



**Welcome to your**

**LETS4U home**

***Information Pack***



# ***Table of Contents***

|                                       |           |
|---------------------------------------|-----------|
| <b>INTRODUCTION</b>                   | <b>4</b>  |
| <b>GOOD NEIGHBOUR INFORMATION</b>     | <b>4</b>  |
| <b>OBTAINING FURTHER INFORMATION</b>  | <b>5</b>  |
| <b>YOUR LETS4U HOME</b>               | <b>6</b>  |
| SUMMARY                               | 6         |
| KITCHEN                               | 6         |
| DINING KITCHEN                        | 6         |
| LOUNGE                                | 6         |
| BATHROOM                              | 6         |
| BEDROOMS                              | 6         |
| HEATING AND HOT WATER                 | 6         |
| SAFETY FEATURES                       | 6         |
| LOCKS ON INTERNAL DOORS               | 7         |
| SECURITY FEATURES                     | 7         |
| REFUSE COLLECTION                     | 8         |
| CAR PARKING                           | 8         |
| EXTERIOR MAINTENANCE OF YOUR PROPERTY | 8         |
| MOVING OUT                            | 8         |
| BOND/DEPOSIT DEDUCTIONS               | 8         |
| UTILITY BILLS                         | 10        |
| SUMMARY                               | 10        |
| FAIR USE POLICY – UTILITY SERVICES    | 10        |
| OTHER UTILITY BILLS                   | 11        |
| ENTERTAINMENT PACKAGE                 | 11        |
| WIRELESS BROADBAND CONNECTION         | 11        |
| <b>WHERE YOU LIVE – WEST END</b>      | <b>12</b> |
| <b>MAP OF LINCOLN - WEST END</b>      | <b>14</b> |
| <b>WHERE YOU LIVE – HIGH STREET</b>   | <b>15</b> |
| <b>MAP OF LINCOLN – HIGH STREET</b>   | <b>16</b> |
| <b>WHERE TO GET HELP</b>              | <b>17</b> |
| EMERGENCY HELP                        | 17        |
| GENERAL QUESTIONS                     | 17        |
| <b>PAYMENT DETAILS</b>                | <b>18</b> |
| <b>FREQUENTLY ASKED QUESTIONS</b>     | <b>19</b> |

## ***Introduction***

Welcome to your new Lets4U home. We have put this pack together to help you understand how to use the facilities within your new home, to know where to go within the surrounding area, and to be aware of the general do's and don'ts when you are in and around your home.

We hope you find this information useful, however if you have any feedback on other things that would be useful to include, please do not hesitate to contact us.

Please remember that you are responsible for the cleanliness and tidiness of your home. When you move out of the house we expect it to be in the same condition as when you moved in, both in terms of its cleanliness and repair (with the exception of general wear and tear) including every room and all appliances. Keeping things clean throughout the year reduces the job on the day you leave. **Remember, any cleaning charges or repair costs we incur will be deducted from your bond, so make sure things are clean and not damaged before you leave.**

## ***Good Neighbour Information***

Please remember that the West End and High Street areas of Lincoln are not just populated by students, other individuals also live close by. You may have read about the 'bad press' that students receive in the West End and High Street areas, however a few thoughtless individuals generally cause this.

Please treat your neighbours and the surrounding area, as you would like to be treated yourselves. Get to know your neighbours and be considerate to them.

Remember that many local people have young children, or get up early for work in the morning, please be aware and turn the music down at night! Minimal outside noise is permitted after the hours of 11pm in line with the acceptable social behaviour policy of Lincolnshire Police.

Respect others property – particularly fences, walls, street furniture and parked cars – minor attempts at demolition count as criminal damage and are treated as such.

Avoid offensive behaviour – including shouting or drinking in the streets, urinating in gardens (including your own) and tasteless notes or posters in front windows. Remember that being drunk is no excuse under any of the University's disciplinary codes or in the local courts. **Any reports of disturbances or incidents will be reported to the University and if necessary the Anti-social behaviour department of Lincolnshire Police.**

Play your part in protecting the quality of the neighbourhood – keep your garden and surrounding areas tidy and free of rubbish. This is in your interests because run-down areas attract criminal activity and students are the main targets.

## ***Obtaining Further Information***

Further information about your property is available from the Lets4U Help Line.

For non-urgent matters the Help Line can be contacted via e-mail at [info@lets4u.com](mailto:info@lets4u.com). You will generally receive a response within 2 working days.

All other enquiries can be directed through our office on:

01522 308609.

Alternatively for out of hours emergencies then please call:

[07867 309985](tel:07867309985)

(Between 3pm - 10am, & weekends).

We aim to reply back to you by telephone and where possible visit the property within 2 hours of an emergency matter being raised.

Our Address:

Lets4U  
PO Box 1284,  
Lincoln,  
LN5 5QT

## **Your Lets4U home**

### **Summary**

This section provides details of appliances and equipment that may be included in your home. Each property contains a selection of the following furniture and equipment. You should familiarise yourself with how everything works, to ensure you gain full use from the facilities and that no damage is caused.

We know that when you are away from home you want to enjoy yourself, but don't forget, anything you damage will have to be paid for when you leave. Take a little care in looking after your house and it will benefit you in the long term.

### **Kitchen**

Kitchen Units, Electric Oven, Electric Hob, Extractor Fan, Washing Machine, Tumble Dryer, Dish Washer, Fridge / Freezer, Microwave, Vacuum Cleaner.

NOTE: see copy of instructions for each appliance in the pack left in the kitchen drawer, but please remember the following key points to avoid damaging appliances (remember you will be charged if an appliance becomes damaged from negligence);

- Remember to fill the dishwasher with appropriate salt (you can buy this from most supermarkets and it only costs a few pounds per bag) otherwise it could stop working.
- Remember to empty the Vacuum Cleaner from time to time otherwise it will stop working.
- Remember to remove and discard any filter 'fluff' from the Tumble Dryer otherwise it will not work effectively.
- Remember to clean out the soap dispenser of the washing machine otherwise it will not work effectively

### **Dining Kitchen**

Dining Table, Chairs.

### **Lounge**

Settees, Bookcase, Coffee Table, T.V , internet router

### **Bathroom**

Bathroom Suite, Electric Shower.

### **Bedrooms**

Single Bed / Double Bed, Double Wardrobe, Chest of Drawers, Bedside Cabinet, Bookcase, Desk, Chair.

### **Heating and Hot Water**

Central Heating is provided for heating and hot water.

NOTE: see copy of instructions in the pack left in the kitchen drawer. If you require a copy of instructions please contact our office.

### **Safety Features**

The property has a smoke and fire alarm system, which is checked regularly by Lets4U.

Rooms are equipped with a various smoke and heat sensors. If any sensor is activated ALL sirens will sound until the system is reset. Emergency activation points are also situated at each stairwell, once depressed these will again activate all sirens.

We recommend that the fire alarm bell is checked regularly. Although this is not a mandatory legal requirement, we recommend that you as tenants choose an appropriate time during the day to test the fire alarm weekly. To perform a bell test, the key in the fire alarm should be turned to "active" and the "bell test" button selected for a few seconds. Although this does not test individual sensors it ensures the bell mechanism is functioning correctly. Any battery powered smoke alarm should be tested weekly by pressing the red "test" button. Any problems should be reported to Lets4U immediately.

Familiarise yourself when you move in regarding the whereabouts of the smoke alarms and how to activate, reset and inspect the alarm control panel.

Should the fire alarm sound, you should first and foremost exit the property and then determine if it is a false alarm before attempting to re-set the system. You should also make us aware of the system being activated so a record can be maintained.

A fire blanket is also provided in the kitchen in case of fire.

Emergency lighting is also fitted which will illuminate the hall and landing in the event of a power failure .They are also tested annually.

### **Locks on Internal Doors**

Any locks should only be fitted by a member of the lets4u team. If there is a lock on your door when you move in then please ensure if you do use the lock that you keep your key with you at all times . Please be aware if you lock yourself out of your room there may be a call out charge to come and let you in.

If your room does not have a lock and you would like one fitted, please contact the office. There is a charge of £25, this towards the cost of fitting the lock. Any locks flittered will remain on the doors at the end of the tenancy. They are not yours as the tenants to remove and take with you .

Under the terms of your tenancy you are however entitled to place locks on doors should you still decide to do so. You should be aware however (as stated in your tenancy agreement) that any damage caused by fitting locks to doors would be deducted from your bond at the end of your tenancy. We can arrange to fit a lock should you request one at a charge of £50 per room.

### **Security Features**

The property is fitted with a security alarm, with movement sensors located throughout the house. The control panel is in the hall and the central alarm console is also in the hall or under the stairs. The alarm siren is located on the front of the house.

If you wish to use the alarm then please contact the office and we will happily provide you with the alarm number.

### **Refuse Collection**

Wheelie Bins are collected currently on a Friday in the West End of Lincoln and on Wednesdays in the High Street area on a fortnightly basis rotating between the normal wheelie bin and the recycling wheelie bin. The council request that you do not place any bin bags at the side of the wheelie bin provided, and that you take the wheelie bin out before 7am on the day of collection. (However they request that you do not place it on the pavement until after 9pm the day before collection). Note: if rubbish is left on the pavement outside these hours the council will charge £17.00 per bag for its removal. Please see [www.lincoln.gov.uk](http://www.lincoln.gov.uk) for more information as the collection day and frequencies may change from time to time and familiarise yourself with the procedures.

A Brown recycling bin is provided by Lincoln City Council and should be used alongside the black normal waste bin. Please note that any recycling waste placed in your normal waste bin may result in you bin not being emptied.

Any waste put in your garden waste bin will incur a charge if Lets4u have to remove it.

### **Car parking**

Think about access for other vehicles when you park your car, emergency vehicles such as fire engines, ambulances etc.

If you are living in the west end you will need to purchase a parking permit from the County council. More information can be found at [www.lincoln.gov.uk](http://www.lincoln.gov.uk).

### **Exterior maintenance of your property**

We have an arrangement with a local window cleaner and gardener to regularly visit each property and ensure that the windows are cleaned on the outside and the gardens are kept in order.

### **Moving Out**

When you do come to move out, restore the premises to the same condition as when you moved in. Including leaving the house clean!

NOTE: You will need to sign a house inventory to confirm that all the items within the property are present and in good condition when you receive your keys.

### **Bond/Deposit Deductions**

The Tenant(s) must return any keys issued on or prior to the last day of the tenancy or forfeit the sum of £30.00 from the Deposit for each key not returned on this due date.

If any payment issued by the Tenant(s) is dishonoured or is not received on the due date a fee of £30.00 is payable immediately.

The Landlord may charge the Tenant(s) £30.00 during office hours and £50.00 outside office hours for responding to call outs from the tenant, or any third party for any reason, including the Tenant(s) being locked out of the Property, other than when it relates to a Wear and Tear matter.

At all times the Tenant(s) will keep the Property in a clean and tidy condition failing which the Landlord may in its absolute discretion instruct cleaners to enter and clean the property, the cost of which shall be payable by the tenant on demand.



In the event that the Property is not in the same good state and repair at the end of the tenancy as it was at the commencement of the tenancy (save for normal wear and tear) the cost incurred by the Landlord in repairing the Property or replacing furniture will be deducted from the Deposit.

Any damage caused to the property by the tenant during the period of tenancy and deemed to require urgent repair or replacement by the landlord will be charged to the tenant and payable in full within 30 days.

Microwaves are commonly left unclean throughout the year and as such often require replacement. If you do not clean your microwave regularly throughout the year it may be beyond cleaning when you move out and you will be charged in full for a replacement. Cleaning throughout the year will help to prevent this.

Mattresses are replaced either when worn or damaged due to stains. If you stain your mattress in any way you will be charged for a replacement when you leave the property. To protect your mattress we recommend using a standard mattress protector, which are available to purchase at most department stores.

## Utility Bills

### Summary

Electricity, Gas and Water bills are included in your rent subject to a fair use policy detailed below. You should also consider not just the cost implication with the excess use of electricity (with leaving lights on, TV's and music systems on and other appliances on standby) and also excess use of gas (with leaving the heating on all the time), but also the environmental implications of over using energy.

Electricity and gas bills will arrive at the house in the tenant's names. please forward them (either by post or scanned via e-mail) to our offices where we will pay the bill in full as long as it does not exceed our fair use policy. The fair use policy is outlined in paragraph 5.7 in your tenancy agreement and states the following:

**"The landlord includes as part of the rent the provision of electric, gas and water capped at £7.50 per tenant per week over the term of the tenancy agreement. Excess costs incurred by the Landlord above this figure will be charged to and payable by the tenant during the period of the agreement or at the termination of the agreement (by way of deduction from the Deposit Bond), the timing of the charge in this regard will be determined by the landlord depending on the amount of excess charges"**

It is the tenants responsibility to check the tariff the Electric and Gas are on, and to change it to a better deal if they wish to .

### Fair Use Policy – Utility Services

Lets4U include the free use of Electricity, Gas and Water supply/drainage as part of the agreement to rent a house subject to the terms and conditions as set out in an Assured Short hold Tenancy Agreement under the Housing Act of 1988 and subsequent amendments.

As part of our on-going commitment to provide reliable and quality accommodation, Lets4U has a fair use policy in relation to the use of electric, gas and water. This policy means that we will monitor the amount of use of these utility services and compare the consumption costs to what is considered reasonable. For example, costs incurred as a consequence of continuous running of central heating boilers, lights left on and electrical appliances switched on for longer periods of time than required would not be considered to be reasonable.

We have undertaken our own research into what is considered to be reasonable consumption in relation to electric, gas and water charges in our residential properties. This has been undertaken by reviewing the consumption and costs incurred by tenants at various properties during the last 10 years. In addition the outcome of this information has been compared to statistics available from several leading providers of utility services in the UK.

As part of our commitment to provide a quality service we will advise our tenants following quarterly assessments in the event that the consumption and associated costs incurred at a property is likely to exceed the accepted reasonable costs by the end of the tenancy period.

Should this situation occur we will provide detailed evidence demonstrating our assessment and calculations.

Should any excess costs be incurred as a consequence of what may be deemed over usage as determined in this fair use policy, Lets4U will request that the tenant covers these additional costs at the end of the tenancy period. This could take the form of a deduction from the deposit held by Lets4U.

In the event that a dispute arises due to a demand by Lets4U to cover unreasonable costs incurred and non-payment by the tenant, both the Tenant and Lets4U would have their normal statutory rights to take the matter to a small claims court for an independent decision.

### **Other Utility Bills**

Your TV license and board band connection are also included in your rent.

We will provide Lincoln City council with your name and if applicable your enrolment number issued by the university. If you are a full time student you will receive an exemption to council tax. Should you not be a student you will be responsible for council tax which we will register you for.

Further information can be found at

Lincoln City Council - 01522 881188 - <http://www.lincoln.gov.uk/>

### **Entertainment package**

An entertainment package is provided, this will include:-

- A Widescreen T.V in the lounge
- Your T.V licence for the house hold
- A broadband connection and wireless router

If you encounter any problems with your T.V, broadband please contact Lets4u on 01522 308609, do not try to rectify the problem yourselves. We will try to help as best we can, however if the problem cannot be resolved by a member of Lets4u we will call an engineer. This therefore could mean the services maybe out of use until any issue is resolved however we will endeavour to rectify any problems as quickly as possible.

If at the end of your tenancy any damage is caused to any of the equipment, the cost to rectify will be deducted from your deposit bonds.

### **Wireless Broadband Connection**

A wireless broadband router is provided in your property for connection Internet Service Provider.

To receive your secure connections password for your wireless broadband please contact the office on 01522 308609.

## **Where you live – West End**

### **Summary**

This section provides details of the facilities in your local area. Refer to the indexed map to get each location.

### **Local Shops**

Map Index ②

Co-op in the garage.

West Parade General store, open every day from 7.00 a.m. until 6.30 p.m., open on Sunday from 7.00 a.m. until 1.00 p.m.

Carholme Road, Co-op including Off License and Cash Machine, open every day from 7.00 a.m. until 10.00 p.m., open on Sunday from 9.00 a.m. until 9.00 p.m.

Map Index ③

Morrison's, open every day from 7.00a.m. until 10.00 p.m., Sunday opening from 10.00 a.m. until 4.00 p.m.

### **Pubs**

Map Index ④

Public House, open all day from 11.00 a.m. until 11.00 p.m.

### **Restaurants / Takeaways**

Map Index ⑥

West Parade, Chinese open every day from 5.30 p.m. until 11.00 p.m.

Carholme Road, Fish & Chips.

### **Shopping Area**

Map Index ⑦

Most shops open every day from 9.00 a.m. until 6.00 p.m. Sunday opening from 10.00 a.m. until 4.00 p.m.

### **Dentist**

Map Index ⑧

Newland Dental Practice, 80 Newland, Lincoln, LN1 1YA  
01522 527121

### **Doctors**

Map Index ⑨

Walk in Centre, 63 Monks Road, Lincoln, LN2 5HP  
01522 528153  
Cliff House Medical Burton rd – 01522 872872  
Brayford Medical 34 Newland -01522 543943

**University**

Map Index 

University of Lincoln, Brayford Pool, Lincoln, LN6 7TS  
E-mail: [enquiries@lincoln.ac.uk](mailto:enquiries@lincoln.ac.uk)  
01522 882000: Minicom: 01482 463571

## Map of Lincoln - West End



- |   |                    |   |                         |
|---|--------------------|---|-------------------------|
| ② | Local Shop         | ⑦ | Retail Shopping area    |
| ③ | Supermarket        | ⑧ | Newland Dental Practice |
| ④ | Local Public House | ⑨ | Newland Health Centre   |
| ⑤ | Local Public House | ⑩ | Brayford Campus         |

## **Where you live – High Street**

### **Summary**

This section provides details of the facilities in your local area. Refer to the indexed map to get each location.

### **Local Shops**

Map Index ②

Open every day from 7.00 a.m. until late

Map Index ③

Morrison's, open every day from 7.00 a.m. until 10.00 p.m., Sunday opening from 10.00 a.m. until 4.00 p.m.

### **Pubs**

Map Index ④

Public House, open all day from 11.00 a.m. until 11.00 p.m.

### **Restaurants / Takeaways**

Map Index ⑥

Various, open every day from 5.30 p.m. until 11.00 p.m.

### **Shopping Area**

Map Index ⑦

Most shops open every day from 9.00 a.m. until 6.00 p.m. Sunday opening from 10.00 a.m. until 4.00 p.m.

### **Dentist**

Map Index ⑧

Newland Dental Practice, 80 Newland, Lincoln, LN1 1YA  
01522 527121

### **Doctors**

Map Index ⑨

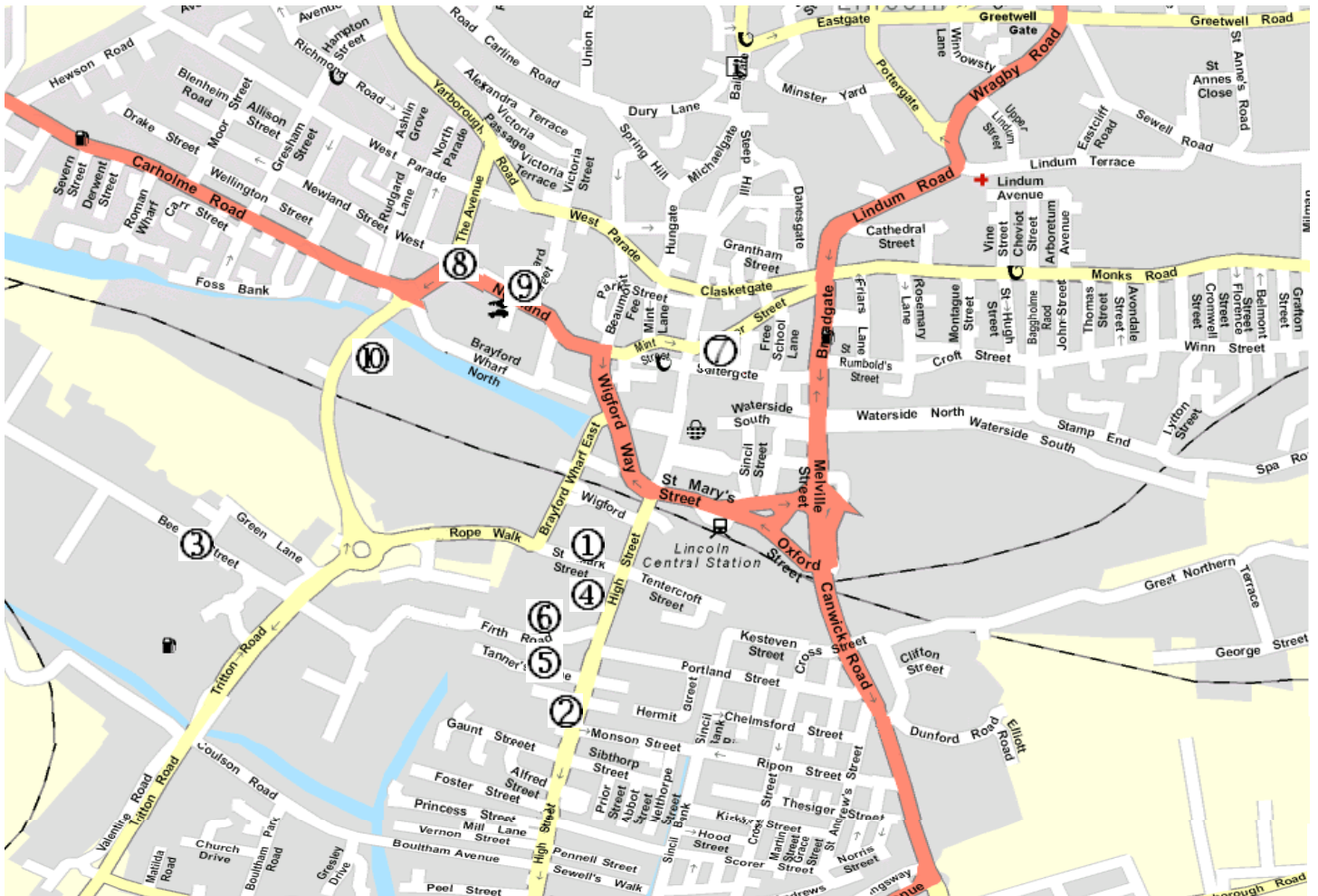
Newland Health Centre, 34 Newland, Lincoln, LN1 1XP  
01522 543943

### **University**

Map Index ⑩

University of Lincoln, Brayford Pool, Lincoln, LN6 7TS  
E-mail: enquiries@lincoln.ac.uk  
01522 882000: Minicom: 01482 463571

## Map of Lincoln – High Street



- ② Local Shop
- ③ Supermarket
- ④ Local Public House
- ⑤ Local Public House
- ⑦ Retail Shopping area
- ⑧ Newland Dental Practice
- ⑨ Newland Health Centre
- ⑩ Brayford Campus



## **Where to get help**

### **Summary**

This section provides details on where to get help with your Lets4U home. Whilst you're away from home we are here to help, so any questions, and problems or help you need please do not hesitate to get in touch.

### **Emergency help**

A phone number is provided for you to get help for emergency repairs. We aim to answer calls immediately, however outside normal working hours (10.00 a.m. to 3.00 p.m.) you may be required to leave a message and we will aim to call you back within two hours.

Please contact our **emergency help line on 01522 308609** between the hours of 9am and 5pm. **For out of hours emergencies please call 07867309985**

Please remember that any call outs in response to lost keys will incur a charge being made. During office hours a charge of £30.00 will be made, outside office hours a charge of £50.00 will be made. Also any lost keys will require replacing and are charged at £30.00 each. So remember to look after you keys!

If you have any problems or concerns please let the office know by calling 01522 308609 or email [info@lets4u.com](mailto:info@lets4u.com). Please do not inform the maintenance team if at your properties as they will already have their schedule for the day, and may forget to add your problems to their list for the next day. Informing the office will ensure we can chase up any outstanding works.

### **General Questions**

If you have general questions about your property or you need to let us know about any maintenance or repairs, you can contact a Lets4U Property Advisor, either by e-mail at [info@lets4u.com](mailto:info@lets4u.com) or at our office on 01522 308609.

We aim to answer all general enquiries within 2 working days.

The Lets4U website is also a good source for information, please visit us at [www.lets4u.com](http://www.lets4u.com)

## Payment Details

### Summary

This section provides details on when your rent is due and how to pay. Your contract may differ to the below so please refer to it for your exact payment dates.

### Normal Payment Dates

Rent is normally due on the following dates;

**1<sup>st</sup> August**

**1<sup>st</sup> November**

**1<sup>st</sup> February**

**1<sup>st</sup> May**

Rent is payable by direct debit and will be collected up to 14 days before the rent due date.

If you do have to make any additional rental payments/ charges then please make payments to:-

Account Name: Lets4U

Bank: HSBC

Address: 221 High St, Lincoln, LN1 1TS

Sort Code: 40 28 20

Account Number: 12654881

Reference: The first line of your Lets4U property address/Your Surname

**Please remember it is your responsibility to ensure that your rent is paid on time and NOT THE LANDLORDS RESPONSIBILITY TO CHASE YOU!**

Please be aware of the charges as detailed below.

Incorrect bank details supplied £25

Variation to payments prior to direct debit collection £30

Change of payment amount £25

Cancelled/ returned payment £35+ interest

Debit card payment £2.50

Credit card payment +2% charge of payment amount

Additional direct debits £0.50

At the end of your rental period we will inspect the property, and as long as everything is in order (other than any wear and tear) your deposits will be returned in full.

If you are unsure of the payment terms or are struggling to make payment **PLEASE** get in touch with us before the dates. If you talk to us before the due date we can try and help, if you wait until the payment date you will incur the late fee and possibly further interest.

## **Frequently Asked Questions**

### **Summary**

This section provides details on answers to some of the common questions we are regularly asked throughout the year. If the answer to your questions is not detailed below, please do not hesitate to contact us at [info@lets4u.com](mailto:info@lets4u.com)

Questions

### **Can we bring bikes into the property?**

Yes however, bikes can block your escape if there is a fire and they tend to cause damage to the walls. We are happy for you to keep your bike at the back of the property.

### **Can we put posters up on the walls?**

Yes you can, but please use drawing pins rather than blu-tac, as this does not damage the paintwork.

### **Will you keep coming to look and inspect our property?**

We generally inspect the properties every 3 months; however it is your house, so if we need access we will always get in touch and advise you first giving you 24 hours' notice.

### **What happens if I lose my keys?**

Firstly don't worry, but do let us know straight away. If you are locked out we can let you in, but there will be a charge to come and open up. If you can't find your keys and require a replacement there is a charge of £30.00 in addition to the call out fee. Please take care of your key as we have to have them specially made and they take a long time to duplicate if lost and we may have to change all the locks.

### **Can other people stay in the house?**

You can have occasional visitors stay in the house however only; the tenants named in your tenancy agreement can occupy your property. Special agreement may be made with prior consent from us.

### **Can I bring my own furniture into the property?**

Yes however, all of the furniture within your property complies with current fire regulations. If you need to bring in your own furniture you must check with us first to ensure it also complies.

### **Can we smoke in the house?**

Smoking is **NOT** permitted at any time within the property for fire regulations. Also, any smoke **WILL** set off the fire alarm.

### **Am I insured in the property?**

Yes you have contents insurance with Endsleigh insurance services, Please find a sample copy in this pack, and any further information you may need.