



Tenant Information Pack

Dear tenant,

First of all, we would like to take this opportunity to thank you for your custom.

Here at Sterling De Vere, it is our pleasure to share with you our Tenant Information Pack that is designed to help you in the event of various circumstances arising within the property.

With extended opening hours and a 24 hour hotline, we are always available to talk and assist you with any concerns you may have.

We hope you will find this guide helpful and please feel free to contact us for any further information you may require.

**Tel:** 0208 610 9028

**Website:** [www.sterlingdevere.com](http://www.sterlingdevere.com)

**Email:** [info@sterlingdevere.com](mailto:info@sterlingdevere.com)

**Facebook:** Sterling De Vere

**Twitter:** @SterlingDevere

**Instagram:** SterlingDeVere



# Emergency & General Rules



## What to do if you smell gas in the property

- 1 Open windows and doors to circulate air.
- 2 Do not switch the lights on or off and avoid any other electrical switches.
- 3 Extinguish all naked flames, do not smoke, strike matches or do anything which could cause ignition.
- 4 Inform other flatmates.
- 5 Evacuate the property and wait outside at a safe distance

Please inform the agency and call the National Grid immediately: 020 7004 3000



## In case of a fire

- 1 If it's safe to do so, use the fire safety equipment, making sure you read the instructions.
- 2 Before opening doors, check to see if there is any fire present on the other side.
- 3 Shut all doors behind you on the way out.
- 4 Do not return to rescue valuables.
- 5 In the event of a fire, do not use a lift.
- 6 Alert everyone and leave the property using nearest safe exit



Please call emergency services on 999 and inform the agency

## What to do if there is no gas or electricity

- 1 Check the meter to see if it is a top up system and if there is any credit remaining. If no credit is available then inform the office accordingly.
- 2 If there is credit available yet no electricity or gas, please check with neighbours to see if they are also experiencing the same problem. If so, the service provider may be carrying out essential area maintenance work.
- 3 If the problem persists, please contact the National Grid: 020 7004 3000



## What to do if there is no running water

- 1 Check to see if there are any signs of leaking water.
- 2 Report a fault online via our website as soon as possible.
- 3 If the problem persists, contact Thames Water to see if it is an area problem on: 0800 980 8800.



## Reporting a maintenance problem

Reporting a maintenance issue is a very simple procedure.

- 1 Log on to our website: [www.sterlingdevere.com](http://www.sterlingdevere.com).
- 2 Click the Contact Us tab where you will be able to submit a fault form online.
- 3 Fill out the form and this will have reported the fault instantly.
- 4 We act upon every fault reported and you will receive a response at the earliest opportunity.



## Strictly no smoking within the property

Due to the increased risk of fire and the known effects of second hand smoke, smoking is prohibited in all areas of the property. No tobacco or any forms of illegal substances are permitted and any tenant breaching these rules will be liable to further action being taken. Sterling De Vere reserves the right to enforce fines for those failing to comply.



## Always keep your room and the communal areas clean and clear of obstacles

It is your duty as the tenant to keep the property in a clean and presentable condition at all times.

- 1 Do not make any alterations or additions without written consent.
- 2 Always use the bins provided and empty them each day.
- 3 All tenants are responsible in contributing to the general up keep of the property.



## Be respectful to your neighbours and flat mates

- 1 Do not do anything in the property which may become a nuisance or annoyance to any other occupiers of the property or nearby premises.
- 2 Do not organise parties inside or in the vicinity of the property.
- 3 Guests must leave the premises at a suitable time before 9pm.
- 4 As stated in your contract, you are not allowed to use the premises for any work-related activities at any time.
- 5 Keep all noise to a minimum. Those found breaching these rules may be subject to fines and/or further action.



## No overnight guests are allowed

Tenants are reminded that overnight guests are not allowed to stay in the property without prior consent of Sterling De Vere. If you are found to have allowed guests to sleep inside the property, you may face eviction and loss of your security deposit.



## Do not change the heating settings

We strongly advise you to not change the heating settings. This is to avoid damage to the system and keep the heat at a comfortable level for all tenants. For your own safety, there is a fair usage policy in place and tenants may be subject to a charge as stated within the contract.



## Always close doors and windows when you leave

Sterling De Vere is not responsible for any theft inside the property. Therefore, you must ensure all doors and windows are locked when you are not in the property. If you lose the keys, please contact us immediately.



## Suggestions and complaints

We would love to hear from you. If you have any suggestions or complaints please feel free to share online by accessing the 'Contact Us' section of our website and completing the relevant form.

# Paying Rent on time

## BACS payment details

BARCLAYS BANK:	STERLING DE VERE
SORT CODE:	20-44-22
ACCOUNT NO:	80557463
BIC/SWIFT CODE:	BARCGB22
IBAN CODE:	GB19BUKB20442280557463

## Always pay on the correct day

Please check the rent calendar to make sure you know when your rent is due and make the payment before the due date. If you are paying on the 4-weekly system, your rent will always be due on a Monday. Rent payments must be in our account by 5pm on the correct day due. Any payments received after 5pm will be treated as a next day payment and you will be subject to a late fee as stated in the contract. Any day of overdue rent is subject to a late payment fee, and if we are unable to contact the tenant, an agent visit will be made which will incur a visit charge. Any period of unpaid rent will be deducted from the security deposit and could trigger an eviction notice.

## Monthly payment from June 2018

From June 2018, all new tenants who have moved in on monthly contracts must pay rent every calendar month and payments will be on either the 1<sup>st</sup> or 15<sup>th</sup> of the month. This will be explained to you by the completion agent in our office. If you are currently paying every 4 weeks you must continue to do so. If you would like to move to monthly payments please send your request to [accounts@sterlingdevere.com](mailto:accounts@sterlingdevere.com) and our consultants will be able to help you. The same conditions as above will apply to monthly payments. Payments should be received by 5pm on the correct date to avoid the consequences of late payments as stated above.

## Payment Instructions

### **Bank Transfer:**

Please make rent payments via bank transfer with the information provided above. Please use your unique tenant ID reference number so we can trace payments. You will find this on your completion receipt. Any payment made without a tenant ID reference will incur a fee.

### **Cash Payments within Barclays:**

If you are not able to pay by bank transfer, you can pay in at any Barclays branch using the account information provided above. You will need to pay the correct amount and remember to use your tenant ID reference.

# Vacating the property

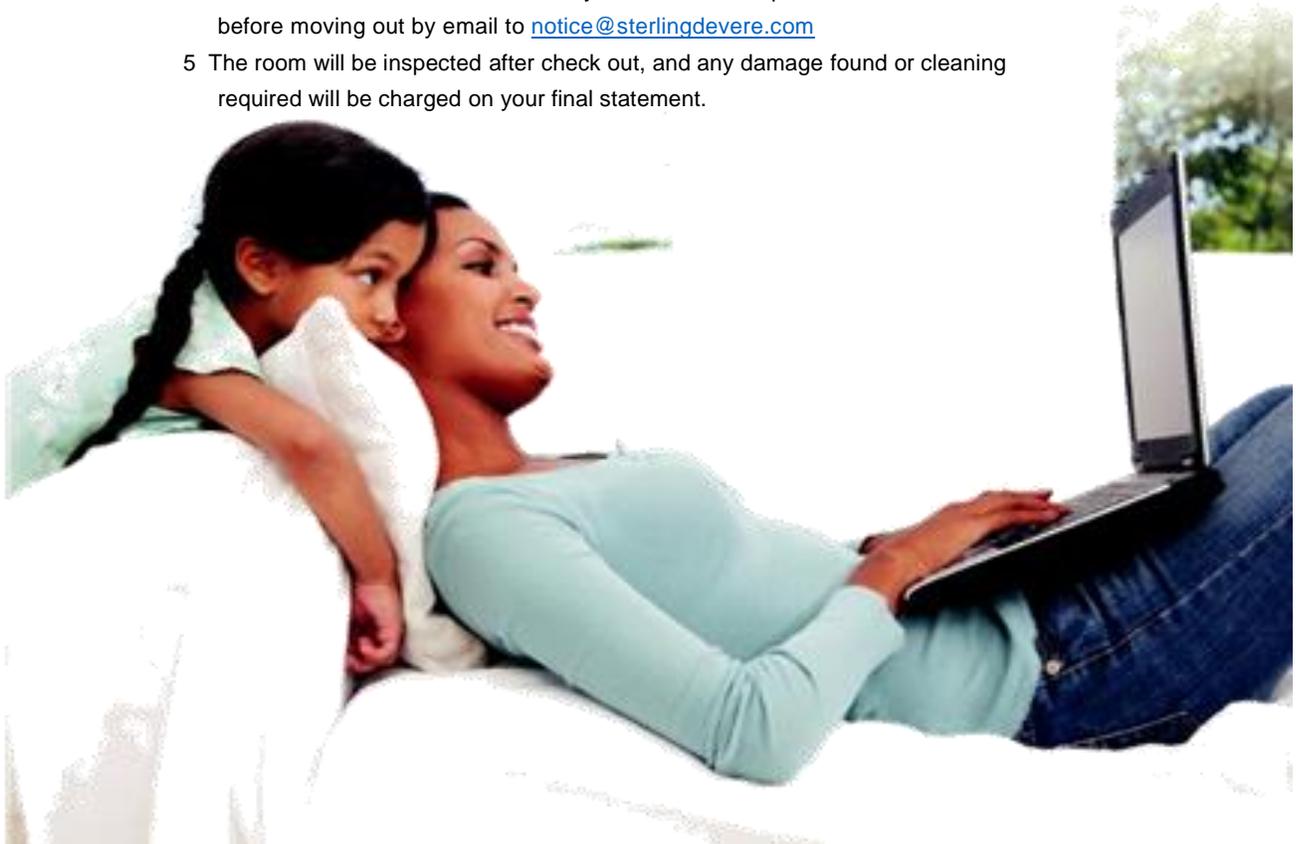
## Submitting your notice

**Submitting your notice is simple.**

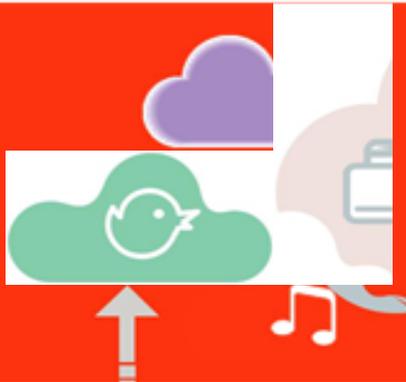
- 1 Log on to our website: [www.sterlingdevere.com](http://www.sterlingdevere.com)
- 2 Access the 'Contact Us' tab and click 'Submit Notice'
- 3 Simply input the fields and select 'Send Notice' to complete the process

**How is a notice accepted:**

- 1 For older contracts before June 2018 on 4 weekly system, the notice must be submitted 28 days prior to your contract ending; for monthly contracts please submit notice at least 1 calendar month before the end date. The departure date must be the term end date or later.
- 2 Failing to do so will result in your contract being extended automatically for 13 weeks or 3 calendar months.
- 3 The only method of acceptance is online via our website.
- 4 The room must be left clean and tidy. You must send photos to show this before moving out by email to [notice@sterlingdevere.com](mailto:notice@sterlingdevere.com)
- 5 The room will be inspected after check out, and any damage found or cleaning required will be charged on your final statement.



# Internet



Free broadband internet is offered exclusively to our clients. We cannot assure the continuity of the service 24 hours a day. Do not for any reason unplug, modify or change the settings on the router.

## Note;

**Broadband internet is provided for tenants to access emails and browse the inter-net, it is not intended for business use or to download/upload large files or video. We have the right to suspend the service subject to misuse, late rent payments or if tenants do not respect the terms and conditions of the contract.**

## Prohibited Uses

### Illegal/Criminal Activity:

Sterling De Vere may not be used in connection with criminal or civil violations of laws, regulations, or other government requirement of any jurisdiction. Such violations include theft or infringement of copyrights, patents, trademarks, trade secrets, or other intellectual property, export control violations, fraud, forgery, pyramid or other prohibited business schemes; and theft, misappropriation, or unauthorised transmission or storage of funds, credit card information, personal information, or online services.

### Threats:

Sterling De Vere may not be used to transmit or store material of a threatening nature, including threats of death or physical harm, harassment, libel, and defamation.

### Security Violations:

Sterling De Vere may not be used to violate the security of the network, service or other systems. Examples of security hacking, cracking into, monitoring, or using systems without authorisation; scanning ports; conducting denial of service attacks; distributing viruses or other harmful software; smurf attacks; and unauthorised alteration or destruction of websites or other information.



### Offensive Materials:

Sterling De Vere may not be used to transmit or store material of an offensive nature, including obscene, pornographic, indecent, abusive and harmful material, or to transmit to recipients' material which is inappropriate for them, including obscene or offensive materials to children.

### Spam:

Sterling De Vere may not be used to spam. Spam includes any of the following activities:

- > Sending any unsolicited email that could be expected, in our judgement, to provoke complaints.
- > Sending email that does not accurately identify the sender, the sender's return address and the email address of origin.
- > Sending unsolicited email without identifying in the email a clear and easy means to be excluded from receiving additional email from the originator of the email.

### Your wireless internet key:

You can find the wireless key at the property on the back of the router or by asking one of the flatmates.



# Keep the property tidy and prevent blockages

- 1 Do not throw any liquids, materials or substances in the sink/toilet
- 2 If you fail to keep the toilet unclogged, it will be your responsibility to clean it, and this may result in further charges.
- 3 Please remember to leave the bathroom door/window open after taking a shower or a bath to allow for fresh air to flow in the room and to avoid mould problems.

## How to unclog drains

Hair can build up inside your sink or bathtub causing your drains to empty slowly. Please ensure that the drains are clear of hair and dirt before submitting a fault online. If it is found that the drains are blocked due to tenant negligence, the tenants will be responsible for the cost of unblocking.

## Cleaning the communal areas

To maintain a good condition of the bathroom, it is important to mop the floor daily. It is the tenants' duty to ensure the bathroom is thoroughly cleaned and clear of personal belongings.

For hygiene and food safety, tenants must clean up the kitchen and any utensils after use. Please respect other tenants and be considerate when using the appliances in the kitchen such as the fridge or microwave. Do not leave food on surfaces or on the floor as this will attract pests and could bring them into the property. There will be a charge for setting traps or treating the property for pests. If the service team find the property dirty tenants will be warned and will be fined if the communal areas are not clean on the next visit by any staff of Sterling De Vere.

[www.sterlingdevere.com](http://www.sterlingdevere.com)

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