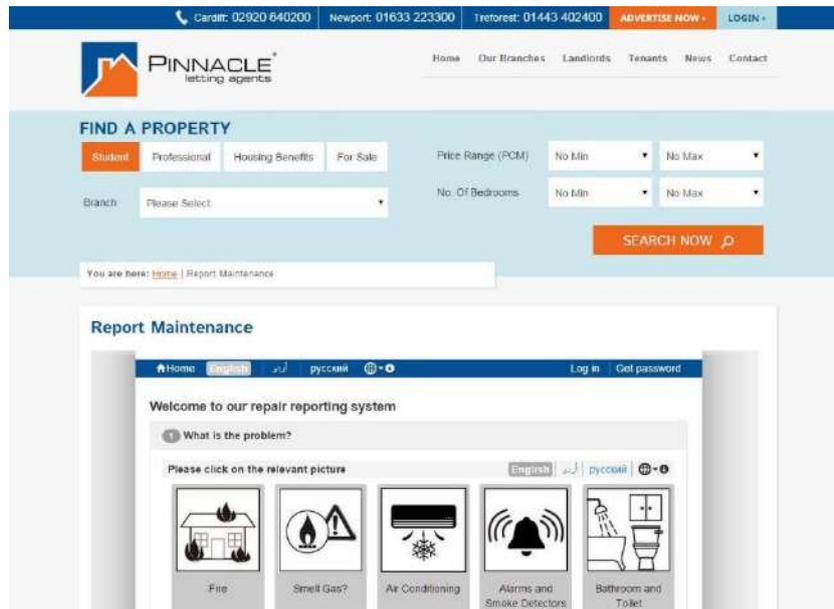


## Reporting Maintenance

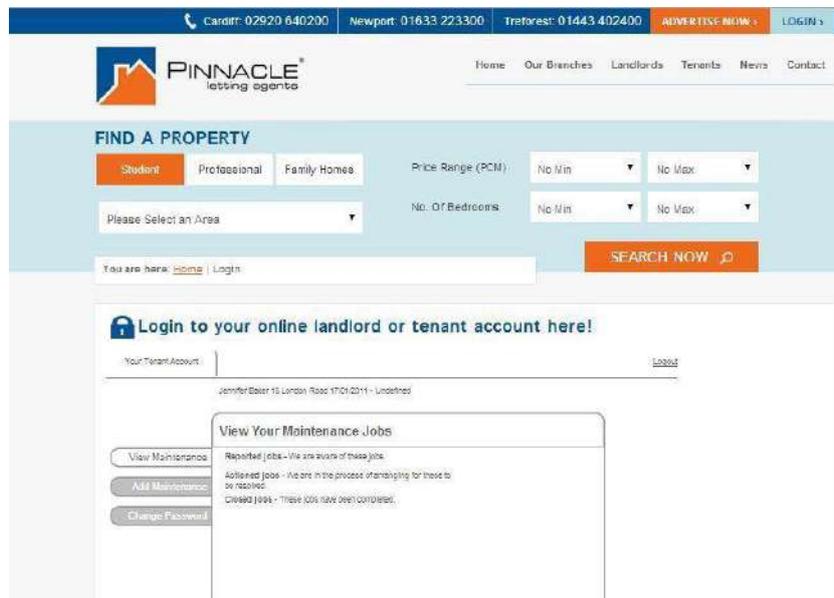
This property is managed by Pinnacle to report maintenance please:

- Logon to [www.pinnacle-group.com/maintenance/](http://www.pinnacle-group.com/maintenance/)
- Click the Report Maintenance button
- Follow the on-screen instructions



and to get an update please:

- Logon to [www.pinnacle-group.com](http://www.pinnacle-group.com)
- Click Login Tab
- Create an Account/Login with your email address





<b>Date:</b>	Day	Month	Year
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<b>Property:</b>	[[PropertyAddress]]
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We the undersigned have fully read and understood the terms and conditions laid out in the 'Assured Shorthold Tenancy' agreement we are about to sign.

We have had time to seek independent legal advice and ask *Pinnacle Serviced Accommodation & Lettings* employees about anything to which we are unsure.

We understand that the document we are about to sign is legally binding and breach of any terms or conditions could lead to court action. We fully understand that this is a fixed term 'Assured Shorthold Tenancy' agreement and that rent is payable for the full term even if I choose not to live in the Property. We understand that we cannot give notice to cancel this 'Assured Shorthold Tenancy' agreement.

We can confirm that we may wish to install a telephone line and/or broadband and/or cable connection to the property when we move in and understand that you may need to make a request to the landlord for the authorisation of the installation (delete paragraph if not required).

We understand that utility suppliers may contact us directly to arrange connection and the setting up of accounts & agree to our contact details being passed on to a third party.

**SIGNED** by the Landlord or an authorised person of *Pinnacle Serviced Accommodation & Lettings* as agent for the Landlord.

<b>Agent or Landlord Sign Here:</b>		<b>Date:</b>	
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<b>Tenant Sign Here:</b>	[[TenantSign.Name]]	<b>Date:</b>	
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For letting residential dwelling house at:	[[PropertyAddress]]
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**Tenancy Reference: [[TenancyRef]]**

THIS AGREEMENT is made on the date specified below BETWEEN the Landlord and the Tenant. It is intended that the tenancy created by this Agreement is an assured shorthold tenancy within the meaning of the Housing Act 1988, as amended by the Housing Act 1996.

<b>Date of signing:</b>	Day	Month	Year
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<b>Landlord (inc. address):</b>	[[Landlord.Name]]; [[Landlord.Address.Address1]] [[Landlord.Address.Address2]] [[Landlord.Address.Address3]] [[Landlord.Address.Address4]] [[Landlord.Address.Postcode]]
<b>Telephone Number:</b>	[[Landlord.Mobile]]

**Note:** Any notice under Section 48 of the Landlord and Tenant Act 1987 can be served on the Landlord at the address above.

<b>Tenant:</b>	[[Tenant.Name]]; [[Tenant.NoKAddress.Address1]] [[Tenant.NoKAddress.Address2]] [[Tenant.NoKAddress.Address3]] [[Tenant.NoKAddress.Address4]] [[Tenant.NoKAddress.Postcode]]	
<b>Note:</b> If two or more persons are named above, then their obligations to the Landlord shall be joint and several.		
<b>Property:</b>	[[PropertyAddress]]	
<b>Contents:</b>	The fixtures and fittings at the Property together with any furniture, carpets, curtains and other effects listed in the Inventory.	
<b>Term:</b>	For the term of [[TermMonths]] months commencing on [[StartDate]] and ending on [[FixedDate]]	
<b>Rent:</b>	<b>From:</b>	[[RentPeriodsList.RentPeriod.From]]
	<b>To:</b>	[[RentPeriodsList.RentPeriod.To]]
	<b>Total Rent per Rent Period:</b>	[[RentPeriodsList.RentPeriod.Rent]]
<b>Payment:</b>	Payment is required by Standing Order in advance on the first working day of each rental period.	
<b>Deposit:</b>	A deposit of [[Deposit]] to be paid by the Tenant and protected by the <i>Tenancy Deposit Scheme</i> (TDS). The deposits will be used to cover any losses suffered by the landlord as a result of any tenant breach within this AST.	



1.0	The Landlord agrees to let and the Tenant agrees to take the Property and Contents for the Term at the Rent payable above.
2.0	The Tenant pays the Deposit as security for the performance of the Tenant's obligations and to compensate the Landlord for any breach of those obligations.
3.0	<b>The Tenant agrees with the Landlord:</b>
3.1	To pay the rent on the days and in the manner specified in this Agreement.
3.2	<p>To pay for the following permitted default payments, if/when applicable:</p> <ul style="list-style-type: none"> <li>a. <b>Missed appointments</b> - if a landlord has arranged for a contractor to visit the property to carry out remedial work and the tenant refuses entry or is not there to grant access then any charges levelled at the landlord from the contractor will be passed to the tenant(s) and charged at £60 including VAT.</li> <li>b. <b>Avoidable or purposeful damage</b> - Damage to the property caused by neglect, careless or wilful behaviour will be a breach of tenancy and will be charged to the tenant at cost of damaged caused.</li> <li>c. <b>Replacement keys/lockout</b> - the cost of cutting new keys will be charged to the tenant(s) if you are at fault and have lost them or if a locksmith must be called charged at £2.50 per key if a standard key or this could be up to £35 for a specialist key (i.e., a master key plus any callout charges incurred for the locksmith to attend if required). If the tenant is locked out of the property due to misplacing, forgetting or losing keys or any other reason that is the tenant's fault then the tenant may be charged the cost of a new lock (if necessary) and/or the callout charge of a contractor to attend.</li> <li>d. <b>Emergency/out of hours call-out fees</b> - Tenants will be charged for any out of hours service needed as a result of tenant actions, such as an emergency glazer, plumber or locksmith if the tenant caused the property issue/repair in the first place. Tenants will not be charged for other out of hours services if they have not caused the issue. These charges are dependent on the severity of the damages and can vary from contractor to contractor. You will be notified of any charges incurred to you as a result of damages before a contractor is booked so you can review the cost and decide if the repair can wait for a contractor to attend in hours.</li> <li>e. <b>Tenancy surrender charge</b> - If a whole tenancy wishes to surrender the tenancy before the end of the fixed term and this is agreed in writing with tenants and landlord then the tenant will be liable for the landlords re-letting fee as outlined on landlord fee cards in our office and any rent due up until a new tenancy is signed, to a maximum of the rent due until the end of the fixed term.</li> <li>f. <b>Rent-arrears charges</b> - There is no charge for the first 7 days that the tenant is in arrears. However, after the end of the period of seven days from due, 3% above Bank of England base rate may be charged.</li> </ul>
3.3	<p>To pay for the following services consumed on or supplied to the Property during the Term:</p> <p>[[TenantServicesLine.Name]]</p> <p>and not to do anything that may cause the disconnection of these services, and to pay the cost of any reconnection fees in this event. The Tenants information will be passed onto local authorities, utility, setting up accounts and broadband companies and future Tenants for the purpose of confirming payment of services consumed. The tenants understand that administration costs will be due if services are put into the name of the Landlord or the Landlord agents or are disconnected.</p> <p><b>TDS Custodial</b>, PO Box 1255, Hemel Hempstead, Herts, HP1 9GN</p> <p><a href="mailto:info@tenancydepositscheme.com">info@tenancydepositscheme.com</a> <a href="http://www.tenancydepositscheme.com">www.tenancydepositscheme.com</a></p>
3.4	Not to do damage or injure the Property or make any alteration in or addition to them including decorating or fixing items to walls without the prior written consent of the Landlord.



3.5	To deliver up the Property at the end of the Term in the same good and clean state of repair and condition as it was at the beginning of the Term and make good or pay for the repair of or replace all such items of the Contents as shall be broken, lost, damaged or destroyed during the tenancy (fair wear and tear and damage by accidental fire excepted).
3.6	To keep the Property in a clean and tidy condition and complete repair during the Term including communal areas, windows, gardens and not allow mail to collect in the hallway.
3.7	To keep the Property heated adequately in order to avoid damage by freezing conditions and to keep the property sufficiently aired to avoid damage by condensation or similar.
3.8	To leave the Contents at the end of the tenancy in the same places in which they were positioned at the commencement of the tenancy according to the Inventory.
3.9	Not to assign sublet or otherwise part with possession of the whole or part of the Property.
3.10	To use the Property as a single private dwelling and not to use it or any part of it for any other purpose including any illegal or immoral purposes.
3.11	Not to do or permit or suffer to be done in or on the Property anything which may be a nuisance or annoyance to the Landlord or the tenants or occupiers of any adjoining property or which may void any insurance of the Property or cause the premiums to increase.
3.12	To permit the Landlord or the Landlord's agents upon reasonable notice (24 hours) at reasonable hours (save in an emergency) to enter the Property to view the state and condition or carry out works of maintenance or repair.
3.13	To permit the Landlord or the Landlord's agents upon reasonable notice (24 hours) at reasonable hours to enter the Property with prospective tenants, purchasers, surveyors or local authority officers, and to take photos for marketing purposes.
3.14	Not to keep any pets on the Property without the Landlord's written consent.
3.15	Not to alter or change or install any locks in or about the Property without the prior written consent of the Landlord and to inform the Landlord of any alteration is made to the code of any burglar or fire alarm.
3.16	To fasten all locks to all doors and windows and activate any burglar alarm whenever the Property is left unattended.
3.17	To forward any mail or official notice addressed to the Landlord or his agent within 7 days.
3.18	To notify the Landlord if the Tenant intends to leave the Property vacant for a period in excess of 28 consecutive days.
3.19	To give the Landlord at least one month's notice in writing when the Tenant wishes to end the Tenancy at the expiration of the term certain. To avoid confusion, one month's notice cannot be given within the fixed term of this Tenancy Agreement. This is not required if the Landlord has already given the Tenant two months' notice to end the Tenancy at the expiration of the term certain.



3.20	<p>To give the Landlord, on or after the fixed term, at least one calendar month's written notice in line with the rental due date and should expire the day before the next rental payment is due. To avoid confusion, one month's notice cannot be given within the fixed term of this Tenancy Agreement.</p> <p>Should the Tenant provide less than one month's notice the Landlord reserves the right to charge the full rent for the notice period.</p>
3.21	<p>The initial fixed term tenancy may be renewed or extended by the preparation of a brand-new agreement, signed by both landlord (or his agent) and tenant(s).</p>
3.22	<p>To return all keys for the Property to the Landlord or his agent on the last day of the tenancy and to provide forwarding addresses for all vacating tenants.</p>
3.23	<p>To provide in writing or by email details of any changes in contact details including email address and mobile phone numbers within 10 days of the change.</p>
3.24	<p>To hold, maintain for the Term and provide the Landlord or his Agent on request, a copy of insurance that the Landlord or his Agent considers adequate to protect any accidental damage caused by the Tenant to the furniture, fixtures and fittings at the Property as described in the inventory.</p>
3.25	<p>To submit in writing details of any disagreement with the Landlords decision on deductions from the Deposit. The Tenant should detail the issue in question, provide additional information that validates the dispute and propose a resolution.</p>
3.26	<p>To place refuse on the street for collection on the prescribed collection day and ensure that the area used to store refuse is maintained in a clean and tidy condition.</p>
3.27	<p>To be responsible from the first day of term for ensuring that any appliances using gas, electricity or water are set according to the Tenants preferences.</p>
3.28	<p>To keep all electrical appliances and apparatus in good working order and to pay for the repair or replacement of any such item which has been misused or damaged during the term.</p>
3.29	<p>To perform and observe any obligation on the part of the Tenant arising under the Local Government Finance Act 1992 or regulations to pay Council Tax or any like tax from time to time in force and indemnify the Landlord against any such obligation which the Landlord may incur during the tenancy including any council tax due by reason of the Tenant's ceasing to be resident in the Property.</p>
3.30	<p>Within seven days of the receipt by the Tenant of any notice given under the Party Wall Act 1996 or any similar acts to give a copy to the Landlord or his agent and not to take any steps regarding the acts unless required so to do by the Landlord or his agent.</p>
3.31	<p>To not keep bicycles inside the Property.</p>
3.32	<p>To not light or use any candles, joss sticks or similar in the Property.</p>
<b>4.0</b>	<p><b>The Landlord agrees with the Tenant as follows:</b></p>
4.1	<p>To pay for all assessments and outgoings in respect of the Property (other than those mentioned in 3.6 above) and keep in repair the structure and exterior of the Property and to keep in good repair and proper working order the installations for the supply of water, gas and electricity and the installation in the Property for space heating or heating water as required by Section 11 of the Landlord and Tenant Act 1985.</p>



4.2	That the Tenant paying the Rent and performing the agreements on the part of the Tenant may quietly possess and enjoy the Property during the Term without any unlawful interruption from the Landlord or his agent.
4.3	To pay for the following services consumed on or supplied to the Property during the Term: [[LandlordServicesLine.Name]]
<b>5.0</b>	<b>The Landlord and the Tenant agree:</b>
5.1	Notice is hereby given that possession might be recovered under Ground 1, Schedule 2 of the Housing Act 1988 if applicable. That is, that the Landlord used to live in the property as his or her main home or intends to occupy the Property as his or her only or main home.
5.2	The tenancy may be brought to an end if the mortgagee requires possession on default of the borrower under Ground 2, Schedule 2, of the Housing Act 1988.
5.3	Any notice served by the Landlord on the Tenant shall be sufficiently served if sent by standard first or second-class post to the Tenant at the Property or the last known address of the Tenant or left at the Property addressed to the Tenant.
5.4	The Landlord may re-enter the Property and immediately thereupon the tenancy shall absolutely determine without prejudice to the other rights and remedies of the Landlord if the Tenant has not complied with any obligations in this Agreement or should the Rent be in arrears by more than fourteen days (whether legally demanded or not).
<b>6.0</b>	<b>Special Conditions</b>
6.1	No smoking in the property. [[SpecialConditionList.Name]]

**SIGNED** by the Landlord or an authorised person of *Pinnacle Serviced Accommodation & Lettings* as agent for the Landlord.

<b>Agent or Landlord Sign Here:</b>		<b>Date:</b>	
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<b>Tenant Sign Here:</b>	[[Tenant.Name]]	<b>Date:</b>	
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When you move in you will need to setup accounts with utility suppliers and broadband companies, the options are:

## Gas, Electric and Water

### Avoid Falling Out

From Pinnacle's tenant surveys, you've told us that after moving in, sorting bills out with housemates is one of the biggest issues and reason why you may fall out with each other. Using a company like *Glide* overcomes this for you.

### Advice

- Whatever option you go with, we recommend you submit quarterly meter readings to avoid unexpected large bills and check their fair usage policies.
- To keep your home warm set your thermostat to 19 degrees, and for a couple of hours in the morning, an hour around lunch time and three hours in the evening.



**Uswitch.com**

Setup a joint house account or individually be responsible for a utility supplier.

## Broadband



**Virginmedia.com**

Cable and fibre optic broadband and TV.



**Sky.com**

Broadband and satellite TV.



**BT.com**

Broadband and TV.

### Worth Knowing

Companies like Virgin Broadband do nine-month deals that are great for students, no need to pay over the summer.

### Avoid Panic

We recommend you get your broadband order in early. At peak times it can take a couple of weeks before they can connect. Two weeks without the internet is not a good thing.

## Information

To help setup your bills and broadband, we do pass on your contact details\* to Virgin who will contact you via phone, email, text and WhatsApp.

Remember, it is your choice which utility and broadband supplier you use, neither the Letting agent or Landlord can insist on who you choose to use.

\*As set out in the Tenancy Agreement

# Customer Enquiry Form



Please complete the following details (where necessary) for your customer and fax through to 0870 762 8643.

<b>Today's date:</b>	
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Customer's Personal Details			
<b>Tenant(s):</b> Please indicate (circle) which tenant will act as the main point of contact.			
<b>Telephone/mobile:</b>			
<b>Installation address:</b>			
<b>When's the best time for us to call the customer back:</b>	Morning (9-12am) <input type="checkbox"/>	Afternoon (12-6pm) <input type="checkbox"/>	Evening (6-9pm) <input type="checkbox"/>
<b>What services is the customer interested in:</b>	TV <input type="checkbox"/>	Phone <input type="checkbox"/>	Broadband <input type="checkbox"/> Mobile <input type="checkbox"/>

<b>For letting/estate agents use only:</b>	What is the predicted date of the move?	Day	Month	Year
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<b>Customer's Signature:</b>		<b>Today's Date:</b>	Day	Month	Year
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Please Note: We may receive a commission from Virgin Media if your referral is successful

## What happens next?

A member of the Virgin Media team will contact the customer by phone to talk through the best package for them. If they're interested in joining Virgin Media, we'll take their details and organise installation as well. (If they rent their property, in some cases we'll need their landlord's agreement as well).

<b>Agent's code/name:</b>	letmc-003
<b>Agent's Tel. No:</b>	029 2064 0200

For Virgin Media Use Only	
<b>Date Received:</b>	
<b>Action Taken:</b>	

**BANK STANDING ORDER MANDATE –**

**[[StandingOrderMandate.Tenant.Name]]**

This is an instruction from the tenant to their bank to pay money to the Beneficiary detailed below. This form should be completed and signed by the tenant and returned to the agent. The agent or the landlord will post this to the tenant's bank.

**To: (Please insert full bank address including POSTCODE)**

[[StandingOrderMandate.Tenant.Bank.Name]]  
[[StandingOrderMandate.Tenant.Bank.Address.Address1]]  
[[StandingOrderMandate.Tenant.Bank.Address.Address2]]  
[[StandingOrderMandate.Tenant.Bank.Address.Address3]]  
[[StandingOrderMandate.Tenant.Bank.Address.Address4]]  
[[StandingOrderMandate.Tenant.Bank.Address.Postcode]]

**BANK PLEASE READ  
PLEASE AMEND ANY EXISTING INSTRUCTION FROM  
THE NEXT PAYMENT WITH THIS REFERENCE AND  
DATE RANGE TO THIS BENEFICIARY  
(PLEASE ENSURE THAT THERE IS ONLY ONE ACTIVE  
STANDING ORDER)**

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**ACCOUNT TO BE DEBITED**

SORT CODE: [[StandingOrderMandate.Tenant.Bank.SortCode]]  
ACCOUNT NUMBER: [[StandingOrderMandate.Tenant.Bank.AccountNum]]  
ACCOUNT NAME: [[StandingOrderMandate.Tenant.Bank.AccountName]]  
ROLL NO: (Building Societies ONLY)

**BENEFICIARY DETAILS**

BANK: [[StandingOrderMandate.Beneficiary.Bank.Name]]  
BRANCH DETAILS: [[StandingOrderMandate.Beneficiary.Bank.Address.Address1]],  
[[StandingOrderMandate.Beneficiary.Bank.Address.Postcode]]  
SORT CODE: [[StandingOrderMandate.Beneficiary.Bank.SortCode]]  
ACCOUNT NUMBER: [[StandingOrderMandate.Beneficiary.Bank.AccountNum]]  
ACCOUNT NAME: [[StandingOrderMandate.Beneficiary.Bank.AccountName]]

**REFERENCE:**

[[StandingOrderMandate.Property.HouseNumber]] [[StandingOrderMandate.Property.Street]]

**Bank - please reference each STO with the house reference**

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**PAYMENT DETAILS**

[[StandingOrderMandate.PaymentDetailsList.PaymentDetailsListItem]]

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<b>Customer Signature:</b>	X
<b>Date:</b>	
<b>Customer Contact Telephone Number(s):</b>	[[StandingOrderMandate.Tenant.MobilePhone]]