



CLIENT INFORMATION

It is important to understand that your **shortstay**:apartment is a serviced apartment and not a hotel room. The emphasis of our concept is to provide a private, secure, clean and well maintained "home from home" for the duration of your stay. This means that you have a greater level of self reliance and you are responsible for the general upkeep of your **shortstay**:apartment for the duration of your stay. Please remember that you will be living in a communal apartment block and we respectfully request you act in a manner which is considerate to your fellow residents and which upholds our ethos of polite and friendly service. Thank you for your co-operation.

This clarification and tariff should be read in conjunction with the other clauses within our terms & conditions to ensure that you are aware of your responsibilities under the terms of the agreement. It is written in plain English to detail the intentions and basis upon which dilapidations charges are levied. Should you not agree to abide by this tariff then you are advised not to utilise One Portfolio Management Ltd for your stay. Please note that your signature on the booking confirmation or your electronic submission of a booking request, signifies your agreement to, and full legal acceptance of, these stated clauses.

CHECK IN

At the beginning of your tenancy a check in is performed with a member of our guest co-ordinator staff. The check in time is after 2.00pm and is advised by yourself at the time of booking. The guest co-ordinator will meet you at the property and should do several things to comply with the current guidelines accepted as the "industry standard". These are:-

- 1 Give you the keys and electronic entry devices for the property and explain how they work.
- 2 Walk you through the premises and indicate all of the items contained within the premises and the condition of the same, allowing you to make comments regarding the condition of each item listed, which will be recorded. Should any item be broken or unusable, the Guest Co-ordinator will arrange for this to be replaced or repaired immediately.
- 3 Show you where the instruction manuals are kept for all appliances in case of query.
- 4 Explain the procedure for contacting the Guest Co-ordinator team or reporting maintenance issues.
- 5 Ask you to sign a copy of the booking confirmation to signify your attendance at the check in and your acceptance of responsibility for the property and the contents therein.
- 6 A copy of the signed booking confirmation will be given to you at this point. The terms and conditions noted on this document should be read in conjunction with the terms and conditions noted on the booking confirmation.

CHECK OUT

At the end of the tenancy a check out inspection is performed with a member of the Guest Co-ordinator staff. This should take no more than ten minutes. We ask you to contact the Guest Co-ordinator team on 0800 027 5660, the day BEFORE check out, to advise them of the time you wish to check out. The Guest Co-ordinator will then attend the property at the allocated time to perform the check out procedure. This is the easiest and quickest way to perform the check out and ensures that you can be on your way with the minimum of fuss and time wasted. There are several different types of check out. They are:-

Standard Check out

Pre-booked at any time between 7.00am and 10.30am. No charges apply.

Late Check out

Pre-booked at any time between 10.30am and 5.00pm (subject to availability and acceptance). A charge of £20 + vat is payable for this service.

Un-accompanied check out

Pre-booked at any time between 7.30pm and 7.00am (subject to availability and acceptance). This service will be un-accompanied by the Guest Co-ordinator and it is necessary for the tenant to advise the Guest Co-ordinator prior to check out. The tenant will be charged a full nightly rate for the last night. It is the responsibility of the Tenant to insert all keys and electronic handsets into the letter box marked "KEYS" next to the main gate on leaving. Any keys or handsets not returned will be charged at the contractual rate. A check out inspection will be carried out in the absence of the tenant on the morning following check out and any dilapidations, breakages or discrepancies will be noted and charged to the tenant's account and, subsequently to the credit card held as security for the tenancy. Please note that the decision of One Portfolio Management Ltd in the matter regarding charges is final and the tenant agrees to abide by the final decision of the same.

The member of the Guest Co-ordinator team performing the check out is not responsible for the allocation of charges for any dilapidation, breakage or missing items. They are solely on the site to provide an accurate and truthful account of the condition of the premises and all items within the same at the point of check out. It is not the responsibility of this staff member to discuss the mitigation of any loss, breakage or dilapidation, and they are not permitted, under any circumstances, to record any other comment or suggestion on the check out report. They will not engage in conversation during the check out procedure. Please do not interpret this as rudeness, this behaviour is encouraged to minimise the time within the apartment and to avoid delaying you. The check out procedure will take, on average, ten minutes. Should any loss, breakage or dilapidation be found, you will be invited to the office immediately to discuss the matter briefly and to agree any charges raised.

FAULT REPORTING

We strive to ensure that all of our properties are of the highest standard. However, should there be any problems with your property during your stay, please do not hesitate to contact the Guest Co-ordinator team on the following telephone number:-

Free phone:0800 027 5660

Our office hours are 8.00am – 5.30pm (Mon – Sat). If the matter is non-urgent then please call within office hours as there are more specialised staff available to handle a wider range of queries or enquiries. Should the matter be an emergency then please telephone the above number at any time which will be answered by a member of the Guest Co-ordinator staff.*

Our office address is:-

Avery House
Brunel Place
Crawley
West Sussex
RH10 1JB

Should you wish to contact us via email, please direct your email to: mail@1rent.co.uk

Please feel free to visit our offices at any time that is convenient to you.

*Please note that any call out reported by the client as an emergency but which is found to be caused by the actions or negligence of the client, or to be of a non-emergency nature, will be subject to a charge of £50.00 + vat.

HOUSEKEEPING SERVICE / CLEANING

Your **shortstay** apartment will be cleaned on a weekly basis as part of our standard service from when you check in. On arrival, it will contain fresh, clean linen and towels, and the entire **shortstay** apartment will have been cleaned prior to your entrance.

It is important to remember that your **shortstay** apartment is a serviced apartment and not a hotel room. The emphasis of our concept is to provide a private, secure, clean and well maintained "home from home" for the duration of your stay. This means that you have a greater level of self reliance and you are responsible for the general upkeep of your **shortstay** apartment for the duration of your stay. Our housekeeping staff will perform the following tasks on a weekly basis:-

- Dust all areas, furniture and fixtures.
- Mop all floors and vacuum all carpets.
- Clean bathrooms, toilets and sanitary-ware.
- Empty all waste receptacles.
- Replace all used towels.
- Replace all used bed linen.

Our housekeeping staff are NOT permitted to:-

- Fold or put away clothes or personal items
- Wash up the dishes or cooking utensils used by clients.
- Remove or move personal items from the area that the guest has left them.

This is due to insurance restrictions and health and safety guidelines. Please could you therefore arrange for all surfaces to be clear of personal effects in order that the **shortstay** apartment can be cleaned to the best of our staff's ability.

TELEPHONE

There is a land-line telephone situated in your property for your use. The telephone number of the property will be noted on your booking confirmation. All calls made from this telephone are immediately tracked and logged on our software and will be chargeable to yourself at the termination of your stay. It is usual that any call charges are debited to the credit/debit card held on file. Should you wish to settle the bill in another manner, please advise us accordingly prior to the end of the tenancy. All calls will be charged at the standard advertised BT National and International tariff.

Booking form terms & conditions (signed and agreed)

All telephone calls made from the landline telephone or fax machine will be charged during the tenancy or at any time after, to the tenant at any nationally advertised call rates as supplied by British telecom from time to time. The tenant gives full consent for all charges to be presented to the credit card number given at the commencement of the tenancy.

WIFI INTERNET

Robinson House is fully equipped with a broadband WIFI network. The network allows you to connect to the internet at anytime from your property.

To access the network, your computer will have to be WIFI enabled or contain a WIFI card. The network has been tested in each property and we can confirm that there is adequate signal strength from most parts of the building. It has been found in the past, that every computer receives the WIFI signal with a slightly varying level of effectiveness. One Portfolio Management Ltd can accept no responsibility for the reception of WIFI and the processing of the said signal by the clients computer equipment. Please also be aware that. One Portfolio Management Ltd make no material gain from the provision of this service and we do not offer any advice, information or support for this service.

2 step simple process for getting online:-

- 1 Switch on your computer and ensure that the WIFI is enabled. The computer will automatically register the signal from our network and allow you to connect to it.
- 2 You will need to enter an access code. This code is available from the concierge team on request..

For technical support please contact the Concierge directly.

TELEVISION

The television reception in your lounge is programmed, via a "freeview" box to receive the following channels:-

BBC1*
 BBC2*
 BBC3
 BBC news 24
 Cbeebies
 CBBC
 ITV1*
 ITV2
 Channel 4*
 Channel 5*
 Living Channel
 CNN

Please note that due to degraded television signal strength around Gatwick Airport, we cannot guarantee that all channels are available at all times. One Portfolio Management Ltd can accept no liability for any channel being unavailable at any time.

The main lounge also contains a DVD player for your use. Please note that this will only play **original** discs and will not play copies, pirates or other media not specifically intended for broadcast use.

The television in your bedroom will only receive the stations marked with an asterix* as they only receive terrestrial signal. They are equipped with an internal DVD player for your enjoyment. Again, please note that this will only play **original** discs and will not play copies, pirates or other media not specifically intended for broadcast use.

GETTING AROUND

By Train

Crawley train station is just a short walk away from Robinson House, and benefits from a 15 minute train service to Gatwick Airport and London. London is an approximate journey time of 45 minutes. Tickets may be purchased at the station and you should expect to pay approximately £15.00 (after 9.30am) for an all day return travel card to London. More information can be gained online at www.nationalrail.co.uk.

By Bus

Crawley bus station is situated opposite the train station. Here you will also find the local tourist office, offering advice on local attractions and places of interest. The main bus service is operated by Metrobus and the 100 bus route stops just around the corner from Robinson House. The 100 bus route goes from Gatwick Airport through Manor Royal business park and out to Redhill, servicing all of the main shopping, business and leisure destinations. The service is frequent and comfortable. For detailed information please log on to www.Metrobus.co.uk.

By Taxi

One Portfolio Management Ltd have negotiated preferential rates for all clients with **Metro Cars**, to provide a polite, clean and cheap taxi service to all destinations with priority booking. Metro Cars can be contacted on 01293 415415.

Flight Times & delay warnings

For live flight times or other airport / airline information, please logon to www.gatwickairport.com.

Aviation weather reports & pilot briefing

For up to date aviation weather reports (official service – non FAA accredited) please log on to www.aviationweather.gov

For detailed mapping or travel directions please visit www.multimap.co.uk . The postcode of Robinson House is RH10 1BN.

FOR FURTHER INFORMATION OR ADVICE, PLEASE CONTACT THE GUEST CO-ORDINATOR TEAM ON 0800 027 5660.

PARKING ENFORCEMENT

On certain developments there are parking enforcement measures in place. These range from allocated parking spaces being issued to a parking permit system being in force. Please be aware that any parking / access stipulations will be clearly marked upon the booking confirmation and must be adhered to by the tenant at all times. All parking management systems are managed by a third party contractor and, One Portfolio Management Ltd accept no legal liability for any loss or inconvenience caused by the operation of the parking system instated within the development. One Portfolio Management Ltd will not enter into any communication or discourse with the third party contractor on behalf of the tenant and can not act as an arbitrator in the instance of infringement of the instated parking system by the tenant.

USEFUL TELEPHONE NUMBERS

Doctors Surgery

Saxonbrook Surgery
Maidenbower Square
Maidenbower
Crawley 01293 450400

Dentist Surgery

Nigel Mullaly dental surgery
Maidenbower Square
Maidenbower
Crawley 01293 889992

Hospitals

Crawley hospital (main switchboard) 01293 600300
East Surrey hospital (main switchboard) 01293 768511

Emergency Services 999

The electric oven in the kitchen is supplied in a clean and working condition. If you make the oven dirty during a cooking process, then it is your responsibility to clean the oven at the end of the process with a non-scratch cleaning cream or detergent specifically designed for the task. At the end of the tenancy, should the oven be found to be stained or corroded due to burnt on food and scratching, then the full cost of the cleaning of the oven will be charged to the tenant and debited to the credit card held as security. Should the oven be un-cleanable then the full cost of the replacement of the oven will be charged to the tenant and debited to the credit card held as security.

It is understandable that, during the cooking process an amount of oil or grease will be spilt in the kitchen. It is your responsibility at the end of the tenancy to ensure that all kitchen surfaces are clear of oil and non-sticky. Should this not prove to be the case then a full clean will be needed to remove said grease from the kitchen area. This will be charged fully to the tenant and debited from the credit card held as security.

When you wish to dispose of any rubbish between weekly cleans, the bin store is located at the far end of the car park next to the large white gates. Please ensure that all rubbish is placed in black bags and sealed securely before placing in the large green bins.

CHARGES

This may be split into two sections. Charges levied for dilapidated or missing items, and charges levied for dilapidations to fixtures and fittings.

ITEMS

An item is classified as something which can be removed or carried from the property and is not affixed to a wall or partition. This could be anything from a clock radio to a dishwasher.

Prior to check in, most of the items within the property will be checked and tested by the Guest Co-ordinator performing the check in, and replaced if found to be defective or missing. At the point of check in the Guest Co-ordinator will show you around the property and offer you ample time to view all of the items within the property. It is your responsibility to point out if any item is marked or damaged or defective in any way. Should this be the case, then the Guest Co-ordinator will arrange for the repair of the item or replace the defective item immediately. Should any item not be replaced then the Guest Co-ordinator will annotate the check in report accordingly in order to confirm that the damaged or defective item will not be charged to your account on check out. It is your responsibility to ensure that all annotations are made in a careful and correct manner.

On check out each item will be re-inspected and the check out report will be annotated in the same way in your presence. You will be asked to sign the check out report to confirm that this is a fair and accurate document reflecting the condition of all items and fixtures.

The check in report and check out report will be compared at Head Office after the check out, and each item's notes regarding dilapidations and damages will be calculated by head office – not by the member of staff performing the check out report.

With respect to dilapidation charging, it is expected that an acceptable amount of "fair wear and tear" will occur during the period of a tenancy. This will be taken into consideration when any dilapidation charges are calculated.

PLEASE NOTE THAT ALL PRICES ARE QUOTED EXCLUDING VAT. THIS WILL BE CHARGED AT THE STANDARD UK RATE (currently 17.5%).

Booking form terms and conditions (signed and agreed):-

"The premises must be left in a clean and tidy manner, with all items returned to their original positions and in good working order. All damages/ breakage/ losses must be reported to the concierge prior to check out. The Tenant gives full consent to the landlord to fully charge for any items removed without consent or damaged beyond "Fair wear and tear" to the tenants account or credit card at the end of the term (howsoever determined) the decision of the landlord in this matter is final. For further clarification of all charges and obligations in detail, please read and download the document "Client Information". This booklet is also available on request from Head Office in a hard copy format. Please note that this document and the explanations contained therein form a binding part of this document and, signature of this confirmation signifies your acceptance of the responsibilities described and explained within the "Client Information".

DILAPIDATIONS TO FIXTURES AND FITTINGS

This can apply to walls, doors, architraves, floor coverings, and all other fixed items.

EMULSION WALLS, GLOSS PAINTED SURFACES AND CEILINGS

This is one of the most difficult items to consider and we believe we apply a fair and honest policy, and a commonsense approach in the absence of guideline or legislation.

Prior to the beginning of your tenancy it is our policy to completely paint each property in order that the walls are free from marks or blemishes. This is probably one of the reasons that you chose to rent from us, and the condition of our properties is known to be of the highest standard in the West Sussex property market. At the termination of the tenancy the Guest Co-ordinator performing the check out will view each wall as a whole instead of examining each mark or scuff. If we feel that another client would not accept the overall standard of painted surface or that it degrades the possibility of re-letting the property at the end of the tenancy without the affected room being repainted, then the said room will be repainted and the tenant charged as a dilapidation. This is assessed on a room by room basis, in order that you are not charged for painting an entire apartment should it be unnecessary. Even though only one wall in a room may be affected and need painting, it is necessary to paint the entire room to ensure colour match and paint batch integrity. It is not permitted to affix any item, poster or picture to a wall using any fixing, adhesive or preparation. This is because this marks or damages the wall beyond reasonable wear and tear. Any mark or damage caused in this way will immediately render the room as dilapidated, leading to a charge for a full room paint out to be levied.

The above basis also applies should we find that the glossed surfaces of any room are marked or damaged. This may apply to window frames, sills, architraves, skirting boards or any other wooden surface which is painted in gloss or silk paint. A charge on a "per room" basis will be levied in order that a patchwork effect is avoided and that the entire room retains a uniform glossed appearance to the naked eye.

It is a well documented fact that the smoking of tobacco products within a premises will lead to staining / yellowing of the ceiling and walls. Should this be noted on the check out then any affected areas will be treated as dilapidations and charged accordingly.

The charge applied per room for decoration work is based on the hourly chargeable rate of our maintenance team as follows:- (*per room affected*)

Removal of furniture	1 hour	£22.00
Masking of surfaces	½ hour	£11.00
Filling of holes and blemishes	1 hour	£22.00
Emulsion coverage 1 coat	1.5 hours	£33.00
Replacement of furniture	1 hour	£22.00
Materials		£35.00
Total		£145.00 + vat per room

Ceiling painting 2 coats	2 hours	£44.00
Materials cost		£21.50
Total		£65.50 + vat per room

Rub down/key all gloss surfaces	3 hours	£66.00
Filling of holes and blemishes	1 hour	£22.00
Gloss coverage 1 coat	3 hours	£66.00
Resealing of all joints to walls	1 hour	£22.00
Materials		£38.00
Total		£214.00 + vat per room

MOULD AND CONDENSATION DAMAGE

In a rented accommodation where most of the internal partition walls are formed from drywall or plasterboard, it is essential to ventilate the premises adequately to prevent the build up of moisture within the premises. Any build up of moisture will lead to the growth of mould on the walls and ceilings.

We have taken precautions to ensure that you are aided in this process by the design and build of the premises.

- 1 Most windows are fitted with ventilation bars which should be open at all times.
- 2 All bathrooms are fitted with extractor fans which are automatically activated when the lights are switched on. These are also controllable by a fused spur switch. **This should not be deactivated**

