start date of their tenancy agreement and a £200 administration fee to terminate your tenancy agreement.

If you wish to extend your contract during the summer period or renew your tenancy agreement for the following year please contact X1 Lettings.

Rent Payments

Rent Payments

Your rent payments are either payable in one installment in September, or three installments in September, January and April upon receipt of a suitable guarantor.

All rent payments must be made in full and on time. Please refer your tenancy agreement for full payment dates and amounts.



Payment Method

Please make your rent payments by bank transfer/standing order into the following account:

Bank: Lloyds TSB
Account Name: X1 Management Ltd T/A X1 The Edge
Sort Code: 30-65-62
Account Number: 27984760
BIC: LOYDGB21684
IBAN: GB05 LOYD 3065 6227 9847 60

If you wish to make your rent payment by cheque, please make your cheque payable to 'X1 Management T/A X1 The Edge' and send it to the X1 Lettings office.

Please note that it is the tenant's responsibility to cover any bank charges incurred. International payments made from a non-UK bank account and paid in another currency other than GBP are subject to variable exchange rates, please ensure that the total amount covers the whole rent payment and any charges that may be deducted.

If your amount received does not cover the full rent payment you will be required to make a further payment for the remaining amount.

If your rent payment fails or does not clear in our account you will incur a charge of £20.00. You will be required to make a payment using an alternative method to bring your account up to date.

Late Payments

Late Payments

Please ensure that all rent payments are made on time and in full to avoid any late payment charges.

If your rent payment is not received by the date it is due, you will incur a charge of £20.00.

Our accounts department will send you a letter to let you know that your payment has not been received and that a late payment charge has been added to your account, there will be a further £10.00 charge for every 7 days your rent remains outstanding.

All rent reminder letters to you or your guarantor will be charged at £10.00 per letter, which will be added to your account.

Deposit

Deposit

A deposit of £150.00 is required upon booking, which reserves your room and becomes your security deposit.

Your deposit will be placed and held with The Deposit Protections Service (DPS) for the duration of your tenancy agreement and will be refundable when your tenancy agreement has ended and you have vacated the property, provided that the room including all fixtures and fittings and all communal areas of the flat are left in the original condition which they were at the start of your tenancy agreement and there is no outstanding rent or charges owed to us on your account.

Please note that if you cancel your room after it has been reserved and before you move in to the property, then your deposit of £150.00 will be retained as a cancellation fee.



SECTION 4: Inventory Form

Upon collecting your keys and moving into your room you will be provided with an inventory form to complete and record the conditions of all fixtures, fittings and furnishings within your room and the flat.

It is essential that you complete and return the inventory to our office within 7 days, if your inventory has not been returned within this time your inventory will become void.

X1 Management will carry out inspections during the year to ensure that the property is being kept in good condition. An inspection and inventory will be completed once you have vacated the property and any damages, cleaning etc. necessary will be deducted from your deposit.

SECTION 5: Council Tax Exemption

If you are a student and qualify for council tax exemption you must obtain a council tax exemption certificate from your college or university and provide a copy to X1 Management within 7 days of moving into the property.

Council tax exemption certificates can be obtained from the main reception at student services or students union at your college or university, if you are unsure please contact student services at your college/university for advice.

It is your responsibility to ensure that you have provided us with a copy of your exemption certificate, if you do not provide X1 Lettings with a copy of your exemption certificate or you do not qualify for council tax exemption you will be responsible for all council tax charges incurred for your room.

SECTION 6: TV License

Every room is provided with a colour TV, it is your responsibility to purchase the appropriate TV license for the use of the TV in your room or any other device to watch live TV. A TV license can be obtained from any post office or online at - <http://www.tvlicensing.co.uk>

X1 Lettings provides a communal TV license for the use of the TV provided in the communal living area of the flat however this does not cover you to watch live TV in your individual room, each individual must purchase their own license.

SECTION 7: X1 The Edge – Onsite Facilities

Post System

A secure box post for each flat is located in the main entrance. Please ensure that all post is correctly addressed; including your full name, flat and room number and address. Incorrect addressed mail may be mis-delivered or returned.

If you have any post/parcels, which require a signature, you are responsible for ensure that you or someone in your flat is available to sign for the item.

Alternatively you may arrange for your item to be delivered to the office address however you will be responsible for collecting the item from the office during office hours.



Bike Storage

Bike storage is available off the main entrance floor on the right hand side when you first enter the stair lobby. Please ensure that you bike is secured correctly, X1 Lettings accept no liability for any bikes left in the bike store.

Internet Service

The Internet connection at X1 The Edge is provided and managed by Cable Com. There is a cabled access point in all student rooms, along with WIFI connection accessible throughout.

A desktop calendar with information and instructions to set up your Internet connection is provided upon moving in.

If you have any problems or require assistance please contact Cable Com Support who will be able to help resolve any issues.

Cable Com Support: +44(0) 1275 793 400

SECTION 8: Safety & Security

Keys

Upon moving into the property you will be provided with a fob key for the main entrance, floor and flat door, a key for your bedroom, window key and post box key.

Please ensure that you keep your keys safe at all times. If your keys are lost or stolen, please inform X1 Lettings as soon as possible. You will be required to purchase a replacement fob/key from X1 Lettings.

If you are locked out of your room out of office hours, please either request access from security onsite during the evenings or our emergency number. There will be a call out charge of £20.00 if a member of staff has to come to site to provide you access to your room.

Contents Insurance

We recommend that you take out an insurance policy to cover your personal belongings whilst living at the property; this is not included within your rent. X1 Lettings accept no liability to damage or loss caused to any personal belongings in the building.

Security

The security of our residents and staff is of paramount importance.

CCTV is installed in some areas of the accommodation for your safety and security.

Security is available during the evenings between 7pm – 6am. If you experience any problems during the evening please speak to our security staff in the first instance, alternatively contact our emergency contact who is available 24 hours a day.

If you do not get an answer please leave a message and someone will contact you back as soon as possible and non-urgent calls will be responded to within normal office open hours.

Noise

Please be considerate to other residents within the building. Other students may want to study or sleep at different times to you, so please bear this in mind. Please keep noise level to a minimum. You are responsible for the noise of your guests and to ensure that they leave the building quietly.

If you have a complaint regarding noise, please contact X1 Lettings during office hours, and on-site security during out of office hours.



Visitors & Guests

For security purposes security may request to see your fob key or ID when entering the building during the evening.

If you have any visitors, these must be escorted into the building by you, please do not give any one else your keys to enter the building. Visitors will not be allowed access to the building without a tenant being present.

If you have any guests visiting during the evening or staying over night, you will be required to sign them at reception. You will be responsible for your guest whilst they are onsite, including their behaviour and any damage that is caused by them whilst in the property.

We advise out of courtesy, that you inform your other flat mates if you plan on having guests over for the evening or staying over night.

If you suspect that a 'visitor' is living with a tenant in your flat, please inform X1 Lettings immediately.

SECTION 9: Cleaning & Maintenance

Cleaning

You are responsible for cleaning your room and en-suite bathroom (if applicable) and jointly responsible for cleaning the communal areas of the flat and ensuring these are kept in good condition, and for the removal of rubbish.

X1 Lettings will carry out regular 8 weekly inspections of rooms and flats to ensure that they are kept clean and in good condition. If we find that a room/flat is not being kept to a good standard we will give you 48 hours to rectify the problem and will provide a date for which a follow up inspection will be carried out.

If the room/flat is still not in a satisfactory condition after the second inspection, X1 Lettings will arrange for an independent cleaner to enter the flat, the cost of which will be charged between all students within the flat.

If on a subsequent visit the flat is not in satisfactory condition again this will result in the retention of the deposit.

The corridors and communal areas of the building will be cleaned on Monday, Wednesday and Friday.

Waste Disposal

Please ensure that you remove and dispose of all rubbish and waste from your room and flat correctly and on a regular basis. There is a bin store located at the bottom of each stair core.

Do not leave rubbish or used bin bags or litter inside the flat; dump bin bags in the corridor outside your flat or any communal areas of the building. Any bin bags that we have to remove from your flat or communal areas of the building will be charged to your flat at £10.00 per bin bag.

Bin Collections will take place on Tuesday and Friday mornings.

Maintenance

If you have any maintenance issues please report the problem to your property manager as soon as possible, to enable X1 Lettings to investigate and rectify the problem.

When maintenance issues are reported, X1 Lettings will accept this as authorization to enter your flat and room where necessary. If you wish to be present when maintenance is being carried out, please ensure that you specify this when reporting all maintenance issues.



Any maintenance issues/call outs incurred which have been caused by neglect, damage or fault of any tenant, will be charged to the tenant responsible or between all tenants within the flat if it is not possible to identify the tenant responsible.

You will be charged for any damage caused to your room, and any damage to the flat jointly between all tenants within the flat, unless the person responsible accepts responsibility. Any damaged caused in the communal areas of the building will be charged between all tenants within the building, unless the tenant responsible accepts responsibility.

SECTION 10: Fire Safety

Fire Alarm Procedure

Students and visitors must observe and comply with the Fire Safety and Security Regulations at all times.

Fire Action Notices are displayed in corridors and flats, please read and familiarize yourself with this information and the location of the exit routes and fire alarm call points. If you detect a fire you must raise the alarm immediately by activating the nearest break point and call 999.

When you hear the fire alarm sound, you must leave the building immediately shutting all doors behind you and proceed to the designated Fire Assembly Point (provided on the fire action notices).

Act quickly and calmly and do not stop to collect any personal belongings.

Means of Escape:

All corridors, landings, stairs and exits in the building are major escape routes in the event of an emergency.

Please do not obstruct these arrears by storing or placing bikes, personal items or rubbish.

Fire Doors:

Fire doors are provided in all student rooms, kitchens, flat doors, corridors and stair enclosures. Other than student room doors, these are labelled 'Fire Door Keep Closed' and are fitted with self-closing devices.

These fire doors are essential in preventing the rapid spread of fire and smoke. You must not obstruct or wedge the doors open, or remove the self-closing devices.

Fire Alarms are provided to give warning in the case of a fire, as smoke and fire can spread very quickly. Upon hearing the alarm sound, leave the building immediately and by the nearest available exit.

Fire alarms and smoke detectors are located in every student room, studio, flat and corridors. Do not under any circumstances, cover, damage or remove any smoke alarm or detector.

To prevent accidental activation of the smoke detectors:

- Smoking is not permitted in any areas of the building (including your flat, room, kitchen, bathroom, balcony, stairwell, or courtyards).
- The use of cooking equipment in your room is strictly forbidden.
- The use of deep fryers, BBQ's are not permitted in the building including balconies/courtyard.
- The use of candles, incense, fireworks, hookah pipes are not permitted in the building.
- The use of portable fires / heaters is not permitted in the building, only the wall heaters provided.
- Always switch off wall heaters and electrical appliances when they are not in use, or you leave the room.
- Never hang your washing on or near the wall heaters, and do not obstruct in any way the airflow around these heaters.
- Do not bring hazardous substance into the building.
- Keep fire doors closed, do not wedge these doors open.

Fire Alarms



Fire Equipment

Fire safety equipment is provided throughout the building for your safety. Do not tamper or remove any fire equipment, any misuse or damage will result in disciplinary action and a fine; this includes but not limited to - triggering the fire alarms due to burnt cooking, smoking, candles/incandescent, triggering the fire alarm via a break point, covering or damaging smoke alarms/detectors, removal of fire door closers and misuse of fire extinguisher or any other equipment.

Fire Alarm Drills

Fire Alarm tests will take place on a weekly basis on Wednesday morning. The alarm will sound for up to 30 seconds during a test and you are not required to leave the room.

If an alarm, which sounds on a test day, sounds for longer than this period, please evacuate the building at the nearest exit and proceed to the fire assembly points.

Fire evacuation practices will be arranged periodically throughout the year. You are required to evacuate the building during a fire evacuation practice and co-operate with all instructions during practice events.

Smoking & Drugs Policy

Smoking is not permitted anywhere in the building, this includes your room, flat/studio, kitchen, bathroom or courtyards. Furthermore it is a criminal offence to tamper with or cover any smoke detectors.

If you are caught smoking within the building there will be a £50.00 charge per person each time, plus any additional cleaning charges at the end of your tenancy agreement and disciplinary action.

On the first occasion you will be given a written warning and £50.00 charge, if you are found to be smoking again you will be given a final written warning and issued a £50.00 charge and have your deposit retained against cleaning charges. We will also inform your guarantor of this action and any subsequent disciplinary action.

If we deem it necessary we may contact the university or local police.

On the third occasion we will terminate your tenancy agreement and you will be given notice to vacate the building permanently.

SECTION 11: Complaints

If you have any issues or complaints, please contact the property manager at X1 in the first instance.

Any complaints or maintenance issues will be investigated and where required will be rectified as soon as possible and we will keep you updated in regards with our progress and the outcome.

If you are not happy with the outcome of your report/complaint please speak to your property manager in order to resolve the issue. If you are still unhappy with the conclusion, you may report the issue to the office manager at X1 who will investigate the matter further and make a final decision.

If you wish to make a formal complaint you may do so in writing to: **X1 Lettings, 27 Old Haymarket, Liverpool L1 6ER**. All written complaints will be responded to within 10 working days and dealt with in accordance to our code of practice.

If you wish to obtain a copy of any of your tenancy agreement documents or our code of practice, please make a request to your property manager who will issue a copy within 7 working days.

All neighbouring residents and occupiers will be given X1 contact details and outlining complaints procedure. X1 will respond and investigate all complaints within 24 hours, and will inform the neighbour of the outcome and any subsequent action to be taken should the issue not be resolved.

