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www.citylivinglondon.co.uk
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Property Information Pack

Welcome to your flat!

This pack contains essential information and important contact details to help you during your occupancy and make the most out of living in such a great location.












At City Living London we are proud to offer a professional property management service and endeavour to answer queries in an efficient and timely manner.

We are here to help but it is important to remember that as a tenant you have responsibilities and are required to look after your flat like it is your own. We have provided the enclosed information to assist with this. Should you have any feedback on its contents or ideas on other information to include, please email us on info@citylivinglondon.co.uk – we appreciate your input!

Many thanks for renting with us; we hope you enjoy your City Living Experience.

The City Living Team

Contents

-  Checklist for moving in, during your stay and moving out of the property
-  Map of the area we cover
-  Laundry code, bin store code, bin collection days and mail
-  Keys, what to do if you are locked out and inventory fees
-  Maintenance and emergencies
-  Local council information and post office
-  Police contact details
-  Service providers (e.g. utilities + TV Licence)
-  Internet / Wi-Fi service (where applicable)
-  Royal Mail redirection service
-  Standing Order Form

Checklist

Moving in to and living in your flat

- ✓ Check the condition of the flat, make sure all appliances, keys etc are working and cross check with inventory
- ✓ Set up standing order to pay your rent monthly (unless you have paid in advance). This monthly payment needs to reach our account on the same day each month your contract began. Our bank details and standing order form are enclosed in this pack. Please put your surname as the reference on all payments so we know you have paid
- ✓ Let employers, university administration, bank etc know your new address
- ✓ Take out contents insurance for your belongings, laptops etc
- ✓ If you have a television, make sure you have a television licence
- ✓ Set up landline or internet connection should you want one
- ✓ Ensure you receive confirmation from the deposit protection service regarding your deposit – this may take a couple of weeks
- ✓ Check your tenancy agreement to find out which bills you are liable for. Your utilities will be set up in your name but check the post on a regular basis for your bills.
- ✓ Let City Living London know of any maintenance problems and repairs immediately
- ✓ 'Return to Sender' any post from previous tenants and forward us any utility bills not intended for you.

Do Not

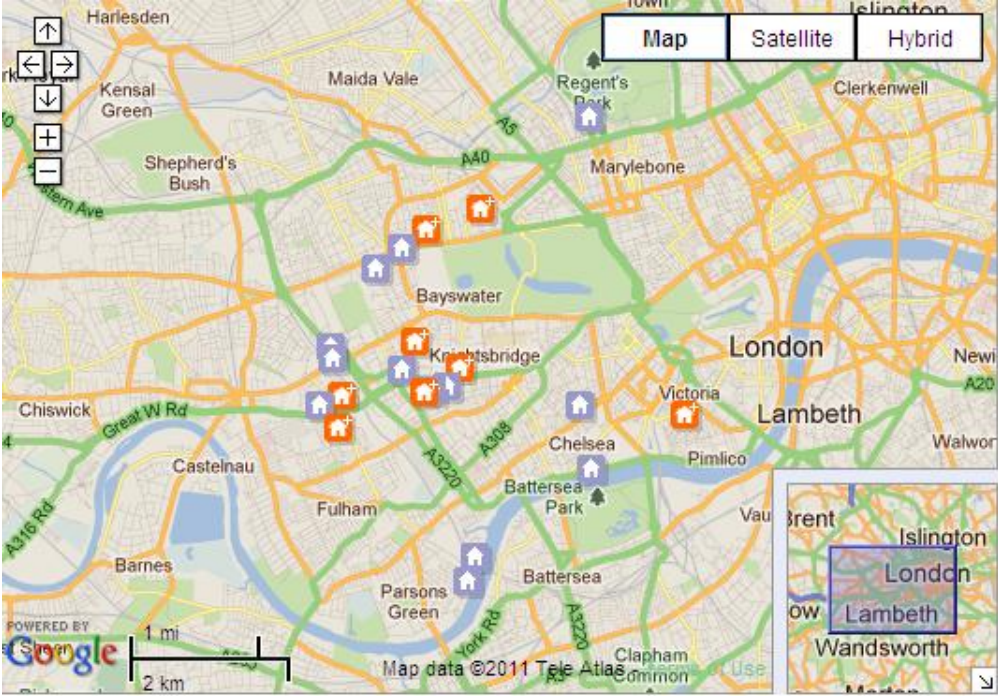
- ✗ Do not change utility suppliers
- ✗ Do not move out or leave the property vacant for a long period of time without advising the office
- ✗ Do not use communal fire extinguishers as door stops
- ✗ Do not let or 'buzz' people into the building unless they are your personal guest
- ✗ Do not take in paying guests or sublet the property
- ✗ Do not change locks or use an on call locksmith (this is dealt with internally)
- ✗ Do not redecorate or change any fixtures and fittings of the flat. Any maintenance or repair that you are not responsible for, contact City Living London
- ✗ Do not refuse reasonable access to landlord or a representative or tradesmen
- ✗ Do not tamper with hard wired smoke detectors in the building
- ✗ Do not use the deposit as the last month's rent

Moving out of the flat


- ✓ Give City Living London the correct notice before you move out
- ✓ Make an appointment with the inventory clerk to do a checkout of the flat
- ✓ Professionally clean the flat
- ✓ Hand over all sets of keys & access fobs at the end of the tenancy during the checkout
- ✓ Ensure that your rent is up to date and has reached the landlord on time
- ✓ Contact utility companies with final readings of gas, electricity etc to pay your final bills and close accounts
- ✓ Replace any broken crockery, cutlery etc and move furniture back to where it was at the start of the tenancy
- ✓ Advise Royal Mail (further information on this is explained in this pack), your bank and employers of your move and provide them with a forwarding address


Location

This is a map showing the location of our buildings.



Useful Codes

 Laundry rooms are available in the majority of our buildings

 Bins store/ bins are available at most properties or located on a nearby road

There are different collection days for each area and these must be adhered to.

Warning! Please ensure no rubbish is placed outside in advance of rubbish collection days as it can be hazardous for other tenants/pedestrians and attract vermin into the building. The council has the authority to issue personal fines where rubbish has been dumped.

Mail

There will always be a problem with excessive junk mail in block style apartments and mail addressed to people that no longer live at the property. All the tenants should take pride in their building and help to bin junk mail, and redirect/return to sender any mail addressed to someone that used to live in your flat.

If you see mail addressed to City Living London or Fenland Limited, then please forward it on by crossing out the address and writing the office address (41 Paradise Walk, London SW3 4JL) and placing it in your nearest post box (this is free of charge).

It is important you do forward this post to us because it may be bills, which if left unpaid could affect you.

Keys

The number of sets of keys/fobs given to you when you move in is recorded and one set of keys will be given to each tenant named on the tenancy agreement. If you lose/break your key and /or fob, a replacement will cost £100 per key (this is a specialised key and lock that is unable to be copied) and £25 per fob (only able to be reprogrammed by the office and this cost includes cancelling the lost fob so that no one can gain access to the building with it). A £250 charge will also apply for changing the lock if a key is lost. Charges are inclusive of VAT.

Locked out?

If you are locked out of your flat during office hours, contact the office for instructions.

If you are locked out after office hours, please call our key holder Hadi on **07703 180 014**. Hadi will be able to open your flat after hours, but he cannot give you a new key/fob. If you have lost keys/fobs, you will need to contact the office the next working day.

Please do not call Hadi for non-emergencies as he will instruct you to call the office when it reopens. If Hadi is called out for any other reason than an emergency, there will be an afterhours call out charge of £125 which will be added to your rental account for payment.

If you are locked out of your flat during office hours and need to borrow a key/fob to let yourself back in, we require a £125 deposit which will be returned to you when you return the key/fob. If you are locked out and need someone to meet you at the property to let you back in during office hours (Monday to Friday 9am to 5:30pm) there will be a £40 call out charge. The call out charge Monday to Thursday between the hours of 5.30pm to 10pm is £75. The call out charge for weekends, public holidays and between 10pm to 9am all other days is £125. All charges are inclusive of VAT.

Deposit

Your deposit will be held by a Government approved scheme called the Deposit Protection Scheme (DPS) – and you will be sent a deposit ID number and tenant repayment number from the DPS. You will need to keep these until you move out as you will need them to get your deposit back.

Inventory Fees

City Living London will cover the check in fee; however the tenant is responsible for the check out fee. Charges for a studio flat is £90; 1-bed is £135; 2-bed is £150; and 3-bed is £165 (these costs are all subject to contract and inclusive of VAT). Appointment cancellations, no attendance or less than 24 hours notice to change checkout appointments is £70 per appointment (subject to contract and inclusive of VAT).

Pictures on walls

We ask that you please do not put holes in the walls as it leaves the walls looking messy. It is your responsibility to leave the flat in the same condition as when you moved in otherwise you will be charged for works to return the wall/s to their original state.

Maintenance

If something goes wrong in your flat, please call our office on 020 7351 6100 or email maintenance@citylivinglondon.co.uk and provide details of the problem. We will then arrange to fix the problem, scheduling works as required. We endeavour to arrange attendance as quickly as possible for routine maintenance however, emergencies will take precedence. Cancellation charges for appointments or refusal of access for prearranged appointments range from £75 to £125 (subject to contractor/ call out costs) and are inclusive of VAT.

Light bulbs

It is your responsibility to change the light bulbs within your flat when they burn out. If you need a ladder to change a light bulb, email info@citylivinglondon.co.uk and we will schedule our maintenance person to assist. You will need to provide the new bulb(s) and our maintenance personnel will provide a ladder. Please note that if he arrives and finds you could have reasonably changed the bulb without the use of a ladder, you will be charged £40 for the call out. If you have not supplied the necessary or correct bulbs, there will be a charge of £10 per bulb. Charges will be added to your rent account for payment. Charges are inclusive of VAT.

Emergencies

9AM TO 5:30PM MONDAY TO FRIDAY

If an emergency occurs during office hours, please report it immediately to the office either by phoning 020 7351 6100 or emailing info@citylivinglondon.co.uk

ALL OTHER TIMES (including public holidays)

If an emergency occurs outside office hours please call the office on 020 7351 6100. The afterhour's message will provide you with the most up-to-date instruction on who to call to attend to your emergency. Please leave us a message at this time informing us of the problem and that you are calling the afterhours emergency service so we are aware of the situation and can follow it up with you.

Please note that if the matter is not an emergency (i.e. plumbing / electrical), the emergency company may not attend. If they do attend and find it is not an emergency, the cost of the service will be added to your rent account for payment

(In the unlikely case that the message service has a fault, please contact 0844 884 1180 or 0208 682 2244 as a fallback option.)



Royal Borough of Kensington and Chelsea

Town Hall, Hornton Street W8 7NX

Main Switchboard: 020 7361 3000

Council Tax Dept: 020 7361 3005

General Email Address: information@rbkc.gov.uk

Website: www.rbkc.gov.uk

London Borough of Hammersmith and Fulham

Hammersmith Town Hall, King Street, London W6 9JU

Main switchboard: 020 8748 3020

Council Tax Dept: 020 8600 7777

General Email Address: information@lbhf.gov.uk

Website: www.lbhf.gov.uk

Westminster City Council

Westminster City Hall, 64 Victoria Street, SW1E 6QP

Tel: 020 7641 6000

Council Tax Dept: 0845 302 3400

Website: www.westminster.gov.uk/

If you are a student or living on your own or are the only full time working person in your household you may be entitled to discounts on or exemptions from council tax. As the named occupant, you will personally have to inform and inquire with your council for your specific case. We will arrange for the council tax account to be put into your name but you will have to liaise with the council for your own discounts / exemptions.

Police:

In the case of an emergency such as a break in or continued disturbance from neighbours at unsociable hours please contact the police.

Here are the contact details and opening times:

Royal Borough of Kensington & Chelsea - Kensington Police Station

- 72-74 Earls Court Road W8 6EQ
- Telephone: 020 8721 2003/ 0300 123 1212
- Opening Hours: 24 hours a day

There are 3 stations within the Hammersmith and Fulham borough. See the stations below for contact details and opening times.

Hammersmith

- Telephone: 0300 123 1212
- Opening Hours: 24 hours a day

Shepherds Bush

- Telephone: 0300 123 1212
- Opening Hours: 0700 - 2200 daily

Fulham

- Telephone: 0300 123 1212
- Opening Hours: 24 hours a day

Westminster City Council - Chelsea Police Station

- 2 Lucan Place SW3 3PB
- Telephone: 020 7589 1212/ 0300 123 1212
- Opening Hours: 24 hours a day

Disputes with your neighbours

If someone is causing you a disturbance, they might not realise that their actions are bothering you. The best initial step you can take is to talk to them calmly in person, explaining your position and the problem will be solved.

In the event of noise issues, your local council offers 24 hour noise/nuisance

Royal Borough of Kensington and Chelsea

- Tel: 020 7361 3002
- E-mail: environmentalhealth@rbkc.gov.uk
- Write to The Noise and Nuisance Service, The Royal Borough of Kensington and Chelsea Council Offices, 37 Pembroke Road, London, W8 6PW
- Web: www.rbkc.gov.uk

London Borough of Hammersmith and Fulham

- Tel: during office hours, Monday to Friday 8am to 5.30pm call 020 8753 1081
- Tel: outside office hours call 020 8748 8588
- Web: www.lbhf.gov.uk/Directory/Environment_and_Planning/Pollution/Pollution_control_-_noise/7565_Pollution_control_noise_and_nuisance.asp
- Fax: 020 8753 3922
- Write to: Public Protection & Safety, 6th Floor, Town Hall Extension, King Street, London, W6 9JU
- Email: environmentalprotection@lbhf.gov.uk

Westminster City Council

- Web: www.westminster.gov.uk/services/environment/pollution/noisepollution/about/
- Write to 24 Hour Noise Team, Premises Management, Westminster City Council, PO Box 240
- E-mail: noiseteam@westminster.gov.uk
- Tel: 020 7641 2000 (24 hours)

Service Providers

These are the companies set up to supply your flat's utilities.

We will arrange for the accounts to be set up in your name and give you the meter reading from the day you move in. Once this has been done, responsibility for the account falls to you, the tenant. You will then be responsible for liaising with the utility companies for your meter readings and payment. If you require access to a meter cupboard that is locked, please email info@citylivinglondon.co.uk to request access.

Electricity

EDF Energy

Tel: 0800 096 9000

Web: www.edfenergy.com

Water

Thames Water

Tel: 0845 9200 888

Web: www.thameswater.co.uk

Gas & Electricity

British Gas

Tel: 0800 048 0202

Web: www.britishgas.co.uk

TV Licence

If you watch or record television programmes as they are being shown on TV you must, by law, pay for a TV Licence, no matter what device you are using (PC's included).

General Enquiries

<http://www.tvlicensing.co.uk/>

Telephone / Internet

In each flat there is a hardwired phone access point. This allows you to set up a phone and internet connection to suit you.

Telephone / internet connections are your responsibility to set up, manage and disconnect during your tenancy. Any costs associated with the connection are your responsibility.

If this is all new to you, we provide some suppliers below*

*We do not endorse any of these suppliers and are not in any way liable for the service they provide

BT - Web: www.bt.com

Talk Talk - Web: www.talktalk.co.uk

Your mobile phone provider may also be able to provide you with internet and wireless options

Virgin - Web: www.virginmedia.com

Sky - Web: www.sky.com

Wi-Fi

Wi-Fi is available in some of our buildings;

- It's easy for you to connect, simply:
- Search for wireless network 'City Living' & connect
- Open an internet browser to bring up the welcome page

With this service you have no set up fee and fast connection.

Technical problems or payment queries?

- Email: wifi@citylivinglondon.co.uk

Royal Mail Post Redirection

What is the Home Redirections Service?

When you move home, whether temporarily or permanently, the Home Redirections service will forward mail from your old address to your new one.

How long does the service last?

You can choose to redirect your mail for anything from one month to two years.

Can I redirect mail from anywhere?

Royal Mail can redirect your post from most UK addresses to any other UK or overseas addresses, including British Forces and PO Box addresses. Please note, Redirections to European Union destinations (excluding the UK) are subject to VAT at the standard rate.

Can I set up a Redirection from abroad?

Yes. Just call +44 1752 387 116 for more details.

What happens when my redirection runs out?

Royal Mail will write to you two to four weeks before it runs out to let you know your service is due to expire. Then you can either renew online or through the post using the Freepost envelope Royal Mail will send, or you can do it over the phone and pay by credit or debit card.

For more information please go to www.royalmail.com

STANDING ORDER REQUEST

The Bank Manager

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Date:.....

Dear Sirs,

Please set up a standing order from my account below to pay my rent on a monthly basis to my Landlord.

Please set up a standing order in the sum of:

£ _____ (weekly rent x 52/12)

To reach the account below on the _____ day of every month,

commencing on the _____ day of _____ to:

Bank: Royal Bank of Scotland
Sort Code: 15-10-00
Account No. 22513616
Account Title: Fenland Limited Rent Account
Reference: _____ (Tenant Surname)

This is to come from my account below:

Bank:
Sort Code:
Account No.
Account Name:

Yours faithfully,

Tenant Name: Signature: