

KINGSTONS

Residential



Est. 1999



Tenant Guide



2015/16

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Welcome

Thank you for renting with Kingstons Residential. Firstly, we would like to take this opportunity to welcome to your new home.

Your property is managed by Kingstons; thus meaning we are your initial point of contact for all maintenance, accounts and tenancy renewals.

The Tenant Guide has been designed to support you and your fellow housemates in every step of your tenancy and contains all the information you need to enjoy your stay in a Kingstons property.

The guide will cover most queries, however, if you do have any questions, please let us know. Please remember that we are here to ensure your tenancy is as smooth running as possible so feel free to pop in and discuss any concerns you may have.



About Us

Kingstons Residential has been established since 1999 and are one of the longest serving agencies in Cardiff. We have been maintaining and creating all types of rental accommodation from students, working professionals, families and company lets.

Kingstons cover the whole of Cardiff area within South Wales. From luxury Cardiff bay apartments to large HMO Student Housing. In house maintenance and accounts team, with dedicated email/phone and experienced contractors, assures our Tenants that they are confidently being looked after.



Accreditations

Expertise with constant changing rental regulations, and close relationship with Cardiff Council, allows us to guide Landlords to the most cost-effective method of renting. From timing of construction to tenant occupied property. Kingstons can handle on your behalf all aspects of management.

Our business is focused on listening, understanding and meeting our client’s property needs. We have ingrained skills with consistent training and commitment in Investors in People, for all Kingstons employees across two offices.

We all have separate disciplines and focused teams for Letting, Management, Maintenance, Inspections and Rental Investments. Our primary focus is maintaining excellent customer service and exceptional client management.

At Kingstons, we serve our Clients, to assure them that their homes are safe and comfortable. Further secured with the knowledge that there is fair and transparent processes with time-scales for maintenance resolving, initial inspections and check out/deposit return. Constantly reviewing, to make our procedures, faster and fairer. At Kingstons, our Clients can relax, safe with the knowledge that the property meets good standards, inspected and reported on a regular basis.

Kingstons Residential is proud to announce that we are members of the Property Ombudsman, UKALA and the National Landlord Association. Being committed to our customer service and Property Management, our Agents are members of the Landlord Accreditation Scheme, a scheme that works closely with the local authority. We are dedicated to providing our clients with an exceptional level of service in order for you to be happy in your new home. Should there be any further queries the Kingstons team will be happy to assist you and improve constantly.



Contract Signing



Paid The Agency Fee? – What To Do Next

Please ensure 'registration forms' provided to you in office at the time of reserving the property is fully complete and signed, accompanied with two forms of identification.

Each tenant will be asked to provide a financial guarantor who is a UK homeowner (usually parents). Responsibilities of the Guarantor are made out in the Guarantor form provided – please see enclosed

The form must be completed and signed by your financial guarantor and witnessed by an independent party – you cannot witness your own form or any other member of the group. All completed forms must be returned at the contract signing day, along with a proof of signature and proof of address for the guarantor.

If you are an international student and unable to provide a financial guarantor, alternative arrangements can be made – please consult with a member of the Lettings team before paying an agency fee.

If you are a working professional, it may be possible for you to provide references in place of a guarantor, providing they are deemed acceptable via our reference checks.

Please note that if your contract signing appointment is less than 7 days prior to the commencement date of your tenancy, you will be required to bring the bond deposit and first months rent in cleared funds.

Important Notes:

- ✓ Please note Agency Fee Paid is non-refundable.
- ✓ Please read through the Draft Tenancy Agreement given to you.
- ✓ You will NOT be permitted to sign a Tenancy Agreement if any of the items are missing at your appointment time
- ✓ If you do not sign within 2 weeks of paying the agency fee or miss more than 2 appointments your property will automatically be re-advertised and you will lose your agency fee. If there may be a delay please call us to potentially reschedule your contract signing appointment.

What Do I Need For The Contract Signing Appointment?

- All members of the group taking the property MUST attend the same contract signing appointment.
- Any missing information on the registration forms to be completed.
- 2 forms ID if not already provided.
- Completed guarantor forms with supporting proofs.
- Bond deposit payment from each tenant.
- Completed standing order form
- Rental payments – if applicable
- References in place – if applicable

If any items listed are missing on contract signing day without written consent then unfortunately the contract signing will have to be delayed and may cause you to lose out on the property. Please let us know in advance so we can help as soon as possible.



Contract Signing

Basic Contract Information

What is the length of contract?

Contracts generally start from the 1st July for a twelve month period, with some houses available in August and September. Majority of student houses taken from July offer half rent over the summer months of July and August providing the houses are unoccupied. There are certain landlords that do charge full rent over the summer months so do check with a Lettings Team Member.

What will the deposit be?

Typically the bond deposit is equal to one months rent plus £50 per person for houses and one months rent plus £100 per person for flats and apartments. Please note that some landlords do have specific policies which may vary but we will be able to advise you on a house by house basis.

What is an Energy Performance Certificate - EPC's?

All rental properties require an EPC (Energy Performance Certificate). An EPC shows tenants how energy efficient the property is, as well as the carbon dioxide emissions. It can be obtained at any time whether it be a viewing or during a tenancy. An EPC lasts for ten years, although you may wish to have your property re-assessed if you carry out energy saving works. More information can be found from direct.gov.uk

What is a Guarantor?

A guarantor is someone who agrees to pay or perform another person's debt or duty should that person fail to do so.

The guarantor would be responsible if the tenant fails to pay rent or causes any damages to the property. He/She can also be held responsible for the entire lease term if a tenant does not live up to his/her agreement.

If you sign the guarantor application form you are applying to be the guarantor of the tenant(s) named in the tenancy agreement. Thus meaning that if they fail to pay the rent or any other money they owe to the landlord or to us under the terms of the tenancy agreement the landlord will be able to ask the guarantor to pay it on their behalf, and if you do not do so the landlord will be able to ask a court to order you to do so.



Contact Us

Cathays Office
91 Wyeverne Road
Cathays
Cardiff
CF24 4BG
02920409999

Grangetown Office
106 Clare Road
Grangetown
Cardiff
CF11 6RU
02920404000

Opening Times
Mon – Fri
9:30am to 5:30pm
Sat
10:00am to 2:00pm
Sunday closed



Travel Info



Car

Cardiff is a very central and free flowing City with easily accessible connections to the M4 motorway, which connects to the M5, M32, M48 and M50, travelling to cities such as Swansea, Neath, Aberystwyth and outside of Wales such as Bristol, London.



Train

Cardiff's main train station is Central station just on the skirt of the City Centre. It operates a regular network of trains providing links around Wales and the UK. There are also three connecting stations within close proximity, with the closest one to the office being Cathays Train station on Senghenydd Road. For further information and time tables contact National Rail Enquiries on 0845 748 4950 or visit www.nationalrail.co.uk



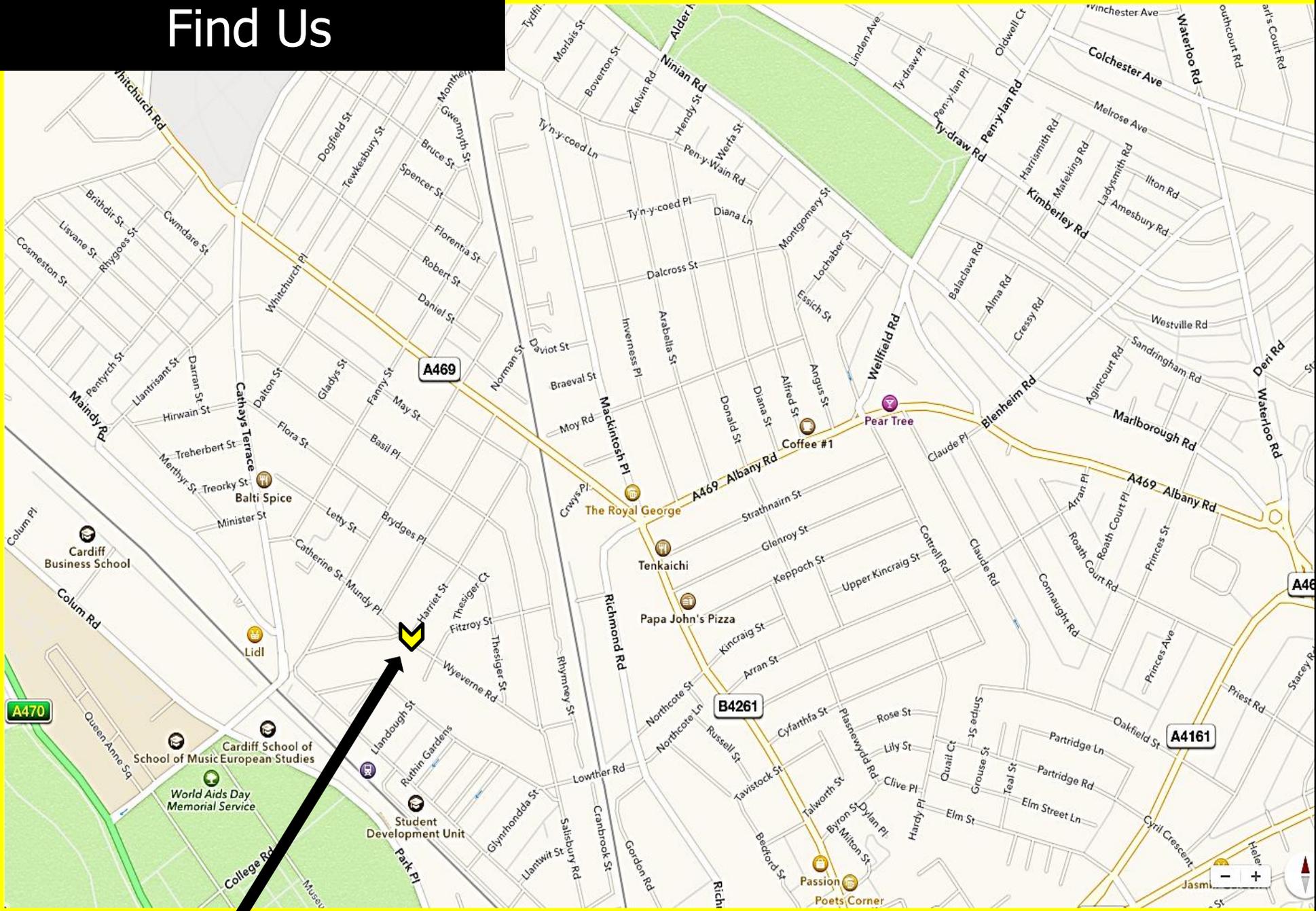
Bus

Cardiff provides a very efficient internal bus service operating throughout the whole of the City with buses even equipped with tv's and wifi. Bus services such as National Express and Megabus provide the external link coming from outside of Cardiff. For further information and time tables contact Cardiff Bus on 0870 608 2608 or visit www.cardiffbus.com.





Find Us



We Are Here



Moving In

Ready To Move In – What Shall I Do?

Keep a look out for our emails that will be sent to all tenants highlighting the moving in and borrowing keys procedure for tenancies commencing as of the 1st July.

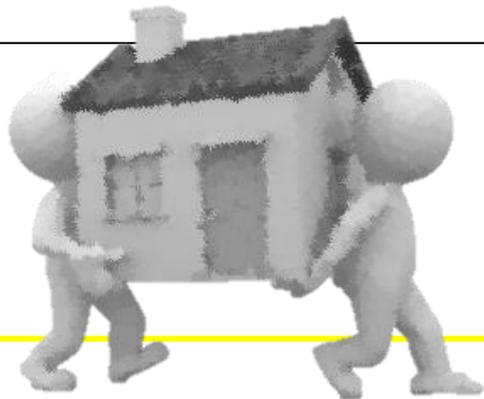
If you are aware of any outstanding tenancy items, please ensure these are completed as an appointment will not be able to be made and keys will not be released until outstanding items are received and your tenancy file is marked as completed.

Book An Appointment

Complete the online form requesting a scheduled appointment to collect keys.

- Please state if you intend to move in, or store belongings.
- If moving in part way of the month, you will be charged the remaining rent at a pro-rata amount.

Our aim is to endeavour to prioritise cleaning should you be planning on fully occupying from the 1st July. However, please be mindful that sometimes there are delays due to previous tenants vacating on the 30th June.



Collecting Keys

Keys will only be issued from our office to tenants named on the tenancy agreement. Providing tenants have ID to sign the key form whether that be a borrowing keys appointment or moving in full rent.

Be advised that Tenants storing belongings is at their own risk. If you do drop off belongings you will have to leave items within a specific area and cannot unpack items around the household as works and cleaning may need to be completed. It is advised to take out a contents insurance policy for the duration of the tenancy:

Or if you have no time:-

We have attached a contents insurance form from the renowned student insurance company Homelet, if you wish to be covered, please fill in the form and return to Kingstons. If you would like more information their contact details can be obtained at the bottom of their form.

Inventory

The inventory report will be given to the first person collecting keys and it is their responsibility to confirm the condition of the property on arrival. If something has been missed or incorrect then simply amend the document directly. Once finished sign the back page and return back to Kingstons office, so we can both obtain a copy.

Please note the inventory needs to be returned within 14 days in order for any amendments to be received and accepted.

The inventory will be used on the check out day at the end of your tenancy for comparative notes to the check out report.

If you require any help when moving into your property do not hesitate to contact Kingstons on 02920 409999 opt 2 or alternatively email us at accounts@kingstonscardiff.co.uk.

Tenant/Landlord Rights & Responsibilities



Landlord's responsibilities:

- The structure and exterior of the house including drains, gutters and external pipes.
- Installations for gas, water and electricity supplies
- Sanitation and heating.
- Keeping the property wind and watertight and reasonable fit for habitation.

Usually, if a landlord has provided any fixtures or fittings with a property and they breakdown, it is the landlord's responsibility to maintain them unless they have been damaged by the tenants.

Tenant's responsibilities:

- To report the need for repairs promptly and in writing.
- To avoid damaging the property, **damage includes not keeping it clean.**
- To protect the property during absences (against severe frosts for example). It should be clear on the contract what precautions you are required to take (turning off the water supply for instance).
- Minor maintenance: new bulbs, fuses, unblocking sinks.
- Cleaning fixtures and fittings.
- Internal decorations are subject to negotiation.
- In the winter you may have to ensure that the heating is kept on a low heat for a small portion of the day to prevent the pipes from freezing.

Noise

Your assured shorthold tenancy contract will contain measures to allow the landlord to evict you and your flatmates for unreasonable behaviour such as noisy parties disturbing local residents. Neighbours can also contact their local council's Environmental Health Officer.

Councils can serve a noise abatement order on the perpetrator, and if there are further offences can seize equipment and bring the offender to the magistrate's court. Those convicted can be fined up to £5,000.

Just don't be anti-social. Politely inform neighbours if you are holding a party, and turn the music down after 11:00pm, please.

Insurance

Landlords will have an insurance policy in place to cover the building and its fixtures and fittings. This cover does not protect your worldly possessions, it is high recommended that you consider taking out insurance policy to cover their personal belongings and to consider security marking and noting the serial numbers of any valuable items and equipment.

Council Tax

Tenants are liable for the council tax payments for the property and will be responsible to set up a payment plan. If you are a student then you will be exempt. Simply obtain an exemption certificate from the University and forward to us at the office and we'll take care of it for you. *Note – we will require certificates from each student tenant to be able to exempt the house from council tax.*

Tenant/Landlord Rights & Responsibilities



Health & Safety

Gas

From 1 April 2009, the law requires all landlords to ensure that all gas appliances in a property are safe and checked annually by a person registered with the Gas Safe Register. All existing Corgi gas safety records will be valid until their expiry date (even if that date is later than 1st April 2009). Any gas safety record given to you after 1st April 2009 will only be valid if the engineer is registered with Gas Safe Register.

Fire

Think carefully about fire safety and make sure you take precautions to prevent fires and have a plan of action in the event of a fire. Unfortunately in most properties there isn't a legal requirement for landlords to provide smoke alarms, fire extinguishers or blankets. However, we would encourage all students to request them from their landlords. Provision of fire blankets is mandatory in HMO Licensed premises. Furnishings provided must meet the fire resistance requirements in the Furniture and Furnishings (Fire Safety) Regulations 1988.

Electric

Dangerous electrical appliances or damaged sockets can cause fire or serious injury. Although there is no legal requirement for the landlord or agent to carry out regular checks, they are responsible for ensuring that the installations and appliances are safe to use in your student accommodation.

All properties which require a HMO Licence must have a Periodic Inspection Report & Electrical Certificate Check carried out at a minimum of every 3 years.

Frequently having to replace light bulbs is not necessarily a sign of problem wiring. Try a different make of light bulb (perhaps more expensive) before reporting the problem.

What Is A HMO?

Houses in Multiple Occupation

In April 2006 the government introduced the mandatory licensing of houses in multiple occupation. As far as mandatory licensing of rented properties is concerned a house in multiple occupation is defined as a property which spans over three or more floors and is shared by five or more people made up of 2 or more families. A family can be a single person.

In July 2010 Cardiff County Council introduced additional HMO licensing in Cathays, meaning if you are renting a house in Cathays and there are three or more of you resident at the property then it is likely that your landlord will be required to make a HMO application. You can contact private sector housing at Cardiff County Council if you are unsure.

The poor standard of some student accommodation was one of the issues that encouraged the government to introduce mandatory licensing. Before a property can be granted a licence it has to meet minimum standards in terms of the number of bathrooms, toilets, washbasins, showers, cooking and laundry facilities. The Landlord will have to show the Local Authority that they are a fit and competent person to manage their own property.

Kingstons Residential ensure that all of the rental properties meet the required standard set by Cardiff County Council, and that these standards are maintained so you can get on with living at the property, rather than worrying about the safety standards.

During your stay



Maintenance Issues

Having worked in the industry for over 15 years Kingstons is continuously trying to improve its service and maintain good value for our clients. Our dedicated in house maintenance procedure assists tenants with all types of problems and ensures the highest customer care is carried out at all times.

How to Report a Maintenance Issue?

Act swiftly. As soon as you notice any problems maintenance related, notify Kingstons immediately. Never wait for a small problem to grow into a large nuisance before taking action.

Contact Kingstons maintenance department either by Telephone 02920409999 (option 2) or email Maintenance@kingstonscardiff.co.uk.

Your problem will be logged and the maintenance team will endeavour to send a relevant contractor to resolve the issues within 48 hours.

Be reasonable. You should be reasonable about what is requested and take consideration in to how long it will take to rectify. As a rule of thumb, 28 days should be allowed for non-urgent repairs. Urgent repairs such as plumbing or sanitation should, however, be completed within one or two days.

TV License

If you have or intend to have a TV on the premises, it is essential that you purchase a television licence. If you have a joint tenancy you can have one licence to cover more than one television used by different occupants.

Bills

Tenants are responsible for all utility bills from the commencement date of the tenancy. It is the tenant's responsibility to contact the utility providers with the meter readings to open a new account in the household name. To assist you, we will as part of the service, advise the existing utility companies, Gas, Electric, Water, Council Tax and Broadband, of the commencement of the tenancy, however you may still need to call to open yourselves. Upon moving in you will receive a letter from such relevant companies greeting you to the start of your tenancy. If you haven't received a letter within the first few weeks then it would be practical to call and find out your suppliers (*numbers can be found on the Useful & emergency Contacts Page*).

Once you know your suppliers then simply give them a call to inform them that you're the new tenants to set up an account for monthly payments or quarterly whichever suits the group best. Note – you will need starting meter readings and the tenancy start date at hand.

Internet

Setting up internet is down to the tenants and you can pick whichever provider suits you best. Discuss as a group and shop around for the best deals. If you need any advice then pop in to the office and speak to someone on the Lettings Team. Note that if your planning on setting up internet, the installation appointments will have to be strictly between the tenants and providers so direct access can be arranged.

During your stay

Rubbish Collection

What to Do with your Rubbish?

Rubbish is collected each week on the same day and the days will vary dependant on the postal location of your property. All bins, bags and kerbside caddies must be put out before 6:00am on the day of collection, or no earlier than 4:30pm the day before.

Your recycling and waste should be separated into four categories:

Green recycling bags - collected every week.

Brown kerbside caddies - collected every week.

Black bags or black wheelie bins - collected every two weeks on alternate weeks to the white bio bags or green wheelie bins.

White bio bags or green wheelie bins - collected every two weeks on alternate weeks to the black bags or black wheelie bins.

Parking Permits

You can apply for a permit if you live in a street where a residential parking permit scheme is in operation. Anyone living at the address may apply for a permit so long as the address is their primary residence. However, there is a limit of 2 resident permits and 1 visitor permit issued per dwelling. All applications are done via post. Visit www.cardiff.gov.uk to print out an application form.

Condensation/Damp & Mould

Damp and mould is a common problem in many student houses for two reasons; either the tenants aren't heating and ventilating the property efficiently, or there is a defect in the house, but this is not that common

Black mould growth and condensation in your home is a sign there's too much water in the air. As the winter approaches, you will notice more condensation in your rooms. Condensation can lead to damp and mould if not dealt with correctly. There are many factors involved in the cause of condensation and mould, the main ones being no air circulation in rooms, due to windows and doors being kept shut.

Dampness may be the responsibility of the landlord, particularly if it is due to poor insulation, ventilation or heating. They have a duty to keep the property wind and watertight and reasonable fit for habitation. However, tenants have a responsibility to keep the property in a good state of repair, and the dampness may be their responsibility as they contributed to it. Therefore it is not always the landlord's responsibility to deal with damp. It will depend on the tenancy agreement, the severity of the problem and the cause (i.e. disrepair to the exterior of the building).

You can take steps to reduce damp, too. In kitchens and bathrooms using extractor fans or opening windows can prevent a build-up of condensation. **Also be careful drying lots of clothes on radiators and racks as this too can cause a build-up of condensation, which can lead to damp.**

For more advice and enjoy a mould free home contact a Kingstons staff member or visit www.welshlandlords.org.uk

Out of Hours

If you experience problems outside of office opening hours and are in need of urgent attention then call 07907584688 for our out of hours contact.

Note - Tenants will be liable to pay a call out charge for any call out considered unnecessary and not classed as an emergency. (This is at the discretion of Management and is final).





Rent Payments

Rental Payments- Standing Order

Please be advised that standing order forms completed on contract signing day will be submitted to your bank. In order for the monies to arrive in our bank account as of the 1st of each month, occasionally lack of funds or incorrect details on the standing order can cause non-payment to Kingstons

PLEASE CHECK THAT PAYMENT IS SET UP BY 20TH JUNE - IF NOT PLEASE CONTACT KINGSTONS ACCOUNTS DEPARTMENT IMMEDIATELY ON 02920409999 OPT 2 OR EMAIL accounts@Kingstonscardiff.co.uk

Kingstons will hold no liability if the bank has not set up the payment for the contract commencement. **Please be aware that if no payment is received a charge will be enforced – please see Accounts charges list.**

Charges

In the event of the tenancy going into an arrears situation, Kingstons have the right to exercise our statutory right to claim interest and compensation charges under the Late Payment of Debt (Interest) Act 1988, amended and supplemented by the Late Payment of Debt Regulations 2002 Act.

Kingstons will be entitled to charge interest at the rate of 4% above the prevailing base rate of the Bank of England on the outstanding sum from the due date to the date of payment.

Sometimes we can understand certain situations arise causing difficulty to pay rent, if this is the case then please contact the Accounts team immediately on 02920409999 (option 2) or email Accounts@Kingstonscardiff.co.uk

Account Charges List (prices inclusive of VAT)

SMS Text Reminder	£2.50
Email Reminder	£2.50
Rent arrears first letter	£10.00
Rent arrears second letter	£10.00
Rent arrears third letter	£10.00
Preparation of a Section 8 Notice	£25.00
Unpaid Standing Order/Missed payment	£25.00
House visit for collection of rent	£45.00
Cancellation of a cheque (e.g. lost/mislaid)	£8.00
Council tax reminder letter	£8.00
Change of Utility suppliers letter	£8.00
Reference letter (per person)	£25.00
Replacement Tenant Fee	£180.00
Return of overpaid rent	£15.00



Moving Out



Coming To The End Of Your Tenancy – What Happens Next?

A letter will be sent to all tenants during the latter part of April informing you of the tenancy ending. Full information will be detailed on how to move out of your property without any difficulties.

An appointment will need to be scheduled by emailing or calling us to arrange a key Hand-Over appointment quoting reference: (Your Property Address)

Note the last member of the household to vacate the property will be the one responsible to make the appointment with Kingstons for a check-out inspection to be carried out. *Please note only one inspection per household will be performed once all tenants have vacated and all personal belongings have been removed.*

Please be aware that due to exceptional busy period, the check-out inspections will be scheduled on first come first serve basis. Should you request a date and time which is fully booked, we will either suggest another date and time or ask that keys are handed back to our office on the said date and time; the checkout will then be conducted in your absence, in which a copy of the checkout report will then be sent out for your records.

Only 1 person from each household is required for the key Hand-Over. Please note as per your tenancy agreement we reserve the right to levy a small charge of £6.00 + VAT per tenant for the check out in order to cover the administration costs.

Failure to check-out of the property by the contract expiry date may result in an additional fee being applied for such an extension without permission to do so.

Utility Bills

You are required to obtain meter readings for both gas and electricity and if applicable, water. You will need to contact your gas and electricity suppliers to confirm you are vacating the property and that these are the final readings as of the contract end date, not the date that you have vacated the property. i.e if you vacate on the 20th June you will still need to close your account as of the 30th June. You will need to provide proofs of payment to Kingstons office for Gas, Electricity, Water and Council Tax (Or Copies of Exemption Certificates) in order to have your bond deposit returned. Failure to provide proof of payment will result in delays to your deposit being return, until we receive written confirmation that such bills are settled we cannot process the refund of your bond deposit.

Account

Deposits are only returned once all Tenancy Account arrears for the household are cleared in full. This includes outstanding rent, any charges for late payments, any maintenance raised during tenancy period, as highlighted within your Tenancy Agreement.



Cleaning

Cleaning and damages: Please ensure that the property is thoroughly cleaned, including the skirting boards, window sills & windows.

The kitchen appliances must be clean and tidy please pay particular attention to the following: Cooker hob and oven are both clean and free from grease, the Fridge and Freezer(s) i) have all food removed, ii) are clean and defrosted, iii) once clean make sure these are switched off and left with the door open to prevent the build up of mould. The floor should be cleaned and all unwanted food/rubbish should be disposed of in an appropriate manner.

Washing machine is clean, no clothing is left and that the powder tray has no residual powder left in it, all cupboards, wardrobes and drawers to be emptied, and wiped down, all furnishings to be put back tidy and presentable.

Please check behind and underneath furniture for cleaning, as these areas are often forgotten.

The bathroom suite and tiled surfaces should be cleaned to remove any build-up or deposits. The floor should be cleaned and any unused/unwanted toiletries or rubbish should be disposed. All personal items and furniture to be removed

All carpets to be vacuumed and laminating flooring vacuumed and mopped. Hoover Bag replaced or cleaned out. If the property has a garden, to be mowed and tidied (with any rubbish removed).

Rubbish

All rubbish must be removed from property and tidily presented at the front ready for the council to remove. Any items not removed by council will be the responsibility of the tenants.

Get It Out For Cardiff is the annual end of term waste/recycling and charity collection set up to ensure that moving out at the end of term is stress free and leaves our communities clean and tidy.

The scheme includes extra waste collections in Cathays, Roath and Gabalfa over 3 weekends in June. You can put out extra recycling and waste on 3 Saturdays in June; 16th, 23rd and 30th – please put your waste/recycling out for an early Saturday morning collection.

Upon your departure, all rubbish bags and unwanted items of furniture should be left at the front of the property (NOT IN FRONT GARDEN) ready for collection on the appropriate day. Charges will be made to the household for the removal and disposal of items not listed on the inventory. Should the property not be adequately cleaned upon inspection, professional cleaners will be appointed and all charges will be made to the household which may result in a delay when returning your bond deposit.

Check Outs

Check Out Procedure

All Damages and Cleaning are compared from your initial inventory completed at the start of your Tenancy. If you require additional copies, just email a request to Accounts@Kingstonscardiff.co.uk

Any damage caused during the tenancy is the tenant's responsibility. This will include: damage to walls by nails or blue tack, damage to furniture including cigarette burns, damage and stains on carpets, damage caused by bicycles stored or brought through the property, damage caused by condensation when the property has not been ventilated sufficiently and damage caused by negligent use of the of showers, plus more.

Tenants are responsible for the costs of the repairs required to rectify damages to the property as noted during the check out inspection. In the event that remedial works are required your bond will only be returned once invoices for these works have been submitted. All works co-ordinated by Kingstons are subject to an administration fee.

Please note that any damages or cleaning charges on joint tenancies are applied equally across the tenants within the household unless a particular tenant wishes to take sole responsibility for a specific charge.

The deposit shall be returned to the tenant (without interest and less any relevant deductions, where applicable) once the Tenancy has been terminated, the property has been vacated and within 10-14 working days of receiving proof that all utility bills have been paid (subject to awaiting maintenance invoices and any account charges as mentioned above).





Deposits

What Is A Bond Deposit?

Protection of your Bond Deposit

Since April 2007, all assured shorthold tenancy deposits received by landlords and letting agents must be protected by a Government-authorized tenancy deposit protection scheme.

Your landlord/letting agent has protected your deposit with our Insured scheme. This means that your landlord/letting agent will retain the deposit, but they have paid a protection fee to protect the deposit through a scheme. Your landlord/letting agent will be responsible for returning your deposit to you at the end of your tenancy.

How does the Insured scheme work?

- You pay your deposit to your landlord/letting agent.
- Your landlord/letting agent must register your deposit within 30 days.
- Your landlord/letting agent will provide the scheme with your contact details.
- Kingstons will receive a Deposit Protection Confirmation, detailing your Deposit ID. You will need this information whenever you make an enquiry.

Disputes

What happens when I move out?

At the end of your tenancy, you and your Kingstons will need to agree how your deposit will be repaid.

If you reach an agreement, Kingstons will pay back the agreed amount of your deposit and contact us to confirm the deposit has been repaid.

If you can't reach an agreement, you will need to notify My Deposits a dispute.

What happens if we can't agree on how the deposit is repaid?

If you can't agree on how your deposit should be repaid, you can use My Deposit independent Alternative Dispute Resolution (ADR) service to resolve the dispute. It's free to use and avoids the need for court action.

Once you and Kingstons have agreed to use this service, we'll ask you to send us any evidence

Charges List



Maintenance Charges (Prices Excluding VAT)

Bathroom Charges

✓ Re-silicone from	£15
✓ Blockages from	£15
✓ Replace toilet seat from	£25
✓ Shower Curtain from	£15
✓ Replace bathroom Cabinet from	£25
✓ Condensation mould from	£30
✓ Shower head replacements from	£20
✓ Shower rail replacements from	£35
✓ Shower holder replacements from	£10
✓ Toilet roll holder replacements from	£15
<i>Dependant on severity</i>	

Kitchen Charges

✓ Cupboard repairs	
- Handles	£10
- Hinges	£10
✓ Doors from	£30
✓ Oven Shelves and Grill pans from	£30
✓ Oven shelves from	£20
✓ Damages to fridge shelves/draws from	£30
✓ Replace cooker knobs from	£15
✓ Silicone	£15
✓ Replace Missing fire blanket	£25
✓ Replace Microwaves from	£50
✓ Replace dining table from	£75

Appliances

- ✓ Washing machines
- ✓ Dishwasher
- ✓ Microwave
- ✓ Fridge Freezer
- ✓ Oven
- ✓ Cooker
- ✓ Hobs

All prices will be subject to independent evaluations from engineer

Removals

- ✓ Black rubbish bag removals from £10 per bag
- ✓ Removal of furniture from (depending on size) £20

Bedroom

- ✓ Locks from £25
- ✓ Replace door hinges from £25
- ✓ Replace door closure from £25
- ✓ Blinds and Curtains from £35
- ✓ Mattress Toppers from £40
- ✓ Additional storage from £30
- ✓ Broken furnishing items from £15 for repairs, from £35 for replacements
- ✓ Mattress replacements from £95
- ✓ Mattress stains from £25
- ✓ Bed base replacement from £80
- ✓ Desk chair replacement from £25

Please note charges listed above are for guidance only.

Charges List



Maintenance Charges (Prices Excluding VAT)

Lounge

✓ TV aerials from	£15
✓ TV replacements from	£175
✓ Coffee table/dining table damages from	£20
✓ Vacuum Cleaner from	£60
✓ Additional seating from (per chair)	£25
✓ Sofa repairs from	£60
✓ Sofa replacement from (based on large 2 seat)	£220

Other

✓ Light bulbs from	£5
✓ Locks on doors from	£25
✓ Curtains/Blinds starting from	£15
✓ Doorbell from	£35
✓ Door Handles from	£20
✓ Door Hinges from	£15
✓ Door closure from	£30
✓ Painting from	£15 pr sq metre
✓ Replace stained/damaged carpet from	£20 pr sq metre
✓ Replace stained/damaged vinyl or laminate floor	£20 pr sq metre
✓ Extractor fan replacement from	£30
✓ Bannister spindle	£15
✓ Fire Alarms	
- Refitting casing or replacing batteries	£10
- Replacement alarms by engineer fitting	£46.50
✓ Vacuum replacements from	£60
✓ Furniture moved back to original location	£25
✓ Fire extinguisher replacement	£60

Missing Items

- ✓ Prices will vary dependant on the item

Cleaning

- ✓ Prices will vary dependent upon the condition of the property

Please note charges listed above are for guidance only.

Useful & Emergency Contacts



Emergency Locksmith

Tonys Locksmith (Tony) 02920 344799 / 07798 612837

(Please note Kingstons will not reimburse call out charges without prior consent of lock failure)

Emergency Gas Engineer

Kingstons Out of Hours - 07907584688

(Unnecessary call outs will be payable by tenants)

Emergency Plumber

Kingstons Out of Hours - 07907584688

(Unnecessary call outs will be payable by tenants)

Emergency Electrician

Kingstons Out of Hours - 07907584688

(Unnecessary call outs will be payable by tenants)

Cardiff County Council

General enquiries 02920 872000

Council tax enquiries 02920 872087

Bulky item collection 02920 872087

Pest control 02920 872087

Emergency services

South Wales Police – 999 (emergency) / 101 (non-emergency)

South Wales Fire & Rescue Service - 999

Welsh Ambulance Services NHS Trust - 999

Utilities

Western Power Distribution 0845 6015972

(find out your electricity supplier South Wales and South West England only)

Transco 08706081524

(find out your gas supplier or call if you smell gas)

Welsh Water 08000520145

British Gas 0845 6091122

Swalec (electric) 08000505252

Swalec (gas) 08000520567

NPower 0800 632632/0845 7145146

E-On 0116 249 2222

Southern Electric 0845 7585401

Electricity 08000 520 400

Glide 0333 666 5555

Sponsors & Promotional Events



We support the community, on social initiatives such as Islamic Relief, whom have raised thousands of pounds for charity, for home and all over the world. Furthermore, we are proud sponsors of many Cardiff universities societies and sports clubs. You may see our logo on many kits such as Cardiff Met Rugby and the Malaysian Society.



The month of October 2013 brought Kingstons to the steps of the Cardiff 'Student Lock In' at St Davids 2. With an estimated 25,000 students attending, Kingstons had a significant stall and gathered many eager students. The 3 hour event flew by with queues present all night for our scrumptious yellow candy floss and yummy popcorn. As well as free food on offer there was the giant dartboard to provide the fun for anyone testing their skills to score the highest to win a brand new iPod Nano.



As the night came to the end, Kingstons colored candy floss and popcorn branded cups were apparent throughout the whole centre. An anticipated crowd was awaiting the raffle prize draw to win a brand new iPad Mini. The night was very successful for Kingstons with happy students and a large applicant list looking for properties for the next academic year.





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The Property Ombudsman