

**Terms and Conditions – Tenants accept these terms when signing the tenancy agreement and must adhere to them whilst living in the property.**

## **Reporting Maintenance issues:**

- Tenants need to download the App provided and report any required maintenance and any incidents caused by other tenants or their visitors\*. App is available in the Android and Apple App store and on the [www.siriestates.com](http://www.siriestates.com) website.
- Landlord and agency contact details are located on the notice board for emergencies, but all repairs and non-emergency reporting can be done via the Siriestates App and contact numbers should only be used in emergencies.
- For electricity, water and drainage issues, please contact the British Gas Homecare number provided on the notice board.
- The manager of the property will inform tenants of any changes to the terms and conditions by email and will update the noticeboard. It is the responsibility of the tenants to review the terms and conditions, as they form part of the tenancy agreement without prejudice.
- All communication regarding end of tenancy, incidents in property, or police reporting can be sent to [info@siriestates.com](mailto:info@siriestates.com), our response will be within 7 to 10 working days depending on the seriousness of the issue. Please rate the priority 1 for very serious, 2 for somewhat serious, and 3 for not very serious in the subject topic of the email.
- The manager will inform you within 24 hours of any visit that may be required to your room for inspections and to carry out maintenance or prevention of damages to the property on a periodic basis.
- **All visits to the property are prohibited until the government announce the clearance of the Covid-19 pandemic in the London and Greater London areas.**
- **Best Practice must apply during the pandemic and it is vital that all tenants adhere to the rules for their and other tenants' safety. Best Practice guidelines are listed below for using the communal areas in the property (kitchen, bathroom, hallways and stairs). However, these are subject to change by notification as and when required.**

## **Usage of Kitchen:**

- Clean the microwave after use and keep it open to ventilate.
- Clean the cooker after use and TURN IT OFF
  - (This is a fire hazard and we will issue written warnings for those violating the instruction)
- Clean the OVEN after use and TURN IT OFF.
  - (This is a fire hazard and we will issue written warnings for those violating the instruction)
- Clean the worktop surface after use and DO NOT place hot trays or saucepans on the surface.
  - (In the event of damage, we will replace the board and deduct from your deposit)
- Clean the sink after use (this means to leave it with no marks, food inside or water marks).
- Clean your allocated space in the fridge/ freezer as and when it becomes dirty with spillage of drink or food. Do not leave smelly food, as we will bin it without asking and issue a warning.
- Double check that the cooker / oven is turned off after use, as this could lead to fire! (REPEATED)
- Use the kitchen for a minimum time possible, as 5 other flatmates need to use the kitchen.
- Recycle waste in the relevant waste bins. Read the instruction on the notice board or ask!
- Ventilate the kitchen during cooking by using the cooker hood extractor and opening door/windows
- Keeping the kitchen door CLOSED at all times.
  - (This is a fire hazard and we will issue warnings for those violating the instructions)

- Close the rubbish bins' covers after using.
- Do not leave cookware, with or without food, on the cooker or on the worktop after cooking.
- Only one person must be in the kitchen at any given time to maintain social distancing.
- Empty the rubbish bins when you see they are full and tick on the rota placed on the notice board.
- Close and lock the back door to the garden before leaving the kitchen.
- Use the designated bays in the fridge/ freezer / cabinets (one bay per tenant of each).
- Usage of Cooker & Oven are strictly between 8:00 AM to 9:00 PM. Microwave Toaster & Kettle can be used at any time.

## **Hallways:**

- Clean the hallways in turn by discussing who will do what and by when, and do not just pass by as if it is not your concern. We do clean it every 2 weeks but sometimes it might need to be cleaned in the interim, so do your part.
- Keep the hallway clear of any items regardless of size or location.
- Keep social distance between you and other tenants.

## **Bathroom / Toilet & Shower Room:**

- Clean the bathtub after use.
- Clean the basin after use.
- Clean the toilet SEAT / BOWL after use.
- Double check that the used areas in the bathroom / toilet / shower room are clean **before leaving**.
- Sanitary products need to be deposit in the rubbish bin **inside a plastic bag**.
- Empty the rubbish bin when it is full and tick on the rota.

## **Laundry Room:**

- All tenants have the right to use this facility and it is only fair that you remove your cleaned clothes immediately. Other tenants have the right to remove your items and place on top of the washing machine if dry, else we will have to contact you and issue a written warning.
- The room is equipped with Washer / Dryer and tenants are prohibited from drying clothes using any other methods, such as lines or Clothes Airer due to hygiene reasons.
- You can ask other tenants about the operation of the Washer/ Dryer or refer to the manual left on top of the machine.

## **Room Cleaning and Maintenance**

- You will agree to clean your room frequently and keep it odour free, tidy and clutter free. Vacuum cleaner, buckets and mops are provided in the communal areas, but tenants need to use their own relevant detergents.
- In the case of marks or dirt caused to the walls / furniture other than wear and tear, the landlord will invite a private cleaning/ maintenance company to conduct the cleaning or maintenance and invoice the tenant/s.
- Any damages caused in the room / communal area as result of negligence cannot be repaired without written confirmation of the landlord, and will be at the cost of the tenant/ visitor who caused the damage.

## **Travel and Absence from the Property**

- In case the tenant will be traveling or absent for more than 24 hours, a written email must be sent to the landlord in order to ensure access to the room for emergency repairs or prevention of danger to the property.

## **Internet Access**

- Each tenant has the right to connect up to 1 device ONLY at one time in order to allow other tenants in the property to use the internet without interruption. Guests and visitors will not be permitted to use the property broadband services as it is intended for use by the tenants ONLY.

## **TV Use and Licencing**

- Tenants wishing to use TV in their rooms have to apply for an individual license and it is the responsibility of tenants to apply and obtain the licence without any responsibility of the landlord. You could be fined if operating a TV without licence. Please refer to the following link for further details:
  - <https://www.tvlicensing.co.uk/check-if-you-need-one>

## **Rent Due Date**

- It is a vital requirement for tenants to comply with the rent due date, as stated in the contract. This CANNOT be changed without prior written agreement and amendment to the tenancy contract where applicable. In the event of delays without written confirmation, this will be treated as a breach to the contract and a warning could be issued.
- If tenant has a third party making payments i.e. (Universal Credit or family members), the payments need to be set up to automatically credit the rent to the landlord's account number provided in the tenancy agreement. The tenant will have 3 weeks from signing the contract to establish direct payment from the Universal Credit or a third party. Failure to do so will be treated as a breach to the contract and a warning will be issued.

## **Visitors, Pets and Keys**

- Our AST (Assured Shorthold Tenancy) is issued for one tenant in one room ONLY and only the named person in the tenancy may stay in the room rented from us.
- No stay over of visitors without prior written approval of the landlord should take place.
- The definition of "visitor" is a person that will visit the tenant in their room for up to 9 hours with no right to use the communal areas.
- During pandemics, visitors will be prohibited due to the increased risk of contamination. We comply with the government guidelines on relaxing or tightening those restrictions as and when needed. Communications will be sent via email to all tenants sharing the property.
- Where the management sees fit, the visitor policy can be amended at any time, including, but not limited to, increased cleaning or any other issue that the management sees fit. The management's decision is final.
- No children under the age of 18 can enter the property without written permission from the landlord at all times.
- No animals / pets can enter the property at any time.
- Property Keys can only be held and used by the named tenant in the tenancy. Tenants who lose their keys need to report it to the landlord immediately and a replacement will be arranged at a cost of £50.
- If locks need to be broken, the tenant will bare the cost of replacement if required.

## **Smoking and Loud Music**

- All our properties are smoke free; tenants can smoke outside the boundaries of the property at all times.
  - (In the event of violation, we will issue a written warning)
- Music / TV can be used within the rented rooms only and at a reasonable level that does not affect other tenants or neighbours.
  - (In the event of violation, we will issue a written warning)

- You must not do anything that may be a nuisance or that could annoy the management or the neighbours.
  - (In the event of violation, we will issue a written warning)

## **You Must Not do the Following**

- Bring bicycles, motorcycles, and prams into the property or the building without written permission
- Bring any furniture into the property or the building without written permission.
- Tamper with any fire precautions.
- Hang pictures or posters on the walls without written permission.
- Use Blu-Tak or any similar type of adhesive on the walls.
- Sublet the property or any part of it, or give up the property or any part of it to someone else.
- Transfer the tenancy to someone else.
- Carry on any profession, trade or business in the property or the building.
- Display any permanent notice on the property, internally or externally, including the rented room door.
- Use the property as anything other than a private home but (so long as this is not prohibited by the terms of any lease under which we own the property) this does not prevent you working at home as long as you are not using the property to run a business, and you working is purely incidental to the use of the property as a private home.
- Block, or allow guests to block, any of the shared areas.
- Dry washing inside the property or the building, except in a ventilated room suitable for these purposes if applicable.
- Use any paraffin, portable gas or electric heater. (Unless if we have had to supply electrical heaters in the case of boiler failure).
- If any personal electrical items are used then written permission should be sought from the management team and once agreed a Personal Appliance Test certificate must be obtained (PAT). This will be responsibility of the tenant.
- No furniture should be bought in without written permission from management and if granted must meet fire regulations.
- Anything that breaks the term of any lease under which we own the property, so long as a copy of the lease/tenancy agreement (or the relevant terms) has already been given to you.
- Slamming doors at any time, which could cause nuisance to other tenants in the property.
- Leave the front or back door and windows open or unsecured.

## **Checking Out / End of Tenancy and Notices**

- At the end of the tenancy, leave the property and our fixtures and fittings in as good a condition as at the start of the tenancy (apart from fair wear and tear) and free from rubbish, leftovers, or any personal belongings. The landlord will charge the invoice value of any removal or cleaning company costs to your deposit return.
- Ending a tenancy under a 6 Month Assured Shorthold Tenancy (AST) can be done in the 4<sup>th</sup> month by giving 2 months notice or in the 6<sup>th</sup> month/or after in a periodic tenancy by giving 1 months notice.
- Checking-out will need to be within working days and working hours, Monday to Friday, 9 am to 6 pm unless agreed prior. If agreed, there may be an additional charge.
- We will write to you via email or by mail based on the data we have held and you have provided to us.
- You can write to us via email to [info@sriestates.com](mailto:info@sriestates.com) or by post to **Sriestates Ltd - 298 Lewisham High Street London SE13 6JZ**

## **Reporting Incidents or Issues**

# Siriestates HMO - Terms & Conditions



- The landlord's contact number during working hours is provided on the notice board. For emergencies, please refer to first page and the notice board.
- Report any problems or issues you are having with the room or communal areas via Siriestates mobile application. Full details of these instructions are available on the notice board.

In the event that you have found any violation of the above, please take a clear picture and report it to us on the spot so we can review the CCTV and issue warnings. You can do that via the App provided, else we will assume it was caused by the last tenant to use the facility.

## **CCTV - Guidance on the use of domestic CCTV**

All our HMO properties have CCTV installed and operate under a membership in the ICO. Information Commissioner's Office (ICO) regulates and enforces the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA). For further details on usage and guidelines, please refer to the following link:

<https://ico.org.uk/your-data-matters/>

Data is stored in each property securely for up to 6 months and will be deleted automatically after that, and can only be released by court order. Only the management of the property and the tenants can have access for use for the reasonable purpose of identifying incidents.