

General Tenancy Guidelines: Fameport Ltd

1. Rent Payments

All rent payments must be made at the start of each term within 3 days of the student loans being paid. If parents are paying the rent, payments can be made by Standing Order each month. Bank details are: HSBC, 404331, 52147661.

2. Moving In Procedure

Please let us know at least 1 week in advance (by email) of your intention to move into the property. We can be flexible on dates and times as long as we know in advance. Turning up unannounced asking for your keys as you are in Swansea for that day, will lead to disappointment. Additionally please do not ask your housemates or friends to collect keys on your behalf as you must sign personally for your own keys and check your room inventory. For more information regarding moving in:

<http://www.fameport.co.uk/uploads/StudentsMovingInNotes.pdf>

3. Inspections

The property will be inspected each month to ensure it is kept in a clean reasonable condition and that all maintenance has been reported. Additionally, we will need to carry out periodic inspections\tests of the smoke alarms, fire appliance equipment and boiler.

4. Deposits

We do not keep deposits for any students at our houses.

5. Repairs

All maintenance must be reported via <http://www.fameport.co.uk>. Click on the Maintenance menu option. **Your username** is the first part of the first line of your address. So for example if you live at 2 Alexandra Terrace, it would be “**2alexandra**”, if you live at 30 Malvern Terrace, it would be “**30malvern**”. **Your password is “2014”**. Just fill in the maintenance request giving as many details as possible. The maintenance job will then be created and a text and email sent to the maintenance team. Once fixed, you will get a confirmation email.

Some repairs may take longer to sort out than others due to availability of contractors and when the fault is reported. If you don't report a problem and damage occurs you will be liable for the repairs. Please do not hesitate to contact us for repairs, if we don't know about problems we can't fix them.

6. Furniture

Each room has a double bed, wardrobe, chest of draws, desk and chair. If you want to bring any other personal items of furniture or curtains that's fine.

7. Washing Machines

All properties have washing machines.

8. Parking

Brynmill operates a residents parking zone. Each household can have up to 2 parking permits. You will need to contact Swansea Council for an application form. The address of your license must be the same as the Brynmill property. Some properties have off street parking.

9. Damp

As the properties are over 100 years old, some suffer from internal condensation especially in the winter after heavy periods of rain. You will spot this as black marks on the walls or ceilings especially behind wardrobes and corners of rooms. You can stop this occurring by ventilating the room. It is vital that all rooms have adequate air flow (opening windows), especially kitchens and bathrooms. Use the door wedge provided to keep open the door when you come back from University. In the winter the rooms need to be heated and aired daily. If you see any black mould in the room, simply apply some kitchen cleaner to a cloth and wipe it off. If it is left untreated then more damage can result and you will be liable for the repairs. Do not air clothes on the radiators as this increases the levels of moisture in the air. Get hold of an inexpensive clothes drier and use that to air your clothes. If damp problems persist please raise a maintenance ticket.

For more damp and mould advice:

<http://www.fameport.co.uk/uploads/Mould%20in%20Student%20Properties.pdf>

10. Contacts

Lee Durke: (Property Manager). leed@fameport.co.uk.

Laurie Hughes: laurieh@fameport.co.uk

www.fameport.co.uk

Office hours are 9am – 5pm, Monday to Friday Messages can be left outside of these hours for emergencies only. Please don't call us late at night when you can send an email.

11. Emergencies:

Emergency numbers for plumbers, locksmiths, gas and Police can be found on:

<http://www.fameport.co.uk/uploads/Emergency%20Advice.pdf>

12. Smoke alarms

If your smoke alarm or carbon monoxide detector emits a beeping sound, please contact us as the back-up battery needs changing. Do not try and disconnect your smoke alarm because its beeping. This is a dangerous thing to do and is in breach of your contract.

13. Fire Doors

Please do not disconnect the closure arms on the fire doors. Also do not attempt to keep the door open with a metal bar or similar, use the door stop wedge provided. Please do not screw anything into the door including, screws or nails etc. Fire doors cannot be repaired only replaced at a cost of £300 per door, if you damage them it will be charged for.

14. Keys

You will be given a front door key and a room key. Every year we get a number of students who lock themselves out or lose their room keys. For the sake of £1.50 to get a room key cut from the Brynmill DIY store, we advise you to keep a spare key hidden in the kitchen or other secure place in the house in case you cannot get into your room for any reason. If you lose your keys out of hours and cannot wait until the next day for access, you will need to call the emergency 24hr locksmith: www.fameport.co.uk/emergencyinfo.asp . There will be a £40-£50 charge that will need to be paid at the time.

15. Rubbish

Bin day is Wednesday morning. Bags can be put outside from 7pm the night before. Please don't let bags pile up in the back yard, it will attract rats and foxes leaving a lot more mess to sort out. The collection alternates between black & pink collection one week then green the next. If you leave bags piled up in the rear we will be forced to organise refuse collection and charge yourselves and your guarantors for the cost of this.

16. Utility Bills

All student names will be added to the utility accounts automatically. The utility company we use is Glide: www.glide.uk.com/. You will receive an introductory email from them outlining their terms and conditions and the details for the account set-up. We use Glide as they are as competitive as any other providers and it's all done on-line. Glide will provide each of you individually with a weekly cost as an estimate then you can upload the actual meter readings each month. You only get billed for what you use. The advantage of Glide is that you all get individually billed so there are no shared bill arguments.

17. Broadband

You are responsible for your own broadband connection. Most students use virgin. The infrastructure (cables etc) are likely to be already installed at the property.

18. Damage

Accidents do happen we accept that. Malicious damage is another thing. If something is broken please report it. If you don't report it and leave it until the end of the tenancy, you will be charged for it.

19. Smoking

No smoking is allowed inside the property under any circumstances. If you need to smoke please do so outside. We will provide a sand bucket if requested for cigarette butts.

20. Moving in

Please give as much notice as possible (at least 1 week) as to when you want to move into the property as we get really busy from mid September. For more details re moving in see:

<http://www.fameport.co.uk/uploads/StudentsMovingInNotes.pdf>

21. End of Tenancy Procedure

At the end of the year it's important that the property is handed back in the same condition that it was at the start. Common problems are: ovens not cleaned, fridges left in a bad state, breakages not reported, rubbish piled up in the rear yard. For the sake of a few hours tidying up it isn't worth us charging your parents. For more information on moving out see:

<http://www.fameport.co.uk/uploads/StudentsMovingInNotes.pdf>

22. Communication

We are happy to help in any way to ensure your stay is a happy one. If you have issues please report them. If something is not working or broken, again please report it.

23. Additional Information

There is a range of additional information for students on our website www.fameport.co.uk.