



TENANT WELCOME PACK

Landlord Details

Landlord Name: **[Landlord] Ltd c/o Olympia Estates Ltd**
 Address: 11 Hereford Road, London, W2 4AB
 Tel: 020 7221 3020
 Mobile: 07823772178
 Maintenance & Emergency: For any maintenance issue, please complete the customer quality form on our website - www.olympiaestates.com, alternatively e-mail us on customercare@olympiaestates.com; after the Office hours, please contact the Leisure Inn Hotel on 0207 262 0757

Property Details

Property Address: **[address]**

No of Bedrooms: **[Property type]**

Smoke Alarm: YES
 House Alarm: YES
 Fire extinguisher: YES
 Fire blanket: YES
 Garage Available: NO
 Parking Places: 0
 Furnishings Status: FULLY

Current Tenant(s)

Tenant: **[redacted]**
 Tenancy Start Date: **[redacted]**
 End Date: **[redacted]**
 Rental Income: **[redacted]**

Mobile: **[redacted]**
 Email: **[redacted]**


Tenancy Deposit Details

Type of scheme: Insurance-based
 Name: The mydeposits (the trading name of Tenancy Deposit Solutions Ltd)
 Contact details: Company registered in England no.05861648, Registered office: 3rd Floor, Kingmaker House, Station Road, New Barnet, Hertfordshire, EN5 1NZ Tel: 0844 980 0290 Fax: 08456 34 34 03



Method of Rent Payment

Standing order /
bank transfer:

Name: Olympia Estates Ltd
Bank Branch: Lloyds TSB Hanover Square
Account No: 01394458
Sort Code: 30 93 84
IBAN: GB39 LOYD 3093 8401394458
BIC: LOYD GB21055
Reference: 

Cash payment: In person at our office - 11 Hereford Road, London, W2 4AB

Credit/debit card: 1.9% fee applies

Charges

If the Tenant owes rent or any other money legally payable to the Landlord under the tenancy agreement, the Tenant will pay the late payment penalty of £35.00 and an interest on this amount from the date that it should have been paid. The interest rate is 5% above the Bank of England base rate.

The Tenant shall pay the Landlord's reasonable costs for sending rent reminder letters. This will be £5.00 for each reminder. The Tenant shall pay the Landlord's reasonable costs for any cheque that does not clear. This will be £30.00 each time a cheque does not clear.

The Tenant shall pay the Landlord a fee of:

- (i) £30 for a call-out to open the door until 10:00pm and £120 after 10:00pm, weekends and Bank Holidays
- (ii) £30 for a duplicate keys, to be collected from the Agent's office, or £60 for a duplicate keys to be delivered to the Tenant
- (iii) £100 for a Fire Alarm activation due to tenant negligence

The Tenant will at the end of the Tenancy ensure that the Property is clean and tidy and shall return the Property and the Contents to the Landlord, as per the tenancy agreement. If the Property is not returned clean and tidy the Tenant shall pay the Landlord the fee of £100.00.

The Tenant shall give at least one month notice about his intention to leave to the Landlord prior to the end of the Term and shall pay the administration fee of £50.00 to the Landlord at the end of the Tenancy, failure which the Tenant shall pay the administration fee of £250.00 to the Landlord at the end of the Tenancy.

Utilities and outgoings (if applicable)

Gas, Electricity and
Water

The Tenant shall pay all costs in connection with the supply and removal of gas, electricity, water, sewerage, telecommunications, data and other services and utilities to and from the Property, unless stated otherwise in the Tenancy Agreement.

In properties where bills are not included it is the responsibility of the tenant to arrange for a supply to be fitted, in their name. To avoid misunderstandings at a later stage, please give meter readings to us at the start and the end of your tenancy together with the name of the supplier of the service.

EDF Energy can be contacted on 0800 015 1739 and www.edfenergy.com. You will need a current meter reading and should be able to set up an account over the phone.

British Gas can be contacted on 0845 600 6113 and <http://www.britishgas.co.uk/>

All properties are served by Thames Water Utilities. Water rates can be paid by installments. Please contact the Customer Centre 0845 9200 800 (24 hours) to set up an account with Thames Water or visit www.thames-water.com. Again this should be done at the start of the tenancy.

Council Tax

In all properties managed by us, apart from bed-sits, it is a responsibility of the tenant to register for and pay Council Tax. Students, who are exempt from Council Tax, are still legally obliged to register with Council and claim their exemption. If you occupy a property as a single person you can claim a discount of 25% on your Council Tax bill. Council Tax can normally be paid for by installments, but if you register late you may lose the right to do this.

Westminster City Council

Council Tax Department

Westminster City Hall

64 Victoria Street

London, SW1 6QP

Telephone: 0845 302 3400 (weekdays 8.30am to 6.00pm)

Email: westminster.counciltax1@secure.capita.co.uk

Fax: 020 8315 2194

Postal enquiries should be sent to: Westminster City Council, PO Box 165, Erith, DA8 9DW

Payments should be sent to: Westminster City Council, PO Box 397, Warrington WA55 1GG

The Royal Borough of Kensington and Chelsea
The Town Hall
Hornton Street
London, W8 7NX
Telephone 020 7361 3000
Fax: 020 7938 1445
E-mail: information@rbkc.gov.uk

Internet

If applicable to your property, we offer free 3GB of use on our Wireless Internet Service every month, to use the free wireless internet service, you will need to create (think of) a userID and password (please do not use your first name as userID) then you will need to text it to us on 07501 491728 together with your full name, building address and flat number you leave in.

After receiving confirmation from the office that you really are one of the tenants, then we will setup your account and you can start using the internet. It normally takes up to 24 hours (excluding weekends and bank holidays) to have the account ready for use.

The accounts will be recharged at the beginning of every month between the 1st and the 4th, so there is no need to call me between these days. If on the 5th your accounts are still not working, please then text us your userID and we will check if there is any problem.

If you need to report any fault on the system, please check if anyone else is having the same problem as you, sometimes it could be a configuration problem on your laptop.

Here are some of the possible problems you might encounter:

A) You are able to see the main Wireless Hotspot Zone page, but when you enter the userID and password it always comes back to the same page.

1) check you still have credit left, to do that click on the Manage Account on the main page, enter your UserID and password and at the bottom of the page you will see KB bank, if KB Bank is showing minus any number, that means you have reached your 3GB quota of the month and you won't be able to login anymore unless you pay online for an extra 3GB for £5 or wait until the day the accounts will be recharged again. With Manage Account you can also check the remaining credit and see the times you have been online and how much data you used on each session. We recommend that you create a second account if you need to purchase extra time every month.

2) Check if you log out from the previous session, to do that open Internet Explorer and type in the following address on the address bar:

<https://secure.wirelesshotspotzone.com/status>

B) You can connect to the network but when you open your internet browser there is an error message, such as PAGE CANNOT BE DISPLAYED.

Check the configuration of your internet browser:

Open Internet Explorer and click on tools then Internet Option, then Connections and then LAN Settings, make sure none of the options are selected.

Then restart your computer and try again, if still not working try to use a different web browser such as Firefox from Mozilla.

For help on how to refill your account, please contacts us on 07501 491728 (9am - 7pm)

SAMPLE