



Brunel
University
London



Brunel Student Lettings

Landlord Information Pack

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WHO ARE WE?

Welcome to the Brunel Student Lettings guide for landlords.

This pack has been produced to provide useful information on the service Brunel Student Lettings offer and about letting your property to students at Brunel University London.

We offer a fully managed service and are located at the Brunel University London campus giving us a unique opportunity to advertise your property to approximately 12,000 Brunel students. Our team are experienced property professionals and are passionate about delivering outstanding customer service to both landlords and students.

Students choose us because we provide a student-friendly service and are dedicated to helping students find suitable accommodation in and around the Uxbridge area. Brunel Student Lettings have also been nominated by the Brunel Student Union as their 'Preferred Housing Provider'.

Landlords choose us because:

- Your rent is guaranteed for the duration of the contract
- No need for right to rent checks
- We offer competitive rent levels
- We carry out regular property inspections
- No monthly fee is charged
- No hidden charges
- We offer a fully managed service for landlords and are the main point of contact for students throughout the period of their contract
- We advertise properties to approximately 12,000 Brunel students
- You do not need to sign up to a Deposit Protection Scheme
- We have a dedicated Community Liaison Officer to deal with student issues
- Only £150 set up fee



OUR SERVICE

Your property will be offered to students registered at Brunel University London. We will be the student's first port of call and your contract will be with the University rather than directly with the students. You will remain responsible for instructing repairs either directly with your preferred contractors or the Brunel Student Lettings team can arrange using our approved contractors. You also remain responsible for ensuring that the property is compliant with the HMO and/or Housing regulations although we are available to assist and advise you on these.

Rent Guarantee Scheme

Brunel Student Lettings guarantee payment of the rent to you, regardless of whether or not the students pay their rent. In the event that a student is in breach of their contract, we will handle the eviction process for you at our cost and you will still receive your rental payments.

Inventories

Brunel Student Lettings will arrange a professional Inventory Check-In and Check-Out report. At the end of the contract the property will be checked against this report to ensure that everything is in order.

Inspections

Brunel Student Lettings will carry out inspections at regular intervals and will attend for additional visits as and when required. When we carry out inspections we closely monitor how our students are maintaining the property and will also check the condition of the property. Following an inspection, you will receive a copy of the inspection report by email, detailing any concerns or areas of maintenance.

Advertising

Your property will be advertised on our website and as part of our service a digital floorplan and professional photographs will be taken. We will include a Facebook marketing campaign.

Brunel Student Lettings market directly to approximately 12,000 students at Brunel University London. We will arrange all your viewings and can also offer virtual viewings for those students unable to attend the properties in person.

Community Liaison Officer

We have a dedicated Community Liaison Officer, so that any disputes or complaints from local residents can be investigated, addressed quickly and resolved amicably. We are experienced at dealing with these situations and have a proactive approach to addressing these issues. We pride ourselves on maintaining a positive relationship with the local community.

LICENCE AGREEMENTS

We aim to let properties for a period of 51 weeks each year, with most contracts starting in June, July or August. However we do have demand for properties in January as a number of the University courses begin at the start of the calendar year. Once the students have signed their contract for the properties you will be sent your copy for signature.

We allow for a one week void period between contracts in order to carry out professional cleaning, inspections and inventory reports. Some landlords opt for a longer void period particularly if refurbishment work is required. You may be requested to arrange maintenance and redecoration at the property as and when required and this may form part of your rent offer.

HMO's

A HMO (House in Multiple Occupation) is a building, or part of a building that is occupied by 3 or more residents from 2 or more households with shared amenities, such as a bathroom, WC or cooking facilities. All HMOs must comply with Hillingdon Borough Council's minimum standards and the national HMO regulations, but not all HMOs need to be licensed.

From 1st October 2018, mandatory licensing, in any part of England, will not depend on the number of storeys in a building. HMO's with 5 or more occupiers from 2 or more households will be licensable. Each bedroom must be a minimum size of 6.52 square metres and cannot be used as a bedroom if it does not meet this standard. If your property is licensable, we must be in receipt of a current HMO Licence, prior to advertising the property.

We advise all landlords to contact Hillingdon Borough Council for more information or clarity regarding the regulations. Please visit the Hillingdon Council website.

RENTS, DEPOSITS, TAX & INSURANCE

Rent

Your guaranteed rent payment will be paid directly to your bank account in 4 instalments, in advance throughout the year. The payment dates will be detailed in your contract.

Deposits

Deposits are taken from each student and held by the University until the end of the contract. Brunel Student Lettings will consult with you regarding any damages and appropriate deductions to be made from the deposits. You should expect a higher level of wear and tear in the property when renting to students rather than professionals.

Council Tax

Full time students are exempt from paying council tax and we will liaise with the local council on your behalf to ensure the council are kept informed about who is living at the property. You will be responsible for paying council tax during any void periods.

Income Tax

If you own a rental property you are obliged to pay tax on any income or profit you make from it.

Please contact your local tax office for more details or visit: www.hmrc.gov.uk. Overseas Landlords will need to be registered with the HMRC Non-resident Landlord Scheme and will be asked to provide Brunel Student Lettings with a tax exemption letter.

House Insurance

You are responsible for arranging adequate buildings insurance for your property for the duration of the contract, which also includes cover for items owned by the landlord. You will also need to have alternative accommodation insurance, so you are covered in the event that the property is uninhabitable or inaccessible.

Resident Insurance

As part of the service we offer, we arrange student contents insurance at no additional cost to you

Utility Bills

Residents are responsible for the utility bills during the contract period however some landlords may choose to offer an all-inclusive package which Brunel Student Lettings can facilitate. You would be responsible for paying any bills relating to periods outside of the contract.

PROPERTY & GARDEN MAINTENANCE

Property Maintenance

If you would like Brunel Student Lettings to arrange for works to be carried out we can do this (subject to an administration fee). We will only ever instruct Brunel University London approved contractors, so you can be assured that all our contractors are fully compliant with current legislation. Brunel Student Lettings will deduct the cost of the works from the next rent payment if the work is carried out before the final instalment is due. Repairs should be actioned within the appropriate time frame depending on the priority level and in accordance with your contract. All repairs are tracked on Fixflo (our maintenance management system) making it easy for you to be kept up to date with issues arising at your property.

Cleaning

You will need to arrange for the property to be professionally cleaned prior to the commencement of the contract. In our experience, its best practice to set a good standard to the students from the start of their contract. At the end of the contract Brunel University London will arrange a professional clean at no additional cost to you.

Garden Maintenance

If your property has a garden you will be expected to maintain the garden during the period of the contract. We can advise you on locally trusted suppliers and notify the students for you when access is required.

SAFETY REGULATIONS

Fire Safety

A Fire Risk Assessment will need to be completed by a Brunel University London approved contractor. Brunel Student Lettings can arrange for a Fire Risk Assessment to be carried out on your behalf and will advise if there are any statutory requirements needed to be carried out prior to the contract start date.

For more information on fire safety requirements you may find the LACORS guidance booklet useful. Further information can also be found on the Hillingdon Council website.

Smoke and Carbon Monoxide Detectors

All private sector landlords in England are required to install smoke alarms on each floor of their property and have at least one carbon monoxide alarm in any room with a fuel burning appliance.

Doors, Locks & Keys

Any door providing a means of escape (including bedrooms if locks are present) will need to be fitted with a thumb turn lock (lock capable of being opened, easily and quickly from within, without the use of a key).

Fire doors should be fitted with approved self closing devices.

Furniture

All furniture provided must comply with the Fire and Furnishings (Fire Safety) Regulations.

Gas Safety

Gas safety compliance for landlords is a legal requirement. A copy of the annual service record for the boiler within the property and a copy of the landlord's current Landlord Gas Safety Certificate (CP12) will need to be provided before the start of the contract. This applies to LPG (liquid petroleum gas) and natural gas appliances. Brunel Student Lettings can arrange for servicing and the certificate to be completed on your behalf.

Electrical Safety

Electrical safety compliance for landlords is a legal requirement. We require an Electrical Installation Circuit Report(s), completed by a NICEIC registered electrician so that we are able to verify that the electrical installations within the property are safe. Brunel Student Lettings requires that remedial works code 1 & 2 are rectified before our students move in. Once remedied a works certificate must be provided in addition to the Installation Condition Report. Any alterations to the property or the electrical installation may also require an earlier re-test. Brunel Student Lettings can arrange for the report to be carried out on your behalf.

Portable Appliance Testing (PAT)

Portable Appliance Testing is a requirement within the London Borough of Hillingdon and also a condition of your contract for all landlord owned electrical appliances to be tested. Brunel Student Lettings can arrange for the testing to be carried out on your behalf.

Energy Performance Certificate

A valid Energy Performance Certificate (EPC) or EPC reference number must be provided for each property that is available to let. Any properties registered after 1st March 2015 must have a minimum of 'E' rating for Energy Efficiency and Environmental Impact, unless evidence is provided that all possible improvement measures have been implemented. Brunel Student Lettings can arrange for this certificate to be completed on your behalf.

Legionella Risk Assessment

Landlords are under a duty to ensure that the risk of exposure to tenants, residents and visitors by Legionella is properly assessed and controlled, this will mean a Legionella Risk Assessment will need to be carried out. For most residential settings the risk assessment may show the risks are low so long as simple control measures are followed. This will apply to houses or flats with small domestic type water systems where the water turnover is high. Provided the risk assessment shows that the risks are insignificant and the control measures are being properly managed no further action would be necessary. It is important, however, to keep the assessment under review periodically (best practice is every two years) in case anything changes to the system. If you wish Brunel Student Lettings can arrange for a Legionella Risk Assessment to be carried out on your behalf.

DATA PROTECTION

The purpose of the General Data Protection Regulation and Data Protection Act 2018 is to protect the rights of individuals with respect to the processing of their personal data, and to ensure that organisations which process personal data do so in a fair and proper way.

Processing includes the collection, storage, retrieval, use, or disclosure of personal data. We are committed to following the principles of the Data Protection Act. If you wish to see any of your personal data that the University holds, you should send an email to the Data Protection Officer with details of what information you wish to see, along with proof of identification.

What we do with your data

We collect and process personal data from a number of sources, for a number of uses. Our promise to you is that we will not share information with other parties unless required to by law or unless authorised by the individual themselves.

REGISTERING & LANDLORD CHECKLIST

Prior to advertising the property you will be required to pay a non refundable registration fee of £150 including VAT and we will require the following documentation from you:

Checklist

- Registration & Confirmation of Instruction Form** (*enclosed*)
- New supplier form** (*enclosed*) - to set your details up on the financial system at Brunel University London.
- Bank account statement** - an original copy of the statement of the account where you want your rental payments to be made (within 3 months)
- Proof of property ownership** - a copy of the title or deed to the property or a letter from your solicitor confirming ownership.
- HMO Licence** (if applicable) see page 5.
- Proof of address** - 2 original copies of proof of your home address (e.g. 2 recent bills). We require this information so we are compliant with Money Laundering Regulations 2017.
- Proof of identity** (e.g. current signed passport, UK photo card driving licence (not provisional). We require this information so we are compliant with Money Laundering Regulations (within 3 months).
- Fire Risk Assessment Report**
- Electrical Installation Circuit Report(s)** including a valid Building Clauses Certificate of Part P compliance for all applicable electrical works completed at the property after 1 January 2005.
- Landlord Gas Safety Certificate (CP12)** plus an annual service record for the boiler.
- Portable Appliance Test (PAT) Certificate**
- Maintenance or Service Contracts** - Details of any maintenance cover policies, for example British Gas Homecare. Please ensure that you have authorised for us or the students to contact them and request them to attend on your behalf.
- Any other documentation** that you think we may require for letting the property. It is particularly useful if you are able to provide us with heating control and appliance user guides and manuals. Ideally it's best if we have these in PDF format, so we can pass these on to the students. This also reduces the risk of appliances being operated incorrectly, or unnecessary contractor callouts.

PROPERTY CHECKLIST

Brunel Student Lettings are interested in good quality, affordable properties which are fully furnished with a good standard of modern furniture and in close proximity to Brunel University London. Students must have their own bedroom and a communal area with kitchen/diner.

Each bedroom

- Minimum room size 6.52 sqm
- Double, single beds should only be provided where a double bed won't fit
- Mattresses (clean and good quality)
- Mattress protector (replaced annually)
- Desk and a comfortable desk chair
- Wastepaper bin
- Good size wall mounted noticeboard
- Wardrobe
- Chest of drawers
- Bedside table
- Curtains/Blinds
- Lock that operates on a thumb turn on the inner side

Kitchen

- Cooker (extractor hood/extractor where necessary)
- Washing machine/washer dryer
- Vacuum cleaner (bagless is recommended)
- Fridge/freezer space ideally 1 shelf each in fridge and freezer for each student (1 fridge/freezer per 4 people)
- Cleaning accessories (dustpan & brush, broom, mop & bucket)
- Kitchen bins
- Flooring (must be hard floor for hygiene reasons)

Communal Area/s

- Table and chairs (if not in kitchen)
- Sofas
- Coffee table
- Curtains/Blinds
- Noticeboard for management documents
- Minimum of 2 outside bins for 4 people or less and for every extra 2 people an extra bin

Bathroom

- Bath and/or shower
- Shower attachment (if no separate shower)
- Extractor fan (should turn on with the light and run on a 5 minute delay when the light is turned off)
- Shower rail/curtain
- Towel rail
- Mirrored cabinet/wall mounted mirror
- Toilet
- Toilet roll holder
- Toilet brush (replaced annually)
- Bin
- A wash hand basin (including one in cloakrooms)
- Flooring (must be hard floor for hygiene reasons)



Brunel
Commercial
London

WHAT HAPPENS NEXT?

Thank you for your interest in Brunel Student Lettings.

We would be really keen to meet with you at the property at a time convenient to complete a market appraisal.

Our contact details are as follows:

Email: bca@brunel.ac.uk

Tel: +44 (0)1895 267900

Our standard opening hours are Monday to Friday, 9.15am to 5pm

However, we are happy to work around you and can meet with you on evenings and weekends if this is preferable to you.



Brunel
University
London



Registration & Confirmation of Instruction Form



This form is the Landlord's instruction to offer the Property for rent with Brunel Student Lettings.

OFFICE USE ONLY
Sole Agency period is _____ weeks

Addresses

Address of property to be let:

Landlord's correspondence*:

Postcode: _____

Postcode: _____

** If you are overseas you will need to be registered with the HMRC Non-resident Landlords Scheme and provide your tax exemption letter*

Name(s) of Landlord(s)

If the property is jointly owned please state the names of all owners. If the property is corporately owned or owned by a trust the full name of the company/trust, the company registration number and registered office address must appear on this form, which must be signed by an authorised signatory.

Name: _____
Telephone: _____ Email: _____

UK Resident for Tax Purposes: YES / NO Owner Share for Tax Purposes (%): _____
.....

Name: _____
Telephone: _____ Email: _____

UK Resident for Tax Purposes: YES / NO Owner Share for Tax Purposes (%): _____
.....

Fees on Annual Renewal (paid when renewing in year 2)

£75 inc. VAT

Registration Fee (please tick one box)

- £150 registration fee (cheque enclosed - payable to Brunel University London)
- £150 registration fee (payment by card - please call Brunel Student Lettings)

Consents

To Let Board Consent (please tick one box)

- Yes, I give consent for a To Let Board to be erected outside the Property
- No, I do not give consent for a To Let Board to be erected outside the Property

Mortgage Consent - Where a property is subject to a mortgage and/or a superior lease, the Landlord is obliged to obtain consent for letting (please tick one box)

<input type="checkbox"/>	There is no mortgage on the property
<input type="checkbox"/>	There is a mortgage on the property and I confirm that the appropriate consents have been acquired for the letting of the property from the mortgage lender
<input type="checkbox"/>	The property is subject to a superior lease and confirm that the appropriate consents have been acquired for the letting of the property from the superior landlord

Specific Initial Instruction or Provisions of Safety Documentation

(Please tick one box in each section) All prices include VAT and are valid for 2023/24 contracts

1. Landlord Gas Safety Certificate - It is a legal requirement that the property has a valid gas certificate and proof of boiler servicing within the property

<input type="checkbox"/>	The above property does not have a gas supply
<input type="checkbox"/>	I enclose a valid gas certificate and proof of boiler servicing within the property
<input type="checkbox"/>	Please arrange a gas safety certificate and boiler service at the property - £131
<input type="checkbox"/>	Please arrange a gas safety certificate, boiler service and PAT testing - £186

2. Electrical Safety - It is a legal requirement that the property has to be electrically safe.

<input type="checkbox"/>	I enclose a valid electrical safety certificate for the property issued by NICEIC and a valid Building Clauses Certificate of Part P compliance where applicable
<input type="checkbox"/>	Please arrange an Electrical Safety Test for the property - £310

3. Portable Appliance Test - It is a requirement that all landlord owned electrical appliances in the property have undergone a Portable Appliance Test (PAT).

<input type="checkbox"/>	I enclose a valid PAT Certificate for the property
<input type="checkbox"/>	Please arrange for a PAT to be carried out at the property - £114

4. Energy Performance Certificate (EPC) - It is a legal requirement that the property has a valid EPC (minimum 'E' rating).

<input type="checkbox"/>	I enclose an EPC or 20 digit reference number _____ for the property
<input type="checkbox"/>	Please arrange an EPC for the property - £86

5. Legionella Risk Assessment (LRA) - It is a legal requirement that the property has a Legionella Risk Assessment

<input type="checkbox"/>	I enclose a valid risk assessment for the property
<input type="checkbox"/>	Please arrange a LRA for the property - £240 (up to 4 beds) £305 (up to 7 beds)

6. Fire Risk Assessment Report - It is a legal requirement that the property has a Fire Risk Assessment

<input type="checkbox"/>	I enclose a valid risk report for the property
<input type="checkbox"/>	Please arrange a Fire Risk Assessment for the property - £330



Declaration

I/we confirm that there is Landlords Insurance Policy including alternative accommodation provisions for the Property and have confirmation from my/our insurer that the University's interest has been noted on the policy.

I/we confirm my/our instructions to proceed with the letting and marketing of the above stated Property on the basis of this Registration and Confirmation of Instruction Form.

I/we hereby certify and warrant that I/we (jointly) own the Property as stated above and that there are any further beneficial owners that all are aware of and agree to the letting of the Property and that I/we are entitled to sign on their behalf.

I/we warrant to have all gas boilers serviced and maintained at least once a year and keep a record of such maintenance which must be undertaken by an installer registered with the Gas Safe Register in order to comply with the Gas Safety (installation and Use) Regulations. This record will be obtained prior to the commencement of the contract and a copy will be made available to Brunel Student Lettings.

I/we warrant that all the furniture and upholstered furniture supplied to the Property comply with the provisions of the Furniture and Furnishings (Fire Safety) Regulations.

I/we warrant to have all electrical appliances checked on a regular basis to ensure that all electrical equipment is safe and will not cause danger and to comply with the Electrical Equipment (Safety) Regulations and Part P of the Building Regulations.

I/we confirm that there is no major repairs, constructions or maintenance work of which I/we due to be carried out to the Property, any adjoining premises or the building of which the Property forms part except as noted below. I/we also confirm that we are not aware of any planning permission or planning applications for any adjoining property or at any location in the surrounding area which may affect any potential tenant of the Property; or of any other material fact which may deter an applicant from taking the Property except as noted below:

I/we agree and accept the terms of this Instruction as set out above. I/we accept that in signing this document I/we am/are bound by its entire contents.

Authorised Signatories

Signed: _____ Date: _____

Signed: _____ Date: _____



New Supplier Form/Update Form

PART 2: [This Form is to be fully completed by the Supplier]

In order that your organisation can be added to the University's Supplier Database can you please complete this form fully and return to the University contact whose details are shown below:

To be completed by the Brunel University Requester	
Name	Lina Brazyte
Address	Accommodation Centre, Brunel University London, Kingston Lane, Uxbridge, UB8 3PH
Telephone No.	01895 267900
E-Mail Address	bca@brunel.ac.uk

The University requests that you provide the following details to enable us to create a full record and to comply with necessary legislation. If the University has previously done business with your organisation we need to check that the details we hold are still valid.

Your Organisation's Details

Full Trading Name	
Company Registration No (UK Only)	
VAT Registration No (UK – EU Only)	
Registered Address	
Address Line 1	
Address Line 2	
Address Line 3	
Town/City	
Postcode	
Country	
Telephone	
Email address for purchase orders & access Supplier portal	
Email address for remittance advice	
Supplier Contact	
Name	
Contact email address(if different from above)	
Telephone	
Bank Details	
Name of Account Holder	
Account number	
Sort code	
IBAN number	
BIC number	
SWIFT code	
Routing number	

All payments will be made by bank transfer and all payment remittances will be sent via email .Please supply full details to facilitate this and avoid delays in payment.

You must provide confirmation of the following bank details on signed, letter headed paper or bank statement (in pdf format) showing the following:

- Account /Payee Name
- Bank Name, Sort Code and Account Number
- Non UK Suppliers - IBAN Number and Swift Code. Routing Number (US only)

Confirm bank details enclosed

If you intend to invoice the University in a currency other than GBP please specify

Certificate of incorporation overseas, attached (if applicable)

Invoicing information:

UK Suppliers

All invoices to the University can be sent to one of the following addresses:

By Post:

Brunel University London Accounts Payable
PO Box 496
Central Park
Telford
TF2 2HF

By Email:

PDF invoices can be emailed to:
bruneluniversity.invoices@proactiscapture.com

All suppliers are sent a login to access the portal when they are set up within the P2P system. Invoices can also be added to purchase orders via the supplier portal using the 'PO Flip' feature.

Suppliers with non UK bank accounts

All invoices to the University MUST be sent to either:

Brunel University London
Accounts Payable
Uxbridge
Middlesex
UB8 3PH
United Kingdom

PDF invoices can be emailed to:
Payments@brunel.ac.uk

- The University operates a '**no purchase order, no pay**' policy. Invoices will only be paid where they quote a valid University purchase order number.
- **Please note that Brunel University London's payment terms are strictly 30 days payment from the receipt of the goods or services when a correct and valid invoice has been received**
- The University is committed to deal fairly and equitably with its suppliers and similarly expects to deal with suppliers that also operate in a responsible manner. To assist us in this we expect firms to accept:
 - Our standard terms of business

All data will be used only in accordance with the University's Data Protection Policy:

I confirm that I have understood the above and have completed the form fully and enclose any attachments.

Signature	
Name	
Position/Job Title	
Organisation	
Date	

Thank you for completing this form which will allow us to process orders and payments to you.

What happens next?

- Return the form and any attachments to the person identified at the start of the first page
- They will complete the University's internal documentation and forward this to the Procurement Department where the request will be reviewed and, if all is in order, create a supplier account for your organisation within the University's Finance System
- Once this supplier account is activated, you will receive notification of the set up via email; this also includes your login details and set up URL link for access to the Universities supplier portal.
- The university will be able to commence using your organisation by issuing you with a valid purchase order and process for payment any invoices received against a purchase order.