

Terms and Conditions for making a booking

You – the Tenant(s)

We – Oliver Walton Ltd t/a City Rooms

Viewing:

By making this booking, you confirm you have carried out viewing, or if you are living abroad you have carried out virtual viewing with one of our Letting Consultant. You should not pay holding deposit before viewing happens.

By making this booking, you confirm that:

- You have right to rent in the UK
- You have paid holding deposit equivalent to 1 week rent
- You agree with us to carry out a credit check on every named tenant.
- You agree to provide all required documents within 3 days of making this making, and 24 hours before the proposed tenancy starts if sooner
- You agree to pay the balance of **moving in monies** as described in your booking
- You agree to take reasonable efforts and sign the tenancy agreement before **‘deadline for agreement’**
- You agree to sign tenancy agreement electronically using the email provided in this booking

Documents to be provided for reference check:

Reference from your previous landlord, reference from your current employer or accountant, three recent payslips, three months bank statements, a copy of your passport.

If you are full-time student, you agree to provide enrolment letter and details of a guarantor. Your guarantor will need agree with us to carry out a credit check, and sign the Tenancy Agreement. Alternatively, you agree to pay all rents in advance.

Holding deposit:

If the prospective letting proceeds satisfactorily the sum of paid holding deposit will be applied towards the initial 'moving in monies'. Should we decide not to proceed with the proposed tenancy then the sum of holding deposit payment shall be returned to you.

Holding deposit is not refundable if you provide false or misleading information for reference check, or you failed right to rent check, or you withdraw from the proposed let for any reason, or you fail to take all reasonable steps to enter into a tenancy agreement by the 'deadline for agreement'.

Rental affordability check:

If the monthly rent is £1,000, your gross annual income shall be minimum 30 times which is £30,000. If you are full time student, your guarantor's gross annual income shall be minimum 40 times which is £40,000 per annum.

Deadline for Agreement:

Unless agreed differently, the deadline for agreement is 14 days after you made holding deposit payment, and at least 24 hours before tenancy starts if sooner.

Important reminders:

Flexible tenancy: If you need to surrender the tenancy early and we agree to re-let the room, the liability for the payment of rent will end once a new tenant is found and takes up occupation. However, you will need cover our costs in surrendering the tenancy and re-letting the room.

Council Tax, Water, and Internet: We will pay council tax, water and internet.

Electricity and Gas (sometimes referred to as Heat) Bills: Most of our properties have credit meters, where we will pay and send you a split bill based on the agreed utility%. You agree to reimburse us within 7 days of receiving the split bill. Small amount of our properties has PAYG meters, we are in the process of transferring them into credit meters. Whilst the meters are still PAYG, you agree to take turns with your flatmates to do top up and split cost among yourselves.

Communal area cleaning: We send cleaners to clean the communal area once a month, and you agree to maintain the communal area in good order. You agree to

split the costs equally with other flatmates, if we found property is in dirty condition during inspection.

Cancellation:

For any cancellation request, please email cancellation@cityrooms.com, we do not accept cancellation request sent to any other email address or telephone number.

Complaints:

If you would like to provide feedback, please contact our customer service by cs@cityrooms.com.