



Tenant Welcome

Contents

1. Tenancy Agreement
2. Lock Out and Fire Alarms
3. Payments
4. Rent Arrears
5. Contacting You
6. Repairs and Maintenance
7. Keys
8. Cleaning And Inspection
9. Security Deposit
10. Move Out Procedure
11. Damage
12. Noise
13. Condensation/Mould
14. How to Stop Condensation/ Mould
15. Fire Safety
16. Fire Safety (Continued)
17. Safe Cooking
18. Electrical Items
- 19-20. Prohibitions
- 21-22. Disciplinary Procedure

Your Tenancy Agreement

All residents occupying Leicester Student Lettings accommodation will need to have signed an Assured Shorthold Tenancy Agreement. This detailed agreement provides the framework for occupation for student and endeavours to ensure that all tenancies are undertaken in the full knowledge of the expectations of both the tenant and the landlord.

Please read this agreement carefully to ensure that you are fully familiar with its expectation and your obligations.

Please note that the Assured Shorthold Tenancy Agreement is a legal contract between you and Leicester Student Lettings and its terms and conditions are binding. Each clause has been included for good reason, primarily to ensure that tenancies are conducted in a fair and reasonable manner. If you would like clarifications on any aspect of the Assured Shorthold Tenancy Agreement, please do not hesitate to contact us.

All tenancy agreements need to be underwritten by a UK based guarantor who owns a home in the UK. Where this is not possible residents may be required to pay a minimum 50% of the accommodation fees in advances of occupation of the premises.

Opening Hours

Our office is open: Monday to Friday 9:00am-5:30pm

The address for correspondence is:
Leicester Student Lettings,
142 Charles Street
Leicester
LE1 1LB

Telephone: 0116 2551333
Email: info@leicesterstudents.co.uk
Visit us online at: www.leicesterstudents.co.uk

Lock-out And Fire Alarms

If you misplace your keys and cannot enter your property please call;

Regent Security on 0845 371 0101 and quote reference 70946

Regent Security endeavour to be with you within 30 minutes and will require photographic ID from you.

You will be required to pay a £35.00 call out charge.

If you hear the alarms sounding please exit the building from your nearest fire exit and proceed to your evacuation point (this is us usually a place in site of your premises but far enough to avoid injury should the building be on fire). Once you have reached your evacuation point please call;

DO NOT CALL THE FIRE BRIGADE IF THERE IS NO FIRE

If you discover a fire press the break-glass button to activate the alarm and exit the building from your nearest fire exit and proceed to your evacuation point. Once you have reached your evacuation point **please dial 999 and inform the fire brigade about the fire.**

Lock-out services are only available for tenants residing at the following sites

- 120 Charles Street
- 177 Charles Street
- Minster House
- 24 Belvoir Street
- 1 University Road
- 38 Barclay Street
- 102 Jarrom Street
- 18/20 Albion street
- 10 Albion street
- 142 Charles street
- 27 Knighton Road
- 28 West Street
- 30 Demontfort Street
- 4, 6 & 8 Watkin Road
- 41a, 43 & 45 Watkin Road
- 5, 11 & 13 Quainton Road
- 4, 6 & 12 Helmdon Road

Payment of Fees

-UK Based Students

Accommodation fees will be collected in instalments by GoCardless Direct Debit System prior to commencement of the tenancy (see tenancy agreement for details). This applies to all students who are receiving student finance and have eligible UK guarantor in place

-International Students

A payment of full rental amount or in split into 2 payments of 6 months for the period of this tenancy agreement.

-Working Professional

Full time working professionals are able to pay their rent in monthly payments through GoCardless

-International Sponsorship Students

If you are an international student and you are receiving government funding (sponsorship) we are able to adjust the payment method to how you are receiving it. However a proof of confirmation would need to be provided before adjustments are made.



Rent Arrears And Failed Payments

Leicester Student Lettings is required to collect rent on behalf of the property owner on the dates which have been specified.

If you are experiencing financial difficulties in making these payment, please contact the office as a matter of urgency to discuss.

Where extenuating circumstances exist, it may be possible to agree a revised payment date for your fees.

Please note that in general, where any student is one month or more in arrears, it is company policy to engage the services of a debt collection agency. Where this happens, the cost of the process will added to your account. Please also note that direct debits, GoCardless or cheques which are presented but not paid will incur costs.

Leicester Student Lettings will charge £50 for any failed payments for whatever reason so please ensure that you have the funds available when your payment is presented.

Finally, where Leicester Student Lettings write to you in connection with your rent arrear, a charge of £15 per letter will be made. A letter/email will be sent every 5 working day until the payment is received.

There will be a late payment charge of £25 for every month the rent is in arrears.

Contacting Tenants

From time to time, Leicester Student Lettings staff will need to get in contact to provide you with information. In general, this will be done by email, telephone or text.

Please ensure that if you change your telephone number or email address, please notify us at info@leicesterstudents.co.uk.

Council Tax Exemption

So that you do not incur council tax charges whilst you are a resident, you will need to obtain a Council Tax Exemption Certificate. This can be obtained from the registry building at your university. You will have to provide Leicester Students Lettings with a copy of this certificate, along with a copy of your student ID.

Please note that if you do not do this, and Council Tax charges are made against the property, you will be liable to pay them.

Inventory Procedure

When you arrive, you will receive an inventory form, which details the furniture, fixtures and fitting within your accommodation and its conditions. Please check for yourself that this is an accurate record and sign and return the form to Leicester Students Lettings within 48 hours of moving in.

Where any student fails to return the form as required, it will be assumed that the inventory is a true record of condition and will be used at the year-end for the purpose of assessing any damage to the property. Inventories will not be accepted by Leicester Student Lettings if they are not returned within the timescale indicated.

Television

It is your responsibility to purchase a television license. Please bring a copy of the license to the Leicester Student Lettings office within one month of moving in. Any flat found not to have a license after this time will have the television removed.

Where television are provided, television points are located in the accommodation. if you decide to bring a television with your or, as group, you decide to rent a television, please ensure that you have an appropriate television license. for further information, please contact TV licensing 0844 800 6779

Repairs and Maintenance

If you experience any difficulties with your accommodation, equipment failure, damage or your notice something that needs repairing, please report it to our maintenance team via our website maintenance postal or email maintenance@leicesterstudents.co.uk please note we do not carry out maintenance upon verbal requests, all maintenance requests must be emailed to us.

In the event of an emergency out of office hours, please contact our 24 hours emergency number:-

Regent Security

0845 371 0101 and quote **70946** as your reference number.

Keys

Please carry your keys with you at all times and for security purposes, in case of loss, please do not identify the keys with the property. If you lose your keys, please advise Leicester Student Lettings as soon as possible.

Replacement keys will be charged for £40 per key and payments need to be made prior to or at the time of collecting new keys.

Please note, in event of lost keys having identity to the property, Leicester Student Lettings will replace the main entrance lock, flat lock and room locks. This will be charged to the tenant who lost the keys.

Where a student locks themselves out of their flat or room, they need to call:

Regent Security on 0845 371 0101 and quote reference 70946

You will be required to pay a £35.00 call out charge.



Cleaning And Inspection

Cleaning staff are available to clean public areas in multi-occupational accommodation blocks; however residents are expected to keep the accommodation within their flat/houses clean at all times.

Your accommodation will be inspected periodically to ensure that the accommodation is being kept in a reasonable state and where it is found not to be the case, residents will be issued with a 24 hour improvements notice. If, following this, when the accommodation is re-inspected, the required improvements have not been carried out, Leicester Student Lettings will instruct cleaning staff to enter the accommodation to carry out the improvement. The cost of this work will be recharged to the residents concerned.

Rubbish

An accumulation of rubbish in your room, kitchen or generally in the accommodation poses a health risk to residents and may damage the property.

Residents are required to remove rubbish from the accommodation as soon as possible. Please do not leave rubbish bags in the kitchen, corridors or elsewhere in the property. Where these are found by staff and have to be removed, a charge of £35 will be made against the tenants who have access to the area.



Security Deposits

Before your deposit is returned, all keys must be handed in and "end of tenancy check" carried out to see that your room and communal areas within your accommodation are in good order and no undue damage has occurred during your stay.

If all furniture, fixtures and fittings are in place and in the same condition as stated on the inventory you have signed (fear wear and tear accepted), there is no need to employ a cleaner to restore the property to the condition you found it in on arrival, and no damage or losses have occurred in the general circulation areas to which you have access, your security deposit will be returned, as soon as reasonably practicable.

Where exceptional damage occurs they may be delay whilst costs are worked out.

If any damage or losses occurs at any time during your tenancy, you'll be required to clear the charge immediately. It cannot be deducted from your deposit.

Please note that if any damage occur within the communal area of your accommodation, including stairwell and corridors, and the culprit cannot be identified, the cost of this will be split between the all tenant having access to building. Obviously where tenant(s) are identified, the cost will be split between the identified persons. Where a non-resident guest causes damage, his/her resident will be liable.

Remember, you are responsible for yourself and your guest(s).

Move Out Procedure

We would like to make your moving out procedure as easy and as hassle free as possible. At the end of your tenancy, once all tenants have moved out of the property, we perform a tenancy check-out where we check the condition of your property.

We want you to get all of the deposit back so just follow these simple tips for a problem free end to your tenancy:-

- ⇒ Ensure that all tenants in the property have paid their rent.
- ⇒ Ensure all utility bills are paid or leave a forwarding address. Where the landlord pays the bills, your annual bills will be calculated and deducted by your utility contribution and the cap stated on your tenancy agreement. If there has been extra usage which exceeds your cap, this will need to be repaid to the landlord so these will be deducted from your deposit. If the deposit amount does not cover this you will be required to pay the extra amount.
- ⇒ Before returning your keys, please ensure your bedrooms and all communal areas have been cleaned, especially concentrating on cleaning the oven/hob/extractor, the fridge and defrosting the freezer.

Hand all keys back in to LSL office before leaving, including any window, post box and gate keys. Your keys will need to be handed in on or before 12noon on the last day of your tenancy where you will be required to sign the keys back in. **Keys handed in after this day/time will incur late fee of £50.00 per day until its returned.**

We aim to return all deposits where there is no dispute, as soon as possible after the end of the tenancy but please bear in mind that we have a huge number of houses to check-out at the end of June and we will try and get through these as quickly as possible.

Damage To High Value Items

There are a number of items in your flat which are expensive to replace but routinely (and often accidentally) these are damaged and need replacing for new tenant.

The most common items are:

“carpets damaged due to iron burns or hair straighteners”

carpets cost between £150 and £500 depending on the room size and type of carpet. An ironing board cost £15 (between the flat occupants) is a worthwhile purchase.

“mattresses stained”

despite the usual leaks and spillages, mattresses often get stained when cheap coloured bed sheet are used causing pink or blue staining. To ensure this does not happen, buy a mattress protector for about £10, this may save you being charged for new mattress at a cost of £100.

“Cuts and burns to kitchen worktops”

damaged kitchen worktops have to be replaced for health and safety reasons. These again can cost between £150 to £300, for £5 you can buy a chopping boards or mat to protect the work surface and your security deposit!

“Painting walls”

whilst your landlord will accept a small amount of stain and tear to paintwork, unreasonable marks caused by blue-tac, white tac, tape pin, foots prints or general disregard for the wall surfaces will be charged for. The “test” for deciding whether repainting is due to wear and tear or student damage loss is this...

“if another tenant in the property can live in the accommodation with minimal or no damage to the wall surface ,then it is possible for all tenant to do so. Any damage beyond this will be considered student damage”.

Noise

Loud music, amplified musical instrument and inconsiderable behaviour, especially late at night are likely to disturb your flat-mates or neighbour so please consider your fellow residents. Where regent security are called out at unsociable hours the tenants making the noise will be charged £35 for a call out charge.

Unsociable hours are from 10pm until 7am.

If you have any further problems with noise you can report a complaint and they will take any necessary actions as required. This is the website where you can file a complaint—<https://www.leicester.gov.uk/your-environment/pollution-and-pests/noise-control/>

Personal Insurance

Leicester Student Lettings accept no liability whatsoever for damage or loss to personal possessions located in the property. To ensure that your own personal possession can be replaced or repaired in case of damage or loss, student are advised to take out an appropriate insurance policy.

In addition, where damage or loss occurs to the property, its furniture, fixtures or fitting as a result of negligent action by resident, the cost of the repair or replacement will be recharged to the student. Cost for accidental damage can be excessive and therefore student are advised to ensure that adequate insurance cover is provided.

Leicester Student Lettings is registered with insurance broker who provides cover for students, for more information please contact the office.

Condensation and Mould

Condensation is caused when water vapour comes into contact with cold surfaces and condenses to form dampness or water droplets.

Condensation is not normally a building fault. It can occur in a new home because building materials, such as mortar and plaster, contain a lot of moisture. Water vapour is formed as the materials dry out when the home is lived in and heated. This is a slow process that takes a long time to complete.

Normal everyday activities such as taking showers and baths or washing up, produce warm air containing a large amount of water vapour. If the warm air cannot escape through an open window or air vent it moves around until it finds a cold surface where it cools and forms condensation. If condensation keeps occurring in the same place it can sometimes cause black mould growth.

Reducing Condensation

Produce less moisture: Put lids on saucepans, avoid drying laundry on a clothes hanger or radiator and if you have to dry them open a window so moisture can escape.

Stop Moisture Spreading in your house/flat

While cooking, bathing or washing, use an extractor fan and/or open a window and keep the door closed. Keep the extractor fan on and the window open for 20 minutes after you finished (with the door closed) and when condensation appears it is wiped away.



Ventilate Moisture away

Leave trickle vents (slotted vents in windows) open when rooms are occupied– even in the winter when heating is on. These vents provide constant ventilation which removes water vapour.

If you can, put free-standing wardrobes and other against internal walls, leaving a gap between the wall and the furniture, so that air can circulate.

Heating

Keep your flat warm to avoid cold surfaces and remember it takes a while for it to warm up. If your home is unoccupied during the day, make sure your heating is set so that it is warm when you return home. During cold weather it is better to leave the heating on to maintain a stable temperature.

Gas Emergency Services

0800 111 999 (24 emergency line)

If you smell gas, think you have a gas leak, or are worried that fumes contain carbon monoxide are escaping from a gas appliance, please call the Gas Emergency Services line immediately on 0800 111 999.

Also:

- Open all doors and windows to ventilate the property.
- Do not turn on/off any electrical switches.
- Extinguish all naked flames, do not smoke, strike matches or do anything which could cause ignition.
- If there are any electrical security entry phones/locks, please open door manually.

Fire safety

IF THE FIRE ALARM SOUNDS, YOU MUST COMPLY WITH THE FOLLOWING EVACUATION PROCEDURE

If you discover a fire:

- Try to alert the other residents but do not delay leaving the building.
- Dial 999 to call the fire brigade.
- If possible, tackle the fire using appliance provided but do not endanger yourself and other in doing so.

If you hear the fire alarm:

- Leave the building by the nearest exit.
- Close all door behind you.
- Do not stop to collect your belonging
- Do not re-enter the building for any reason unless authorised to do so.
- Please stay in the area, the fridge brigade will want to talk to you.
- Do not take risk.

Please note that all of our properties clearly indicate a fire escape route please familiarise yourself with the route for your accommodation .

Fire Extinguishers/Blanket

Kitchen are fitted with fire blanket and in some cases dry powder fire extinguisher. These are provided for use with minor electrical and cooking ingredients.

Fire blanket and extinguisher should only be used to do so and in accordance with the evacuation procedure.

Residents should note that it is an offence to tamper with any fire detection system, fire safety equipment or fire safety notices. Any such offence will be dealt with severely by Leicester Students Letting and incidents may be reported to the University for Disciplinary Action.

Student accommodation can be high-risk environment with regard to minor fire incidents. Advice and guidance is detailed below to ensure that residents minimise the risk they pose to themselves and other occupying the building.

Fire can spread is much quicker than you think, provided three essential ingredients (fuel, oxygen and heat) are present, a small kitchen fire could lead to an entire building in flames within a number of minutes. Take a few minutes to watch “Bradford City Fire” on YouTube in order to understand how quickly fire can spread. PLEASE ENSURE YOU ARE FAMILIAR WITH YOUR ESCAPE ROUTES EXTINGUISHER AND BLANKET LOCATIONS.

Exits And Fire Escape Routes

Fire exits and escape routes must be kept clear at all times.

Fire Doors/Door closures

Fire doors are fitted to bedrooms, kitchen and entrance doors to prevent the spread of the fire. These doors are often marked “Fire Door Keep Shut”. Fire door typically have 30-60 minutes fire resistant but cannot protect you if they are left open so please do not wedge them open or disarm the closure the any reason. Leicester Student Letting will take appropriate action against any residents who jeopardise the safety of other.

Safe Cooking Practices

Student cooking poses the greater risk to fire safety. By following some simple rules, you can protect yourself and your friend from risk (you will also potentially save yourself money, as the cost of the fire damage through carelessness will always be charged for).

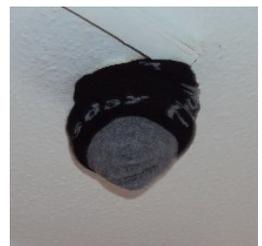
- If you turn a cooking appliance on-make sure you know that it has been turned off properly before you leave the kitchen.
- Never leave your cooking unattended.
- Oil or fat fires causes serious damage and injury and therefore chip pans are not permitted in your accommodation.
- Do not attempt to deep-fry food other than in a purpose built, safety controlled fryer.
- Dirty grill pans and oven also pose a severe fire risk. Fat build-up and food debris will ignite if left so please ensure that cookers are kept clear at all times .
- Be aware of cooking times for microwavable foods. By over-cooking food in a microwave oven, it will simply incinerate. Do not place any metal objects in the microwave oven (even metal rimmed crockery).

Smoke Alarm Detectors

Do not cover smoke detectors. If you cover smoke detectors you will not only put your self at risk but others too. Do not play with fire you will get burnt.

Socks are for your feet so don't put yourself or others at risk by covering the smoke detectors. The detectors are there to give you an early warning.

If you are found doing this, there will be a charge of £50 to the tenants to ensure the property is safe again. If this is found to happen repeatedly, we will inform your guarantors and your place of study.



Electrical Equipment

All electrical equipment belonging to the landlord is safety tested on an annual basis. Where equipment wish to bring their own electrical equipment into the property is permitted providing that the equipment is in safe condition. To ensure that the equipment is safe, please ensure that:

- The equipment is properly fused in accordance with British Standard applicable to the appliance.
- The plug is properly fitted and free from damage.
- The lead is properly fitted and free from damage exposed wires.
- The equipment is in proper working order.

Each bedroom, lounge and kitchen is fitted with electrical socket. If you need to increase the provision, please only used fused block adaptor (long flat type, not the cubed type as the latter poses more of risk fire).

**From time to time fire safety information will be emailed to you.
Please ensure you read carefully.**

Storage Of Petrol Or Other Similar Flammable Liquids

For obvious fire safety reason, please do not store petrol or any other similar flammable products in your accommodation.

Windows

Windows are fitted with restrictor to prevent them from being fully opened. These are provided for your safety and the safety of your guest. Without exception, anyone found tampering with or removing the restrictor from the window will result in them having the window **permanently lock** for the remainder of the tenancy period.

Bicycles

Please note it is not permitted to keep bicycle in entrance, lobby areas or any other part of the accommodation other than designated Bicycle storage areas or vacant rooms within the accommodation, as this causes a blockage to the designated means of escape and potentially causes damage to flooring and walls.

Drugs

The use of illegal substances is not permitted in accommodation managed Leicester Students letting.

Any tenant found in possession of, or using any illegal substances will be reported to the police, University and a solicitor's letter will be sent to their Guarantor demanding the remaining rent for tenancy and, tenancy will cease with immediate action.

Smoking

Smoking is forbidden in all of our properties. Tenants found smoking will face disciplinary action. However, smoking is permitted outside of the building in the designated areas.

In area where you may smoke:

- Always ensure that cigarettes are extinguished properly in a metal or glass ashtray.
- Do not leave lit cigarettes unattended.
- Do not dispose of lit cigarette into any receptacle containing paper or other flammable product.

Any cigarette burns to floor, surface will result in the complete replacement of the damaged area, at cost to the occupants of the accommodation, so please do not stub cigarettes out on the floor, wall or other surfaces.

Candles And Shisha pipes

The use of candles is not permitted in your accommodation, this included incense burners and aromatherapy candles. Shisha and other smoking water pipes are also not permitted in your accommodation. Leicester Student Lettings reserves the right to remove any such items from the property where found.

Disciplinary Procedure

Leicester Students Letting has a disciplinary procedure which aims to give tenant a clear, unambiguous action where behaviour is deemed to be unacceptable. To do this the nature of the offence will be considered and the action taken aimed at improving behaviour. The Disciplinary Procedures therefore aims to improve behaviour rapidly rather than seek exclusion, but does not rule out exclusion for repeat offences.

As an exception, in cases where Leicester Students Letting considers that the residents in question poses a serious threat to the building or its residents, an application will be made to the court to exclude the resident from premises as a first step.

Nature Of Offence

Incidents likely to invoke disciplinary action will be considered in 3 categories of seriousness:

- **Nuisance** -including annoyance to neighbours, breaches of building security, poor maintenance of the accommodation etc.
- **Minor damage or negligence, minor breaches of the tenancy agreement**– including damages to the building or its content, minor breaches of health and safety requirement etc.
- **Serious breaches of safety or tenancy agreement requirement**– including serious breaches of fire and safety requirement, non-payment, improper use of the property etc.

Level Of Disciplinary Action

- Level 1– Verbal warning
- Level 2– In house written warning
- Level 3-formal written warning, copied to guarantor.
- Level 4- Incident will be reported to the University. Where this is the case, the incident will be dealt with under the Universities own disciplinary procedure.

Application Of Disciplinary Action

Nuisance

First offence– level 1

Second offence-level 2

Third offence-level 3

Minor Damage

First offence– level 2

Second offence– level 3

Serious Breach Of Health And Safety

First offence– level 3 or 4 depending on seriousness of the offence.

Appeal against Disciplinary Action

Where any resident wishes to appeal against the decision of Leicester Students Lettings to invoke disciplinary procedures, they may do so by making their application in writing to:

***Leicester Students Lettings Arbitration Board,
142 Charles Street, Leicester, LE1 1LB***

A £50 deposit will need to be submitted with the appeal in order for the case to be considered. This will be refunded if the appeal is successful.

Complaints procedure

Leicester Student Lettings is directed and managed by Chartered Surveyors and aims to provide the highest levels of standards of service to all landlords and tenants, but to ensure that your interests are safeguarded, we offer the following

If you believe you have a grievance, please write in first instance to

The Directors, Leicester Students Lettings, 142 Charles Street, Leicester, LE1 1LB

The grievance will be acknowledged within 5 working days and then investigated thoroughly in accordance with the established 'in-house' procedures. A formal written outcome of the complaint will be sent to you and honoured within 21 days. If we require longer than this timescale we will advise you in writing and confirm our revised response date.

If you remain dissatisfied with the result of the internal investigation, please contact us.

Following the conclusion of our in-house review of the complaint you can refer the matter to the directors.

Equality & Diversity Policy

Leicester Student Lettings is committed to providing services which embrace diversity and that promote equality of opportunity.

As an employer, Leicester Student Lettings is committed to equality and valuing diversity within its workforce. Our goal is to ensure that these commitments, reinforced by our values, are embedded in our day-to-day working practices with all our customers, colleagues and partners. We will provide equality of opportunity and will not tolerate discrimination on grounds of gender, gender identity, marital status, sexual orientation, race, colour, nationality, religion, age, disability, HIV positivity, trade union activation or politician beliefs—or any other grounds.

We will demonstrate our commitment by:

- Promoting equality of opportunity and diversity within the communities in which we work and with all our partners and workforce
- Aiming to build a workforce which reflects our customer base, within the diverse communities in which we work, with the aim of having parity of representation across the workforce encouraging recruitment from groups currently under-represented in the department and their career progression once employed treating our customers, colleagues and partners fairly and with respect promoting an environment free from discrimination, bullying and harassment, tackling behaviour which breaches this recognising and valuing the difference and individual contribution through the enhancement of their abilities.
- Building in legislative requirements and best practice to all our service delivery and employee policies and procedures, and supporting these with appropriate training and guidance. We will measure and report on the effectiveness of our

service delivery and employee policies and processes, in relation to these principles, by building performance monitoring and management information requirements into policy and product development. This information will be used to inform future policy and to enhance business processes. Every person working for the department has a personal responsibility for implementing and promoting these principles in their day-to-day dealings with everyone—including members of the public, other staffs and employers and partners. Inappropriate behaviour is not acceptable.

Surrendering your tenancy

If the premises is permanently vacated by the Tenant at the Tenant's own request before the last day of term, the Tenant remains liable to pay the Landlord the full unpaid balance of the rent receivable by the Landlord had this Agreement run for the full term.

Alternatively the Tenant may surrender this tenancy only upon finding a replacement Tenant acceptable by the Landlord and willing to take the tenancy of the Premises without interruption, upon the terms contained within this Agreement. Where the administration of a replacement Tenant is required, an administration fee will be payable by the Tenant who is ceasing the tenancy agreement.

Leicester Student Lettings would like to wish you a happy and successful academic year. If any of our tenants require academic advice, please ask!



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