



Landlord Manual

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Clever Student Lets

Who We Are

Set up in 2010, with an aim to providing Landlords and Students with a first class rental experience, the company has grown rapidly, not only in portfolio but also with a great reputation.

The Board of Director's combined experience of over 40 years in the student letting industry and unique backgrounds of property sales, property management, the academic environment and marketing offer us a unique position in evaluating the market. We offer clear advice and, most importantly, work with you to ensure full occupancy in your property.

If you are the sort of landlord who enjoys investing, improving your product and offering tenants a great home in which to study and live we are looking forward to working with you. By encouraging continued investment our portfolio grows in size and quality. Our perpetual feedback and insight will help you become part of the cleverstudentlets experience.

How we can help

We focus on helping students find and enjoy a home they can live in comfortably and an experience they will remember for the rest of their lives. By focusing on the needs of our tenants our landlords benefit from unrivalled exposure to the market and can become part of our portfolio offering the highest occupancy rates in the city.

Cleverstudentlets Ltd prides itself on offering a first class property management service to all landlords. Our management includes a full letting service including provision of and drawing up of all student tenancies, tenant and guarantor credit checks where required and all ongoing management including regular inspections (typically every 6 weeks). As a landlord you will receive a full property condition report after every inspection.

Rent collections and account management is all part of the cleverstudentlets experience. Any landlord working with cleverstudentlets has access to their accounts live, via the internet using our unique landlords' portal.

Not only do cleverstudentlets offer an unrivalled property letting and management service we also work extremely hard to ensure that the safety, security and condition of the property is maintained throughout the year. We are able to offer advice on your legal requirements as a property owner, arrange certification and undertake repair works as required.

Clever Properties

Plymouth Opportunity

The City is one of the fastest growing in the UK and this is fuelled by a diverse and rich spread of educational providers. We currently house students from a range of institutions including:

- Plymouth University International College
- Plymouth University
- Plymouth Business School
- University College St Mark and St John
- City College Plymouth
- Plymouth College of Art
- Peninsula College of Medicine
- Peninsula College of Dentistry
- University Technical College
- Tellus Group

Why We Qualify Our Properties

Cleverstudentlets prides itself in offering a quality service to our students. In order to achieve this we will qualify our property and potential property to ensure it meets the high standards we expect.

This offers a consistent approach for us, our landlords remain clear on our expectation, and we are able to approach the student market with a strong and clear message detailing what we offer.

A property that meets our qualification criteria will be of a higher standard than many others in the market, and in turn will benefit from our unrivalled exposure to the student market.

Our accommodation stock is amongst the best student accommodation in the city. If you would like to join cleverstudentlets and work with us helping to provide the students of the city with accommodation that meets and can exceed their expectations we are pleased to help you raise the standard of your accommodation to ensure it meets our qualifying criteria.

Clever Students

You may have noticed our unusual stance on three key issues in the student letting market. **No deposits, no bills and no fees.** These three key points have been instrumental in our success as a company, our attention to top quality property management and to our reputation with the student's of this City.

No deposits. Students are the reason we are here and we enjoy offering them a level of trust which in almost all cases is reciprocated. Effective management and regular inspection of property ensures that unlike our competitors we are able to deal with problems as they occur and if needed, charge for any damages on a rolling basis. Our reputation for fairness among students is one of the key reasons for our success. If you are a landlord who is aware of the need for cleaning and fair wear and tear, we are sure you will be very comfortable with our policy of no deposits, especially when all of your empty rooms are rented and you are able to relax!

No bills. Students that rent from us are offered an inclusive package. Gas, electricity, water, internet, a communal cleaning service and in most cases a television licence are included in the rent. Utility use is capped at a reasonable market rate, to encourage fair usage. If a student significantly exceeds their cap, cleverstudentlets will look to charge the student for the additional costs. By managing property effectively and visiting regularly we aim to assist students with reasonable usage and avoid them exceeding the allowance.

No fees. We do not charge our student tenants any fee's in addition to their rent. Whilst this means we may not all be driving brand new cars, it also means that students see us as a fair and honest company to rent from! We do not believe in exploiting students and prefer to focus our energy on provision of a first class service.

Any student renting from us would be required to pay a commitment of advance rent upon booking a room. This figure can then be deducted from their initial rent payment.

A student with a UK based home owning guarantor would usually pay their rent in three termly instalments. In the absence of a UK based home owning guarantor we would normally expect the tenant to pay the rent for the duration of their stay in advance. There are of course always exceptions to this, but any decision made would be in the interest of renting a property to ensure occupancy and the level of risk thoroughly investigated in advance.

Student Communications

Cleverstudentlets does things differently! We like to put our students first!

In order to make best use of the existing links that we have with students in the city and to continue to expand on these relationships, we use a unique communications calendar to stay in touch with our market and your target audience!

We look to connect with students not only for their first year, but for the duration of their time here in Plymouth for the full period of their study.

Our communications calendar ensures we send regular, relevant information to the students in the City. We are pleased to be able to share any offers that we have secured with our partner organisations and also share information that is of use.

The communications calendar not only keeps us focused on when we should contact our students, but also how we approach it! We use a variety of social media, email, traditional letters and even SMS text messages to communicate and connect with the students of the City.

Tenancy Types

Our aim is always to rent your property for 50 weeks of every calendar year. Our preferred letting period is 1 September to 17 August the following year. Our priority is to stay ahead of market trends and hold our position as the most effective student property management company in Plymouth.

The education market is evolving and there are occasions where a property would be rented on a single semester basis or even a rolling monthly contract. Our unique relationship with Plymouth University International College and other large institutions within the city offers us an unrivalled ability to fill any vacant rooms that have not been rented for our preferred 50 week letting period, not only in September but at several key intake dates throughout the academic year.

We cannot promise 100% occupancy 100% of the time, but be assured we give 100% effort to ensure your property remains as full as possible for as long as possible!

Tenancy Types

50 Week

The 50 week tenancy is our optimum length typically commencing 1 September and running until 17 August the following year. We will always strive to rent a property for 50 weeks of the year wherever possible. We rarely, if ever rent property for 52 weeks as we feel the 2 week period is essential for undertaking routine maintenance and any summer works and cleaning. By retaining a 2 week vacant period the standard of the properties can be maintained and improved upon year on year and your occupancy rates will remain high as a result.

Termly

A termly contract can be used in properties, particularly those where a higher than normal turnover of tenants is expected. This will often include en suite rooms that are offered to our overseas students who are on a shorter term course. As the sole supplier to Plymouth University International College we have a series of staggered intakes throughout the academic year. Not only are we able to take advantage of the traditional September intake, but cleverstudentlets also has access to new student intakes in January, April, May and June! Our unrivalled ability to fill rooms helps minimise your exposure to risks and potential rental voids and maximises your opportunity to secure a consistent rental income.

Rolling Rooms

Occasionally, in order to avoid a vacant room and to make the most effective use of your properties potential, we may offer a rolling monthly contract to our students. Where a property may otherwise face a period of low occupancy we will do our best to generate you an income in any way possible. Whilst this is not our preferred style of letting, as the tenancy may only be for one calendar month, it offers the property owner an income which most would agree is better than an empty room. Whilst not profitable for us, we do look to keep in mind the added value to you.

Clever Cleaners

Cleverstudentlets offers an inclusive rent and this includes a communal cleaning service. Cleaning is an essential part of maintaining a well managed property, either a HMO or smaller unit. As part of the management regulations of houses in multiple occupation, the communal areas should be kept free from obstruction and in a clean and habitable condition. Our cleaning service is provided by teams of external contractors who are constantly checked and audited to ensure a consistent and good value service. We negotiate a bulk rate with our contractors, and will always look to pass the saving on to you.

All teams of cleaners will wear ID badges when visiting any of our properties, and all vehicles used have company livery displayed. This offers our students a level of confidence that inspires further care and a real pride in the property. As our cleaners are seen as part of the wider cleverstudentlets family, tenants respond by wanting to keep the properties in good condition as they know there will be a regular cleaning service.

Our cleaning teams provide reports of any jobs undertaken which are made available to you, the landlord. The cleaning teams provide an additional set of eyes within a property to help maintain the value of your investment. Cleverstudentlets will sometimes make use of our clevercleaners to ensure your property is kept in prime condition! A six monthly deep clean mid tenancy can be a real boost to house moral, a real boost to your letting potential and a great way of helping minimise any unforeseen issues at the end of tenancy. We may use this in the Easter Break particularly if the property remains un let – as it helps make best use of any remaining time to ensure your property reaches it's full letting potential.

Clever Cleaning Checklist

Kitchen

- Throw away any rubbish left on the floor (especially around the bin). If the bin is overflowing, remove excess rubbish so that you can seal the top. Wipe down the bin lid.
- Clear and clean an area next to the sink and stack all the dirty dishes neatly there (inc. any left in the sink)
- Thoroughly scrub down all the sides, make sure to buff with a dry cloth to remove excess water. Move things out of the way (eg. Toaster) and clean underneath, don't just clean around.
- Wire wool the cooker hobs, removing any food and dirt, (Within reason, this is not a deep clean of the cooker hob.)
- Wipe down any obvious food/rubbish from the cupboards (within reason, this is not a deep clean.)
- Remove any rubbish (food) from the sink, especially the plughole.
- Make sure to remove all the dishes from the draining board, bleach and clean underneath before returning.
- Bleach the sink, paying attention to around the tap.
- Scrub the table (if there is one). If convenient stack chairs upside down on table so that you are able to vacuum and mop underneath properly.
- Polish any windowsills or other surfaces.
- Generally neaten the area (e.g. Bag up any carrier bags, fold up tea towels, stack any other bits neatly.)
- Vacuum and mop (especially behind and under the bin).

Bathrooms

- Throw away any rubbish on floor (usually toilet rolls) empty and bins.
- Move any bathmats or towels out of the way (to avoid getting bleach on them and neaten up) if there's no towel rail, fold neatly in corner.
- Scrub the toilet all over, not just the top, paying attention to around the seat and around the base of the toilet. Make sure to buff afterwards to remove excess water.
- Move all products from the shower and bleach around the tray, scrub thoroughly using wire wool if needed. Remember to do around the plug.
- Use brush to get into all gaps in and around the shower screen.
- Scrub the sides of the screens removing any build up of dirt.
- Wipe around any shower fittings (may need to scrub with wire wool or brush if there is a lot of build up)
- Scrub shower screens (may need to wire wool if very dirty) then blade, this may need to be repeated to remove all marks.
- Shower down the tray.

Clever Cleaning Checklist

Bathrooms

- If there is a bath, remove all products from around the edges and scrub, may need to use wire wool if very dirty. Pay attention to around the taps. Rinse and buff.
- Bleach the sink and scrub thoroughly, paying attention to around the taps, removing any build up of dirt. Wash down and then buff to remove any excess water.
- Always use separate sponges or cloths provided for toilets, showers and sinks.
- Clean and blade any mirrors. Wipe down and cupboards.
- Vacuum and mop.

Lounge

- Throw away any rubbish.
- Remove and stack any dishes in the kitchen.
- Polish all surfaces.
- Remove any rubbish from underneath the sofas (if possible to get underneath).
- Neaten everything up, stacking any books/paper etc.
- Vacuum thoroughly (mop if laminated.)

Communal

- Throw away any rubbish
- Move things to vacuum properly, don't just vacuum around.
- Vacuum (also between the spindles.) On tougher carpets may need to use the vacuum end instead of the pole, especially on the stairs.
- Neaten anything left in the communal.
- Polish any surfaces and windowsills.
- Throw away any junk mail and stack letters neatly.
- Move any shoes and vacuum under before replacing.

Utility

- Throw away any rubbish
- Neaten up any clothes
- Wipe the tops of washing machines and dryers.
- Wipe down any sides.
- If there is a sink, clean and buff.
- Vacuum and mop

If there are specialist requirements for your property, please alert CSL and we will amend the cleaning requirements.

Maintenance

Clever Crew

The clever crew are a dedicated in house team who monitor all maintenance within cleverstudentlets properties. The team operate on a purely service based remit as all works undertaken by cleverstudentlets are done by vetted subcontractors. We have a select team of these subcontractors; their remit is to offer you as a landlord a cost effective and prompt service. Unlike many other agents the works are never undertaken as an in house project, which keeps our contractors on their toes and keeps your bills as low as possible.

Our clever crew monitor all works and will query all invoices. If, as a landlord, you choose to undertake your own maintenance you can expect regular contact for any jobs or works that have been raised; just like our contractors you can also expect to be kept on your toes!

We pride ourselves in offering an unparalleled service to our students and as a landlord working with us we are sure you will be pleased to work alongside us in providing clever students a great environment in which to live and study. The clever crew all carry identification badges, and our vehicles all have cleverstudentlets livery. This adds assurance to our tenants and others in the property that we are who we say, and we do what we say!

Property Inspections

All cleverstudentlets properties will be visited on a rolling 6 week schedule during periods of occupation. When properties are vacated they will also be visited twice, once on departure and again for a pre arrival check.

Cleverstudentlets is aware of the importance of regular contact and regular visits into our properties and has a team of two dedicated full time property inspectors. The inspections will be a regular occurrence for tenants throughout the duration of their stay and are based around 3 key areas.

Property maintenance and fault reporting

This forms the core area of our inspection regime. Probably recognised as the most important component from a landlord's perspective, properties are inspected every 6 weeks and we monitor any maintenance works undertaken during the preceding 6 weeks. We also ensure all repairs and works were undertaken and completed to a satisfactory standard.

The visits will also encourage pro active and pre emptive works. We can feedback on any areas that you will need to be aware of as time rolls by. Often a carpet will require replacing, or a sofa may be in need of replacement. Rather than these being unexpected costs we can inform you in advance so that you are able to budget in advance, and in turn maintain and raise the standard of your property to ensure high occupancy rates and continue your clever qualification!

There will also be seasonal themed inspections, some will involve a review of problems in the property, others will look to the future, and at least once per year you will receive a rental report. This will focus on the key areas you need to improve to stay ahead of the market and keep your occupancy rates as high as possible.

Tenant welfare and pastoral care

Cleverstudentlets is committed to do everything within its power to help our student's have a great experience when living in any of our properties. In addition to ensuring that the properties are well maintained and jobs are actioned, we try wherever possible to take an active role in the pastoral care of the tenants.

This can involve organising house meetings, and taking an active observational role of lifestyle and customer satisfaction. We are pleased to provide a service that is personal and warm.

Happy tenants pay their rent and happy tenants look after their home!

Property Inspections

Utility Reads

During the course of our inspections we will take utility meter reads of all utilities. This is essential as part of our program of measured and capped utility use. This will highlight any issues with overuse and this gives us a great opportunity to discuss usage with tenant's onsite. After the utility reads are taken and inspections are complete, utility reads are submitted to the relevant suppliers to ensure that all bills are up to date.

Job Reporting System

Cleverstudentlets records any requests for maintenance on our online fault reporting system. This is an internet based portal which we can access anywhere, 24 hours a day, 7 days a week. This affords our contractors access to jobs as they arrive and enables us to add notes and additional information. In doing this we seek to create increasingly cost effective methods to repair any ongoing issues that are discovered.

We are also able to employ this system to offer continual feedback on the performance of our contractors and ensure that any jobs reported by either landlord or tenant are resolved as quickly as possible. By using our online fault reporting system our contractors also have access to any historical information that may assist with swift resolution.

All jobs are recorded with a unique reference number affording us quick recall of any issues raised.

Response Times

Cleverstudentlets makes a commitment to our tenants to undertake all minor repairs in less than 3 days, normally within 48 hours. Where an emergency response is required we would expect either an immediate response or at most within 24 hours depending on the nature of the problem.

Major works (those that cost in excess of £1500) would commence within 3 days maximum. We do understand that these jobs may not be completed within 3 days but do expect them to be completed within a reasonable timescale.

If a landlord chooses to undertake their own maintenance and is unable to adhere to these schedules, cleverstudentlets may instruct subcontractors to undertake the works on the landlord's behalf.

To cleverstudentlets the tenant experience is paramount.

Purchasing

The team at cleverstudentlets are pleased to be able to deal with smaller items on the landlord's behalf; to save you the job and to ensure the tenants have the best possible experience during their time with us.

If an issue is raised regarding an appliance or fitting for a room or property, we would deal with the issue without hesitation if it costs less than £300. This figure covers the majority of white goods, beds and other everyday items.

If the product or service costs are expected to cost in excess of this amount, we will contact you with an alert and will seek a response within 24 hours. If no response is received we will continue to purchase the item. If the landlord chooses to purchase the product directly we will expect confirmation of the purchase and a delivery date to have been confirmed within 24 hours.

Qualification Checklist

Our clever qualification list describes the minimum criteria you should aim for if choosing to rent to cleverstudents!

The qualification list offers a reasonably precise guide so that a landlord may qualify as a cleverstudentlandlord.

If you think you have what it takes, review the list and contact us so that together we can work to find you some cleverstudentlets!

In order to make the qualification procedure as easy as possible we have great links with local suppliers who can offer you a package of furnishings and other items, at a sub market rate, which will help transform your property in to a market leader.

Above and Beyond

Cleverstudentlets see that the sky is the limit when considering improvements to your property. In our experience you can never do too much, however, there are ways in which your investment can be best improved if you are considering further enhancements.

Enhancements to decoration can have an immediate impact; these can include the provision of feature walls and pictures or canvases placed in appropriate locations.

The use of modern electrical fittings can add an immediate impact to the interior of a property. Chrome, although well used, is an excellent way to add a sparkle to a student bedroom.

Our general message to you is, work with us to create a great property and we will work on your behalf to find great tenants and secure you a great rental income!

Keys and Locks

Keys

cleverstudentlets will require 3 copies of keys. These will be split between our maintenance office and sales office with a tenant copy available for when your property is rented!

Where ever possible we would encourage the use of a suited key system. This affords our sales, maintenance and emergency teams easy access and you peace of mind. If a key is ever lost it can be easily replaced using the code on the suited system.

cleverstudentlets can arrange fitting of a suited key system on your behalf.

Main Door and Final Exit Locks

We would always encourage the use of a Yale type lock on the main front door. This has the benefit of offering a good level of security, but also the ability to exit the property without the need of a key in an emergency. A deadlock can also be used to further enhance security but again this should be of a thumb turn variety so that safe exit can be made in an emergency without the need for a key.

Bedroom Locks

Bedroom locks should also be of the thumb turn variety so that in an emergency tenants can evacuate the property without the need for a key. We would encourage the use of a roller type lock on a bedroom. This offers great security but also reduces the chance of a tenant locking themselves out of their room considerably.

Clever Certification

Gas Safety Certificate:

Required by law if there is an active gas supply to the property, a gas safety certificate must be provided and renewed every 12 months or upon a change of tenancy.

Periodic Electrical Test:

This provides the proof that you will need to show that your electrical installation within the property is safe to use.

PAT test:

A portable appliance test, all portable electrical goods provided by the landlord must be tested and approved every 12 months (or upon a change of tenancy).

Fire Risk Assessment:

A completed fire risk assessment should be provided which will advise on fire safety precautions, particularly in the communal areas. This advice should be followed up and actioned as required.

Fire Alarm Test:

A grade A fire alarm system (normally used in the larger properties and identified by the fire alarm panel in the communal hallway) requires testing every 6 months. A grade D system will require testing every 12 months.

Fire Fighting Equipment:

All properties should have suitable fire fighting equipment provided, normally a 2kg dry powder fire extinguisher on each level of the property in the communal hallway and a fire blanket in every kitchen. These should be tested every 12 months or upon a change of tenants.

All tests should be undertaken by a suitably qualified person.

HMO License

Any property that houses 3 or more students will form a House of Multiple Occupation (HMO). A property that houses 5 or more students and is spread across 3 or more floors will require a HMO license, issued by Plymouth City Council (PCC). A valid HMO license must be held by the landlord and cleverstudentlets is happy to be nominated as the property manager.

Clever Kitchens

Washing Machine
Tumble Drier or laundry drying facility
Fridge with a minimum of one shelf per tenant
Freezer with a minimum of one shelf per tenant
Microwave
Toaster
Kettle
Iron
Ironing Board
Mop and Bucket
Non slip easy clean flooring
Waste bin x 2 (recyclables and non recyclables)
White goods would normally be shared by no more than 5 people

Clever Lounge

Flat screen television (including television license)
Freeview aerial reception or subscription TV service
Adequate quantity of soft seating of a modern style which is comfortable, matching and appropriate
Where space permits, additional seating or a dining table and chairs

Clever Bathroom & WC

A single bathroom is suitable for no more than 4 people. Separate facilities can be shared by 5 people. 6 or more tenants will require 2 separate bathrooms or 2 separate shower/baths and 2 separate WC's. This is a minimum provision.

Mirror
WC Brush
Bin
Toilet roll holder
Non slip easy clean flooring

Clever Bedrooms

Bed – 4 foot minimum

Mattress in as new or very good condition

Mattress cover – new for each tenant

Wardrobe (matching)

Clothes and Linen storage (matching)

Writing desk and desk chair

Desk lamp

Waste paper bin

Thumb operated door lock (euro roller preferred)

Clever Communal Areas

Modern, fresh and welcoming

Good quality modern flooring

Adequate lighting

Free from obstruction

External Fascia

Clean and tidy

Well maintained

Visually appealing

Door bell

Letter box or similar

Gardens

Well maintained

Grass mown and paths free from weeds

Bin storage

Internet

We would normally use Virgin internet supplies as we have a good working relationship with the company. If you choose, we can set up and manage accounts on your behalf.

Internet should be of the fastest service available.

Wi-Fi coverage should give a strong and reliable signal throughout the house and in all communal areas.

Internet is an essential part of self supported study for any student in higher education.

Utilities

Cleverstudentlets can manage your Gas and Electricity accounts on your behalf. Where we are able to manage on your behalf, we can successfully implement our fair usage policy. All utility accounts are brokered via AR Energy who work to negotiate lower than normal rates on our behalf so that you can benefit from our buying power.

How it Works

Utility reads will be taken by cleverstudentlets every 6 weeks and submitted to suppliers where we manage the utility accounts.

Students who rent from us are offered an inclusive package. Gas, electricity, water, internet, a cleaning service and a television license are included in the rent. Gas and electricity use is capped at a reasonable market rate, to encourage fair usage. If a student exceeds their cap cleverstudentlets will look to charge the student for the additional costs. By managing the property effectively and visiting regularly, we aim to assist students with reasonable usage and avoid them exceeding the allowance.

Our allowance or cap is currently set at £8 but may be adjusted depending on the fluctuation of utility costs in the wider market.

NB: it is only practical to enforce a fair usage policy where a property offers appropriate energy saving measures. We would expect white goods and boilers to be modern, efficient and A rated. Likewise windows should be double glazed and lofts well insulated.

Clever Communication

Face to Face

Cleverstudentlets is an open office and landlords are welcome to visit us at any point to discuss their property and their plans.

We encourage face to face meetings as we feel it is a very important way to build strong relationships. By working closely with our landlords, cleverstudentlets aims to pass on advice on how properties can be best maintained and improved, in turn helping to maintain the high occupancy rates that we are renowned for and others often envy.

Our interdisciplinary team is happy to talk through any issues that you may have or queries that you would like resolved.

Landlord Reports

Every inspection we undertake in a property is followed up with a report, made available to the landlord on our web based information portal.

We will also be pleased to provide sales feedback and analytics on the number of viewings and the feedback from viewings.

Tenant and landlord satisfaction reports form a key part of our strategy and will be made available on a periodic basis.

Annual Forum

We plan to run an annual event for all clever landlords to attend. This will provide an open forum in which you can share your experience, with each other and us.

It will offer a unique opportunity for the landlord to become part of our business. Your opinion matters to us and we will always look to incorporate your views as part of our long term business strategy.

These events will also give a unique opportunity for us all to discuss the future of the market we are heavily invested in.

Monthly E-shot

Cleverstudentlets has a unique communications calendar which also involves monthly newsletters to be sent to all of our landlords and property owners.

This provides us with the opportunity to keep you informed of our progress, our strategy and how we can work with you to help us all achieve the highest possible occupancy rates.

We will also be pleased to keep you informed of any special offers that our combined buying power can achieve. We work closely with local and national suppliers of products and commodities and continually strive to create opportunities for our landlords to benefit from any discounts and offers that we are able to negotiate.

Clever Money

Aside from being Plymouth's number one supplier of student accommodation, cleverstudentlets is also committed to helping our landlords, property owners and developers make their money work in the most effective way.

In order to achieve the best from your investment, we are aware that receiving the returns you deserve is a very important part of why you have chosen to invest in Plymouth.

Rent review

We undertake a rent review every academic year. Unlike other accommodation providers in the city, cleverstudentlets will set a rental figure that we feel is appropriate for the property on offer.

This helps to keep our rental levels fair and affords us the flexibility to raise or lower prices to suit the market.

We will always look to achieve the highest possible rental levels in our properties, but look to strike a balance with the opportunity to ensure that your occupancy levels are as high as possible.

Occasionally a couple will approach us to rent a room together. Where this is possible we will charge an additional 25% rent to cover utility bills and wear and tear. This does not apply to one bedroom apartments which will already be priced based on couples occupancy.

Cleverstudentlets will be pleased to offer a rent appraisal on your property.

We will give an honest guide as to how much we think you will achieve.

Please remember that any prices given will be a guide only, we may achieve more, or sometimes less, but any actions taken will be with the intent of ensuring your property is as full as possible for as long as possible.

CSL Pricing

A commission of 18% (including VAT) is charged by Cleverstudentlets on all rents received. This is the only costs and there are no additional fees for using our service.

This cost covers all management, with any tenancy related paperwork, utility management, property inspection, viewings, check ins, check outs and key management.

VAT is payable on all management fees.

CSL Payment and details

Rent Collection

If the student has a UK based guarantor, rents are normally collected termly in September, January and April. This will often fall in line with the student's loan payments and we aim to fit to these dates as firmly as possible.

In the absence of a UK based guarantor, cleverstudentlets would look to collect the rent for the duration of the tenancy in advance; however there are always exceptions to this rule. Any variations would be done with the best of intent and done to ensure the balance between maximum occupancy and security of income.

Payment

Cleverstudentlets will pay all monies received on the 15th of the month following collection. For example a rent collected on 20th September would be paid on 15th October.

Where a rent is collected in advance, be it termly or for a full year, the received amount would be transferred to you on the 15th of the month following collection.

Utilities

Where a rent is collected in advance for the full contract, mostly for international tenants, we deduct a small stipend to cover utility bills and unexpected emergency costs. If not required, this will be returned at the end of the tenancy.

Statements

Statements are provided every month and will follow landlord payments. These can be emailed or you can use our internet based landlords portal to view your statements of account (and a variety of other information).

Rent Arrears

On the occasions where students are in arrears, cleverstudentlets will enter a standard process of collecting the outstanding rent. There are a number of stages to ensure a positive result. If a payment is not made on the expected date, our dedicated arrears team proceeds with the following step. These evolve into the following step if unsuccessful.

- Email and call on day payment is not received
- Formal letter directly to student
- Copy of letter sent to Guarantor
- Demand of full arrears from Guarantor
- Chase Guarantor via email and telephone

- Agree payment plan or proceed with Online Claim