



Don't just be any student, be a London Student tm

KEY BENEFITS WHEN YOU RENT DIRECTLY FROM PLACE GROUP UK AND LONDON STUDENT HOUSING GROUP

1. All property owned and managed by the people you deal with. The person you speak to will have the absolute authority to resolve any problems, instruct any repairs etc.
2. The person you meet on your viewing will manage your landlord tenant relationship throughout your tenancy and has the authority to agree a letting with you. You will be given the direct dial number for this person, you therefore have the benefit of a dedicated point of contact, backed up by group resources.
3. Experienced student and professional landlord in the Manor House area for 15 years. We are one of the main private landlords in Manor House and Haringey
4. Automated contact arrangements for repairs/maintenance/ administration so you don't have to spend all day on the phone trying to get someone to call you back! We have an 020 (standard rate) one call number from which you can access all services 24 hours a day 7 days a week. From our one call number there is a keypad option to transfer immediately to a genuine 24 hour emergency line. Additionally you can use voicemail, email, fax and sms text to contact us. It is even possible to simply send a normal text message from your mobile phone to our one call number and your text will be automatically converted and transferred to our email system.
5. Head Office reception managed by real human beings from 9.30am to 5.30pm on normal business days. It is always possible to speak to someone and your call will always be answered by or transferred to the person responsible for your property. The one call number provides a keypad option to transfer to our Head Office reception.
6. On line document and tenancy management, so you can access the paperwork you need when you need it in from our [resources website](#). As a tenant you (and your parents) will be able to access your tenancy documents, inventory, gas certificate, tv licence, instruction manuals and almost any other documents you need, 24 hours a day 7 days a week. Why worry about whether your gas has been inspected or

whether you have valid tv licence for your site. It's all available [with password] to check on line 24 hours a day 7 days a week.

7. In house maintenance and repairs. In house document production.
8. Member of the NLA. Accredited by both the NLA and the LLAS. Registered with all the main London Universities.
9. Legendary unlimited use "all bills inclusive" rate covering all bills including telephone and SKY TV which is now the best student package available anywhere in London.
10. Simple rent collection arrangements for shared houses. Card payment facilities available.
11. Council Tax exemption arranged for you so you don't have to spend valuable time on the phone and at the local council offices.
12. Fast Fibre-Optic 100MB Internet running from day one included in the all bills inclusive package. No configuration of your equipment is needed. Access with Wireless N or our CAT 6 wired network.
13. Separate additional back up ADSL Internet, ensuring as far as is reasonably possible, that students have access to the internet at all times.
14. Furniture package includes double bed, desk, chair, shelving and chest of drawers for each sleeping room. Additionally each room has flat screen television and private washbasin.
15. All kitchen items supplied boxed new (cups plates pans kettle etc).
16. Intruder Alarm, Smoke Alarms to ALL rooms and Carbon Monoxide Alarms. All national and local safety standards for Cat B HMO shared student housing have been exceeded and our shared student houses in London have been accredited by Unipol Student Homes the national housing charity.
17. We are well funded and 50% of our properties carry no finance (mortgages) at all. Our loans do not exceed 30% of the value of our properties. This means that we will still be here in August and that your property will be properly and safely maintained. Why risk your tenancy and your deposit (and your safety) with an unregulated landlord carrying bad debts who can't maintain your property and who may not be around in August when you come to move in !
18. We have a [complaints handling procedure](#). All existing and prospective tenants benefit from the fact that we are a member of the Property/Surveyors Ombudsman Service which is a government approved dispute resolution scheme which *may* be able to help with any complaints if we are unable to. The Property/Surveyors Ombudsman Service is entirely independent, and provides a free service investigating complaints fairly by listening to both sides of the story and looking at the facts.

19. All existing tenants benefit from the fact that we are *also* a registered housing provider and member of the separate Housing Ombudsman Service. The Housing Ombudsman Service is only able to look at complaints about registered housing providers, is government backed, free, independent and impartial and deals with complaints and disputes affecting a wide range of property issues. The Housing Act 1996 (amended by the Housing & Regeneration Act 2008) requires all social housing providers to belong to the Housing Ombudsman Service. It includes all providers registered with the Tenant Services Authority, such as landlords, managing agents, and developers. The Housing Ombudsman Service also covers non-social housing providers who have joined it voluntarily.

20. We are award winning private Landlords and justifiably considered to be the best Landlords in Manor House and we are currently the most well regulated and accountable private Landlords in London.