

TENANT HANDBOOK



About JD Estates

JD Estates is a family owned Estates Agents with over 25 years of providing residential, commercial and luxury student accommodation in Liverpool. We pride ourselves on the quality of properties and service we deliver to our tenants.

We offer a wide range of student accommodation in the city centre and other popular student areas ranging from 1-10 bed roomed properties. We have individual and shared lets, fully furnished and some inclusive of bills. (Electricity, water and broadband)

Our office is based 1mile from Liverpool City Centre and 3 miles from Smithdown Road and is open between Monday-Friday 9am-4.30pm. We provide an emergency telephone number for out of office hours.

We also, have a maintenance team who will respond to your problems within 24-hours.

Contact Details





Telephone; 0151 263 3353



General/Repairs: admin@jdestates.net



Address;
JD Estates
286 – 288 Breck Road
Everton
Liverpool, L5 6QB



Tenancy Agreement & Payment Plan

- We have two types of tenancies, a 51-week contract or 43-week contract.



- All tenants require guarantors.



Rent Payments

Rent is payable by bank transfer on a termly basis with the following payment dates;

- October
- February
- May

Monthly payment is optional.

Each tenant will need to leave a reference on bank payments to JD Estates. JD Estates cannot take money from your bank so you will need to arrange either a standing order or online banking.



Rent Arrears

- You are responsible for paying your rent on time as per contract. If you are finding it difficult to keep up with



payments or problems with your student loans please contact – admin@jdestates.net to discuss.



Charges

All late payments and other charges are attached in your Assured Tenancy Agreement. Any queries on these, please speak to the administrative staff on signing.

Deposits

Deposits are taken to cover any damage against the room/property, rented or any unpaid rent will be deducted.

Other reasons for failure to return deposit:

- Keys not returned.
- Damage to the property.
- The property is not cleaned at the end of tenancy.
- Furniture is damaged.
- Unpaid charges on tenant's accounts.



JD Estates do NOT hold tenants deposits they go directly to the DPS. (Deposit Protection Service) You should receive an email or a letter from the DPS with a confirmation code. Keep this email, as you will need this information to claim your deposit back at the end of the contract. The deposit is non refundable before the end of the contract. Deposits are not transferable. The deposit is a non-refundable holding deposit, which is only refunded at the end of your contract. If you decided not to process with the contract the deposit would be non-refundable.



The Deposit Protection Scheme

The Pavilions
Bridgewater Road
Bristol
BS99 6AA
0844 472 7000
enquiries@depositprotection.com





Repairs & Maintenance

Report any repairs that you need to your room/ property on;



Telephone - 0151 263 3353



Email – admin@jdestates.net

If emailing your repair needed; please give the following information:

- Name
- Address



- The repair, full description
- A picture
- A contact number in order the maintenance team can contact you to arrange access.



Emergency Contact Details



Transco Gas – 0870 608 1524

- Open all windows
- Stand outside the building



Manweb Electric – 0845 272 2424



United Utilities – 0345 672 3723





Fire - 999

- Get Out
- Stay Out
- Call the Brigade

JD Estates Emergency Contact Out of Hours

John 07541316632.

John should only be contacted for emergency reasons out of hours. The tenant losing the key is not an emergency.

Insurance

JD Estates does not take responsibility for tenant's personal belongings; all tenants must insure they have personal content insurance.

In the event of burglary JD Estates will not be held liable or responsible for the loss of any tenants personal possessions.



Lost Keys



JD Estates provides each tenant with one set of keys. We do not provide spare keys and there is an expense incurred if a replacement is required. All prices are stated in the tenancy agreement.



As stated in the contract sub section 2.14 of tenant's specific obligations, you are required to purchase a TV license if watching or recording television programs as they're being shown on the TV provided in your room, online or on any device be it a console or laptop.



Moving Out Procedure

Tenants must leave the property on the date agreed on your tenancy. All rooms / houses should be left in the same



condition as when you moved in. The tenant will need to contact the office prior to their move out date to arrange a time on the date or before so we can meet them there to collect the keys and inspect the property.

In the event of the property not being returned to us in an unacceptable condition, JD Estates will have to instruct sub-contractors to carry out the required work. The cost incurred would be taken from the tenants deposit. If the amount exceeds the deposit, the tenant will have to pay the remainder. Failure to comply, JD Estates will pass the bill the bill on to the guarantor.

Any questions you have feel free to contact our office between 9am-4.30pm, Monday-Friday 0151 263 3353.

