Matt Woolley Lettings

www.kentunilet.com – 01227 464444

76-77 St Dunstans Street, Canterbury, Kent, CT2 8BN

info@kentunilet.com

May 2025

I am writing regarding your tenancy, which commences soon.

Payment of Rent

The **first rental payment** is to be received by us, and cleared by the banks by **1st June 2025** as detailed in the terms and conditions of application for tenancy, which you have signed. A copy of this document is in the download section of our website, along with lots of other useful information.

(This is in order for us to book your move in appointment and inventory clerks in plenty of time, and avoid any delays in any members of your group moving in on time due to late payments).

The payment method is via bank transfer (BACS or CHAPS), and again this should be instructed in plenty of time to allow for funds to clear by the due date.

We do not recommend any "last minute" payments to avoid delays in arranging inventory clerks appointments, and releasing keys.

Only when our accounts office confirm payments are received can we release keys - please note that the system takes 48 working hours to update, and the accounts office hours are Monday to Friday 9-5.
I.e. a payment on a Friday will not show until the next Wednesday.

Please ensure that your FULL REFERENCE is included with any direct payments.

Your reference is composed of the address and your surname.

For example, if the property address is 40 Headcorn Drive and your name is John Smith, your reference would be HEAD40JS
The format for references is always

1. **The first four letters of the street name**
2. **The house number; and finally**
3. **Your initials.**

<u>No reference = no payment allocation</u>

With hundreds of payments coming in during a very short space of time, it is simply not possible for us to trace incorrectly made payments quickly. If you do forget the reference, please allow 14 days for any allocation to be made, following a <u>proof of payment</u> being provided by EMAIL only.

The account details for payment of rent are:

Matthew Woolley

HSBC

40 16 11

02314665

For international payments you will also need the following:

BIC8 = HBUKGB4B

BIC11 = HBUKGB4113W

IBAN = GB32HBUK40161102314665

Key Collection

The keys to the property shall be available on (or at any date from) the first day of the tenancy, from 14.00 hours (2pm). I.e. you do not have to collect them on the first day of the tenancy, you may pick any day, we are available 7 days a week.

It is important that **all** rental payments have been received from **all** tenants to avoid any delays in the issuing of keys. Keys cannot be issued unless the full rental payment, **for the whole property**, has been received in cleared funds (NOTE THE PAYMENT DUE DATE ABOVE).

One missing payment / late payment = no keys...full stop!

Please contact the office **by email** to arrange a suitable time for your GROUP to collect keys. We would be grateful if you could let us have as much notice as possible of your preferred date / time – **14 days notice would be preferred** - but at least 7 days notice is required **minimum** (if less than this, the earliest date possible will be 7 days from the date of the request).

It is not necessary that you collect your keys to the property on the first day of the tenancy. Keys may be collected on any date by prior arrangement.

The first person to collect keys will get ALL the keys.

If you are all arriving at different times, or days, you will need to contact your housemates to arrange collecting your key from them, which will be at the property waiting for you.

Sorry, but...

...We can only attend ONE move in appointment, it is simply not possible to visit every property multiple times

...We cannot hold your key at the office, we simply do not have enough space...we will release all keys to the first person to arrive.

...please do not just turn up at the office expecting to collect keys – we do not keep them here – the inventory clerk will meet you at the property at the arranged appointment (made at least 7 days in advance).

Inventory of Fixtures and Fittings

An inventory of fixtures and fittings, and noting the condition of the property, shall be prepared and ready for signing by at least one of the tenants at the start of the tenancy. It is important that you sign this upon collection of your key. Where one person signs, they are deemed to be signing on behalf of the entire group.

Where a full inventory is not available at the start of the tenancy, a basic move in schedule will be provided, and a full inventory will follow within one month.

Other Matters...

Council Tax
I will arrange the exemption of your property. If anyone has changed their Student ID number, please let me know.

Rubbish and Recycling

Please remember to recycle as much as possible!

You may find the following bins at your property:

- Black bin = landfill
- Blue bin = recycling of plastics, tins, glass – items go in loose, not bagged
- Red bin = paper – items go in loose, not bagged

Please do not allow rubbish to accumulate at the property; if you have surplus rubbish this, may be taken to the tip off Broad Oak Rd.

https://www.kent.gov.uk/environment-waste-and-planning/rubbish-and-recycling/household-waste-recycling-centres/find-your-nearest-tip/canterbury

Bin collection day / recycling collection day

Please refer to : https://www.canterbury.gov.uk/bins-and-waste

Collection dates: https://www.canterbury.gov.uk/bins-and-waste/find-your-bin-collection-dates

Missed bin collection: https://www.canterbury.gov.uk/bins-and-waste/report-missed-bin
Please see the link above for details of your collection dates – simply enter your property postcode.

Gardening
Please keep gardens tidy, and free from rubbish.

Gardens are maintained for you, and these will be done, weather permitting, at regular intervals throughout the growing season.

If when you move in the garden has long grass, don't panic, it will be sorted...it's just a very busy time of year for the gardeners, and rainy days disrupt schedules!

Utilities
All Matt Woolley Lettings properties are inclusive of gas, electricity, water, sewerage, tv licence, and internet.

Internet WiFi codes are located on the underneath of the router.

Please remember to be thoughtful of neighbours!
…especially late at night / in the early hours of the morning
…please keep music quiet after 10pm
…when returning late at night, please try not to talk (loudly) in the street / shut taxi doors / doors to the house loudly!

Student Contents Insurance
There are not locks on bedroom doors, and it is our policy not to fit them, or allow them to be fitted.
From experience, group dynamics work much better without "bedsit" style locks on doors, you all know each other, and if you all respect each others privacy and personal space there should not be any problems!

If any exceptional circumstances do occur during the tenancy, where the need for a lock becomes apparent, we will happily consider the circumstances.

The main reason for a lock request is normally to cover your contents on parent's home policies – in reality this does not often provide adequate cover anyway if you openly declare the items are permanently away from parental home addresses for the next 12 months – we therefore suggest you take out a policy designed for students in shared houses.

Please see, as an example only:
https://www.endsleigh.co.uk/personal/student-insurance/

FAQ's

I've just moved in, and wish to let you know about something, how should I tell you?

Please **EMAIL** – a brief email noting the following would be great:

- Your name
- The address including post code
- The nature of the problem
- A photograph if you have a smart phone would be much appreciated
- Please keep emails short and sweet, we don't need an essay!

Please ensure that **ONE** person remains the spokesperson for the group – the following is not helpful, and only delays us in sorting out any issues!

- Lots of phone calls!...our phone lines crash regularly in July with the sheer volume of calls coming in at the same time, please do **EMAIL** – it provides a clear log of what you reported, and when, and what our response was
- Multiple reports of the same issue
- Half a dozen people appearing at the office all trying to talk over each other reporting the same issue

Please remember it is a very busy time of year – we try very hard to keep everyone happy and will be working round the clock to get everyone moved in to clean, tidy houses on time...but we are only human!

<u>We rely on you to:</u>

- Communicate as a group and make sure your lead tenant / spokesperson acts for all of you, rather than lots of enquiries all asking the same questions!
- Make sure everyone's parents / guarantors are familiar with the move in procedures, we are commonly inundated with questions that are already answered in this move in guidance!
- Stay calm at the move in – if something is wrong / broken / not clean – we didn't do it on purpose, and we will work as quickly as possible to rectify it!

Please also bear in mind that we rely heavily on our maintenance team, gardeners, and cleaners at this time of year to do their bit – they too are very busy and if something is missed please just let us know by EMAIL and we will sort it ASAP. Shouting never helps!

What to do in the event in a problem?

If urgent, such as a flood, please call 01227 464444.

For everything else please email *info@kentunilet.com* - please include your name AND property address in the subject line of the email.

Best Wishes,

Matt Woolley & The Team,
Matt Woolley Lettings.

For your information.

Your quarterly rental payment for your property is shown in the email text.
This is the total for the property, to be divided by all tenants.

Note Regarding Internet:

Whilst we make every effort to ensure that the internet is running smoothly when you move in, and throughout the year, we rely on BT Openreach to connect lines, and the Broadband Providers to connect and maintain the service – all of this is beyond our control.

If there are any internet related problems, please report as above by email.

To connect to the router, the codes are written on the router, usually on a sticker on the underneath. If you cannot connect wirelessly first, please try a cable connection before reporting a general internet fault.

Herewith a reminder of condition (l) from the terms and conditions of your application:

(l)
Where Internet is included the tenant agrees to comply with the relevant service providers fair use policy relating to downloads, and also to comply with all laws governing downloads and indemnify the landlord fully in respect of any unlawful behaviour.

The tenant also notes that any loss of (or poor) internet service is beyond the landlord or agents control, who will not be held responsible for any loss(es) or inconvenience whatsoever.

The tenant agrees to assist the service provider with any fault finding / diagnostics at their own expense as and when required.