



Merribank Property Services
Residential Letting Agent

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‘ROOMS AWAY FROM HOME’ **Terms and Conditions**

Guest information

Thank you for checking out our fabulous properties. You will find our T&Cs below for your information. We operate a trust-based system which we have found works best for our customers and also helps keep our service fast and cost effective.

Non-smoking properties.

This means we let to generally non-smokers only. This means you cannot smoke in our properties or in the garden or anywhere near the property. By renting a property from us you are confirming that you are a non-smoker unless arranged otherwise.

Damage deposits

We do not take a damage deposit. However, we do expect any minor breakages and damages to be voluntarily paid for by guests. For larger damages, we ask that guests pay the landlord's insurance excess, so that they may claim on their house insurance.

We hope you will work with us to ensure we can all enjoy this hassle-free, cost effective understanding.

References

We require the following references, which can be scanned and sent to us via email:

- Passport or driving licence - Photo ID
- Employment reference - x1
- Previous Housing reference - x1
- Personal Reference x2

House share (live-out landlord)

Occasionally, we are asked to fill a house with 'sharers'. This operates on the same terms as the room-to-let system. In this scenario, we always try hard to ensure harmonious matches between house mates!

However, if the first tenant to take a room requires a quiet, female house-mate to share with, then that is the type of tenant we will be looking for.

Lodger cleaning responsibilities

You are expected to leave the kitchen in a hygienic condition after each and every use. This means all washing up done and put away and the surfaces and hob wiped down as soon as your meal is completed. We respectfully ask that food is consumed in the communal areas and not in the bedroom. You are expected to leave the communal areas free of your personal belongings and shoes, and leave the kitchen clear and tidy so the cleaner can perform her duties. The same respect must be given to the bathroom on use also. You may be charged for extra cleaning if you do not keep the property in suitable order; the cleaner is not expected to tidy up guest's belongings up after them.

This is just basic respect for other residence.

Single occupancy

All rooms are for single occupancy unless specifically marketed towards couples.

New house-mates

You may NOT give another person permission to or facilitate another person moving into the property. All access to the property must be through us. If you do give access to the property to another unauthorized person you will both be asked to leave.

Behaviour and conduct

Please make sure your conduct is professional and courteous at all times. Excessive drunkenness, loud music or rudeness to the landlord will result in you being asked to leave the property immediately. Please be aware that not everyone is comfortable with intoxicated behaviour and the landlord and other guests should not be expected to experience this.

Access

This is predominantly a room-to-let situation not a house share. Typically, the person you will be living with will be the owner of the property. There will be clear boundaries of access for different parts of the house. Property details will clearly stipulate whether the living room is a shared area or not. There may even be a private living space for guests. When using a shared area, please be considerate and leave the area as you would wish to find it. Please make sure you do not leave any personal belongings in the communal areas. The landlord and the landlord's agents, i.e. cleaner or letting agents, may have complete access all areas of the property without interruption.

Rent

If you are a short stay customer you will be expected to pay the full rental amount for the term on or prior to arrival in cleared funds. Short stay usually applies to interns and work placements and any let which is less than 3 months or anyone who cannot provide suitable bank references because of their age.

Weekly rents (single occupancy) range from £25 per night to £45 per night week for single occupancy, including bills and unlimited WiFi access.

Monthly rents (single occupancy) will range from £95 per week to £130 per week but will be payable monthly by bank transfer. Usually £365 to £500, for single occupancy inc. all bills and Wi-Fi

Couples occupancy starts from £550pcm to £850pcm inc. all bills and Wi-Fi.

PCM rents are based on the weekly amount x 4.3 and then rounded up to the nearest round number.

Rent is payable in advance in cleared funds. When you arrive at a property, you will need to pay cash there and then - or ensure that your payment has been successfully transferred into the Agents account. Cheques are NOT accepted on the day of arrival and keys will not be released if funds have not cleared.

After moving in, rent should be paid on the same day each week, every 4 weeks, or on the same date each month, by standing order or cash direct to the Landlord. If you need to pay by cheque, you must make sure the landlord has possession of this 5 working days before it is due. Late or non payment of rent is a very fast way for this system not to work and will not be tolerated. If you need to pay cash there will be an additional £18 charge to arrange for the collection of this each month.

We are always willing to provide future references for customers' as a landlord's agent. However we will be perfectly truthful in describing a customer's payment history, so please try to keep your record spotless!

Parking spaces

These may cost extra if allocated parking is located in the basement of an apartment building.

Contracts

We do not use formal contracts. We prefer to settle the requirements of all parties in a series of e-mails. These can then be saved and referred to as necessary. Remember, we are always at the end of a phone should you have any problems!

Vacating

If you pay weekly, please give one week's notice.

If you pay monthly, you will need to give one month's notice.

Notice can be given verbally or by text or email direct to the landlord if you live together - or via us if you prefer. Email - dfaulkner100@gmail.com

If you have a dispute with your landlord, you may of course leave at any time but rent paid will not be refunded.

What if I am not comfortable with the property or people I have chosen to live with?

We consider it essential that you feel safe and happy where you are living. If this is not the case, please tell us as soon as possible.

It is possible to move into a property for a trial run of between 1 and 4 weeks. However, this does incur a fee. Please see fees information above, regarding short-let stay customers.

We are not able to give refunds for rent already paid unless the property is not as advertised or is defective. Personality clashes between guests and or the landlord do not qualify for any reimbursement of fees or rent.

When you vacate a property you are not required to give any reason for doing so. However, if there is something that concerns you, we would be grateful for any details and assure you that anything you tell us will be kept strictly confidential.

Visitors

The Isle of Wight is a famous holiday destination so it is very likely that friends will want to visit you from time to time. Please always ask permission from your landlord prior to inviting any guests to stay. It is worth having some idea of this possibility from the outset, so that we can add it to your negotiations and e-mail notes before you move into a property.

Visiting partners. Please let us know at the start of your stay if you have a partner who is likely to want to visit at weekends. A weekend is from midday Friday to Sunday evening at 9pm. It is usual for a visit one weekend in five to be acceptable to the rest of the household and not incur any additional costs.

Visitors would be expected to make a financial contribution to the household. We suggest a minimum of £25 per weekend for 1 guest staying with you, in your room. This sum is payable in advance, directly to the landlord. Guests requiring exclusive use of other bedrooms should pay a minimum of £25 per night per person, or as arranged with your landlord. Guests are not to be left alone in the accommodation without yourself present or given a key without the landlord's permission..

Please note that central Cowes accommodation is very expensive during Cowes Week (often four or five times the usual rent). Having guests to stay for free is unacceptable during this period.

Your belongings

All your own possessions must be insured by you. None of your belongings are covered by the landlord's insurance. All your belongings must be kept in your room not in the communal parts of the property. The cleaners must have access to the communal parts of the property and they must be uncluttered by your belongings.

Cancellation

Each cancellation policy will be specific to each individual property and booking, please ask us before you book.

Code of conduct

We rely heavily on customers adhering to a certain level of curtesy. We reserve the right to refuse a booking or cancel a booking of anyone not able to meet those standards.

24 hours contact

We respectfully ask that if you have an issue that needs addressing, that this is done during working hours.

Communication

Communication with the landlord. Please use the landlords preferred method of communication.

Communication with us. Please always contact us via email in the first instance. Unless the matter is urgent you can call our mobiles.

Sophie – 07772 160498
Dean – 07971 346136

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If you like what you see here or have used our services yourselves, we would be grateful if you would Like us on Facebook and share our news with your friends. We appreciate your support!

Week-day only lodgings

Usually this means access after 6pm on a Sunday to 9am on a Friday morning. Please ask us for more information.

Proof of address to open a UK bank account.

You may require proof of address to open a UK bank account and get a National Insurance number, so you can be paid by your UK employer. You will require a customised contract. This document is a legally binding document that requires a landlord's signature and as a result must be approved by the Landlord, these documents are not provided as standard. You need to tell us about this requirement before you move in.

As much of my accommodation is short term many landlords are unwilling to commit to a contract term that a bank will find an acceptable for your proof of address. This also has council tax implications and notice period to vacate implications. It is essential that customers requiring this documentation tell us about it from the outset. Contract documents need to be provided for approval and invoiced for ahead of arrival time. The cost of such a document is £55.