

TENANCY AGREEMENT

for letting a furnished dwelling-house on an Assured Shorthold Tenancy under Part 1 of the Housing Act 1988

This is a form of legal document and is not produced or drafted for use without technical assistance, by persons unfamiliar with the law of landlord and tenant. **All tenants shall be held jointly and severally liable for all terms and obligations under this Lease.**

IF EITHER PARTY DOES NOT UNDERSTAND THIS AGREEMENT OR ANYTHING IN IT, HE OR SHE IS STRONGLY ADVISED TO ASK AN INDEPENDENT PERSON FOR AN EXPLANATION. SUCH AN EXPLANATION MIGHT BE GIVEN BY A SOLICITOR, A CITIZENS' ADVICE BUREAU OR A HOUSING ADVICE CENTRE.

Note that any assured tenancy (including a statutory periodic tenancy) commencing on or after 28th February 1997 will be an assured shorthold tenancy unless it falls within any paragraph in Schedule 2A of the Housing Act 1988.

This form should not be used for granting a tenancy to a person who is already a protected or statutory tenant or a protected occupier: see Housing Act 1988.

DEPOSITS

If the landlord takes a deposit, the landlord must, within 30 days from the date of payment, give the tenant and any person who has paid the deposit on the tenant's behalf, certain written information about the way the deposit is protected. See the Housing Act 2004 s 213(5) and the Housing (Tenancy Deposits) (Prescribed Information) Order 2007, S.I. 2007/797. The landlord may not require a deposit which consists of property other than money.

DATE

29/06/2025

PARTIES

1. THE LANDLORD

A Landlord
Example House, Example Road, Example Town, XXXX XXX

2. THE TENANT

Name	Address
An Example Tenant	Example House, Example Road, Example Town, XXXX XXX
An Example Tenant	Example House, Example Road, Example Town, XXXX XXX

PROPERTY

The dwelling-house at
24, Manor Court, York, YO10 3EU

TERM

A fixed term of 364 Days from 1st July 2025 to 30th June 2026

RENT

£6370.00 per Quarter

PAYABLE

in advance by equal Per Quarter payments on the 1st day

FIRST PAYMENT

to be made on the 1st July 2025

(date)

Note: This is a TENANT FIND property and should you require information about rent payments, key collection, deposit protection, maintenance or anything else relating to the property please **contact your landlord directly**. Your landlords contact details can be obtained by logging onto the Adam Bennett website.

- 1. SUBJECT** to clause 6 of this Agreement where it applies, the Landlord lets the Property to the Tenant for the Term at the Rent payable as set out above.
- 2. THIS** Agreement creates an assured shorthold tenancy within Part I Chapter II of the Housing Act 1988. This means that when the Term expires the Landlord can recover possession as set out in section 21 of that Act unless the Landlord gives the Tenant a notice under paragraph 2 of Schedule 2A to that Act stating that the tenancy is no longer an assured shorthold tenancy.
- 3. THE** Tenant agrees with the Landlord -
 - 3.1** To pay the Rent as set out above
 - 3.2** (a) To pay any council tax which the Tenant is obliged to pay under the Local Government Finance Act 1992 or any regulations under that Act
(b) To pay to the Landlord the amount of any council tax while the tenancy continues if the Landlord becomes obliged to pay under that Act or those Regulations for any part of the period of the tenancy even when Tenant ceases to live at the property.
 - 3.3** Except where included, to pay any council tax and all charges for the supply of telephone, gas, electricity, water and sewage, TV licence and broadband services to the Property during the tenancy. Where necessary, the sums demanded by the service provider will be apportioned according to the duration of the tenancy. The sums covered by this clause include standing charges or other similar charges and VAT as well as charges for actual consumption
 - 3.4** To keep the interior of the Property, the internal decorations and the Fixtures, Furniture and Effects in good repair and condition (except for damage caused by accidental fire and except for anything which the Landlord is liable to repair under this Agreement or by law) and to replace if necessary any items of the Fixtures, Furniture and Effects which have been damaged or destroyed. This clause does not oblige the Tenant to put the Property into better repair than it was in at the beginning of the tenancy
 - 3.5** To allow the Landlord or anyone with the Landlord's authority to enter the Property at reasonable times of the day to inspect its condition and state of repair, if the Landlord has given 24 hours' notice beforehand
 - 3.6** To use the Property as a private dwelling-house only. This means the Tenant must not carry on any profession, trade or business at the Property and must not allow anyone else to do so
 - 3.7** Not to alter or add to the Property or do or allow anyone else to do anything on the Property which the Tenant might reasonably foresee would increase the risk of fire
 - 3.8** Not to do or allow anyone else to do anything on the Property which may be a nuisance to, or cause damage or annoyance to, the tenants or occupiers of any adjoining premises or which may adversely affect the energy efficiency rating or the environmental impact rating of the Property for the purposes of an energy performance certificate
 - 3.9** (a) During the first three months of the tenancy you are not permitted to assign or sublet the property and you must not part with possession of it in any other way.
(b) Thereafter not to assign, sublet or part with possession of the Property in any way without the consent of the Landlord, that consent not to be unreasonably withheld. If a tenant wishes to drop out of a tenancy agreement they must find a potential replacement themselves and correct documentation will need to be provided prior to consideration of the landlord. All original tenants must meet and accept the replacement tenant(s). All tenants must be present when signing the new tenancy agreement. Appropriate fees must be paid once a new tenancy agreement has been created and correct documentation collected.
 - 3.10** To give the Landlord a copy of any notice given under the Party Wall etc. Act 1996 within 7 days of receiving it and not to do anything as a result of the notice unless required to do so by the Landlord
 - 3.11** Not to keep or allow anyone else to keep a pet of any kind in the Property without the written consent of the Landlord
 - 3.12** At the end of the Term or earlier if the tenancy comes to an end more quickly to deliver the Property up to the Landlord in the condition it should be in if the Tenant has performed the Tenant's obligations under this Agreement
 - 3.13** Not to remove any of the Fixtures, Furniture and Effects from the Property and to leave the Furniture and Effects at the end of the tenancy where they were at the beginning
 - 3.14** During the tenancy to allow the Landlord or the Landlord's agents to enter and view the Property with prospective tenants at reasonable times of the day, if the Landlord has given 24 hours' notice beforehand.
 - 3.15** To ensure that all smoke and carbon monoxide alarms at the Property are in good working order at all times. Tenants should test different detectors or call points each week and in the event of any failure of such devices to notify the Landlord as soon as reasonably practicable.
 - 3.16** Not to adjust the temperature setting of the water systems. Hot water must be set and maintained at 60 degree Celsius and cold water should be below 20 degree Celsius. To clean, disinfect and descale shower heads at least once every six months. Tenants should inform the landlord if the hot water is not heating properly or there are any other problems with the system so that appropriate action can be taken.
 - 3.17** Not to permit any person aged 18 or over to continue to occupy the Property (whether or not named in this Agreement) if that person becomes disqualified as a result of his or her immigration status for the purposes of the Immigration Act 2014.
 - 3.18** Strictly not permitted the production, possession, supply and use of controlled drugs within the premises of the property.
 - 3.19** Not to leave the Property unoccupied for more than 28 consecutive days without giving notice in writing to the Landlord or Managing Agent and to ensure that the Property is secure whenever the Property is unoccupied. Landlord may access the property during this period for the purpose of keeping it secured and for immediate access in the event of an emergency.
 - 3.20** Not to allow other occupiers to live at the property without the written consent of the Landlord which must not be unreasonably withheld or delayed.
 - 3.21** Not to be a nuisance to the neighbours. No form of noise that is audible outside the Property from 11pm to 9am daily. Not to use the property for any illegal, immoral, disorderly or anti-social purposes.
 - 3.22** No candles, no incense sticks, no fairy lights, no portable heaters of any kind and no smoking within the property boundary.
 - 3.23** To do anything reasonably required by the Landlord to enable the Landlord or the Landlord's agent to perform the Landlord's obligations and to comply with any prescribed requirements under the Immigration Act 2014.
 - 3.24** To provide the Landlord with a forwarding address when the tenancy comes to an end. To remove all rubbish and all personal items from the Property before leaving.
 - 3.25** An interest of 3% above BOE will be charged if rent is not paid within 14 days of the due date.
 - 3.26** Charges for replacing lost key(s) during the tenancy period will be paid by the tenant(s) at cost.
 - 3.27** No electronic bikes or similar to be charged in the property.

- 3.28** If there is a flat roof at the property, you are ONLY permitted to use it if it is appropriate to aid your escape in an emergency.
- 3.29** The property may be fitted with fire extinguishers, these are installed for your safety, unless being used for their designed purpose, extinguishers are to be kept in their original positioning and not used for any other purpose e.g. propping open doors.
- 3.30** For your safety, all escape routes (hallways and front and back door) are to be kept unobstructed at all time.
- 3.31** Any signage displayed at the property is not to be removed.
- 3.32** This agreement is subject to vacant possession
- 3.33** We reserve the right to void a Tenancy Agreement if tenants have not supplied us with satisfactory Right to Rent supporting documentation in a timely manner.
- 3.34** The deposits are due within two weeks of the tenancy agreement being created. Please refer to our "Student Info" tab on the homepage of the website for payment instructions.
- 3.35** Guarantor forms must be completed within two weeks of the tenancy agreement being created.
- 3.36** Gas, electric and water rates are included with the rent on a fair usage policy.
- 3.37** Keys must be returned no later than 10am on the end date of the tenancy agreement.
- 3.38** The use of Blu-Tack and other adhesives along with screws, pins or hooks on walls and furniture is not permitted.
- 3.39** Free Wifi is included
- 3.40** A free TV licence is included

4. IF the Tenant

- 4.1** is at least 14 days late in paying the Rent or any part of it, whether or not the Rent has been formally demanded, or
- 4.2** has broken any of the terms of this Agreement

then, subject to any statutory provisions, the Landlord may recover possession of the Property and the tenancy will come to an end. Any other rights or remedies the Landlord may have will remain in force. (**Note:** The Landlord cannot recover possession without an order of the court under the Housing Act 1988. Except in certain cases set out in the Act of substantial arrears of rent, the court has a discretion whether or not to make an order and is likely to take account of whether unpaid rent has later been paid or a breach of the terms of the tenancy has been made good.)

(**Note:** This clause does not affect the Tenant's rights under the Protection from Eviction Act 1977.)

5. THE Landlord agrees with the Tenant

- 5.1** That the Tenant has the right to possess and enjoy the Property during the tenancy without any interruption from the Landlord or any person claiming through or in trust for the Landlord. But:
- (a) this clause does not limit any of the rights under this Agreement which the Tenant has agreed to allow the Landlord to exercise
 - (b) this clause does not prevent the Landlord from taking lawful steps to enforce his rights against the Tenant if the Tenant breaks any of the terms of this Agreement
- 5.2** To pay all charges in respect of the Property except those which by the terms of this Agreement the Tenant has expressly agreed to pay and to pay to the Tenant the amount of any such charge which another person has compelled the Tenant to pay.
- 5.3** To keep the Property and its contents (except the Tenant's personal property, unless otherwise agreed in writing with the Tenant) insured against damage or destruction by fire and other usual risks for the full cost of rebuilding an reinstating the Property unless the policy is rendered void by anything done or not done by the Tenant or a person under the Tenant's control
- 5.4** If the Property is damaged to such an extent that the Tenant cannot live in it, the Rent will cease to be payable until the Property is rebuilt or repaired so that the Tenant can live there again unless:
- (a) the cause of the damage is something which the Tenant did or failed to do as a result of which the Landlord's insurance policy relating to the Property has become void; and
 - (b) the Landlord had given the Tenant notice of what the policy required
- Any dispute about whether this clause applies must be submitted to arbitration under Part I of the Arbitration Act 1996 if both parties agree to that in writing after the dispute has arisen.
- 5.5** To keep in repair the structure and exterior of the Property including drains, gutters, and external pipes, and to keep in repair and proper working order the installations for the supply of water, gas and electricity, for sanitation (including basins, sinks, baths and sanitary conveniences) and for space heating and heating water. This clause does not oblige the Landlord to repair until the Tenant has given notice of the defect and the Tenant is obliged to take proper care of the Property and to do small jobs which a reasonable tenant would do.
- 5.6** To ensure that all appliances in the Property satisfy all applicable safety requirements

6. IF this Agreement is signed before the Landlord or the Landlord's agent has fully complied with all relevant prescribed requirements under the immigration Act 2014, the grant in clause 1 above is conditional upon the Landlord or the Landlord's agent being satisfied on reasonable grounds after completion of the prescribed requirements that the grant of rights given by the Agreement would not give rise to a contravention of the provisions Act

7. WHERE the context permits

- 7.1** "The Landlord" includes the successors to the original landlord
- 7.2** "The Tenant" includes the successors to the original tenant
- 7.3** "The Property" includes any part of the Property

Gas Certificate



Landlord Gas Safety Record

Cert. No. 147

York Heating Services Ltd

Safety inspection and reporting carried out in accordance with the Gas Safety (Installation and Use) Regulations 1998 section 26(1) and the Gas Industry Unsafe Situations Procedure.

Company / Installer		Job Address		Customer / Landlord	
Engineer	Kenny Oxtoby	Name	The Occupier	Name	Mrs Sue Coolican
Company	York Heating Services Ltd	Address	24	Company	
Address	6		Manor Court	Address	7
	Forest Way		Lawrence Street		Cheviot Court
	York		York		Garforth
Post Code	YO31 1BJ	Post Code	YO10 3EU	Post Code	West Yorkshire
Tel No.	07878111999	Tel. No.		Tel. No.	LS25 2JU
Gas Safe Reg	660648				
ID Card No.	5646156				

Appliance Details																	
Location	Appliance Type	Make	Model	Fuel Type	Landlord's Appliance	Appliance inspected	Operating Pressure (bar)	Heating (Watt)	High Combustion - Reading	Low Combustion - Reading	Safety devices - correct operation	Ventilation - Provision satisfactory	Visual condition of flue and termination satisfactory	Risk Performance test	Appliance removed	Appliance safe to use	
1 Kitchen Cupboard	Combination Boiler	Worcester	28i Junior	FF	Yes	Yes	14.7	—	0.0014	90	6.5	—	—	Yes	Yes	Yes	
2																	
3																	
4																	
5																	
6																	

Defects / Identified		Labels and Warning Notice Issued		CO Alarm(s)		Optional Checks	
1			NA	CO Alarm(s) fitted	Yes	Smoke Alarm(s) fitted	Yes
2				CO Alarm(s) tested and Satisfactory	Pass	Smoke Alarm(s) tested and Satisfactory	Pass
3						Water quality/level of inhibitor acceptable	NA
4							
5							
6							

Emergency Control Accessible: Yes		Gas Tightness Satisfactory: Yes		Comments	
Gas Installation Pipework Visual Inspection Satisfactory: Yes		Equipotential Bonding: Yes			
NEXT INSPECTION DUE BEFORE		20-Jan-2026			

Signatures		Received		Signed		Date	
Issued by:	Signed	Received by:	Signed				20-Jan-2025
Print Name	Kenny Oxtoby	Print Name	Not Present				

Energy Performance Certificate

Energy performance certificate (EPC)

Flat 24 Manor Court Lawrence Street YORK YO10 3EU	Energy rating C	Valid until:	20 August 2029
		Certificate number:	8601-6328-6580-6699-3926

Property type	Top-floor flat
Total floor area	76 square metres

Rules on letting this property

Properties can be let if they have an energy rating from A to E.

You can read [guidance for landlords on the regulations and exemptions \(https://www.gov.uk/guidance/domestic-private-rented-property-minimum-energy-efficiency-standard-landlord-guidance\)](https://www.gov.uk/guidance/domestic-private-rented-property-minimum-energy-efficiency-standard-landlord-guidance).

Energy rating and score

This property's energy rating is C. It has the potential to be B.

[See how to improve this property's energy efficiency.](#)



The graph shows this property's current and potential energy rating.

Properties get a rating from A (best) to G (worst) and a score. The better the rating and score, the lower your energy bills are likely to be.

For properties in England and Wales:

the average energy rating is D
the average energy score is 60

Breakdown of property's energy performance

Features in this property

Features get a rating from very good to very poor, based on how energy efficient they are. Ratings are not based on how well features work or their condition.

Assumed ratings are based on the property's age and type. They are used for features the assessor could not inspect.

Feature	Description	Rating
Wall	Cavity wall, as built, insulated (assumed)	Good
Wall	Timber frame, as built, insulated (assumed)	Very good
Roof	Pitched, insulated (assumed)	Good
Window	Fully double glazed	Good
Main heating	Boiler and radiators, mains gas	Good
Main heating control	Programmer, room thermostat and TRVs	Good
Hot water	From main system	Good
Lighting	Low energy lighting in 22% of fixed outlets	Poor
Floor	(another dwelling below)	N/A
Secondary heating	None	N/A

Primary energy use

The primary energy use for this property per year is 128 kilowatt hours per square metre (kWh/m²).

How this affects your energy bills

An average household would need to spend **£458 per year on heating, hot water and lighting** in this property. These costs usually make up the majority of your energy bills.

You could **save £70 per year** if you complete the suggested steps for improving this property's energy rating.

This is **based on average costs in 2019** when this EPC was created. People living at the property may use different amounts of energy for heating, hot water and lighting.

Heating this property

Estimated energy needed in this property is:

- 2,454 kWh per year for heating
- 2,068 kWh per year for hot water

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Feature	Description	Rating
Wall	Cavity wall, as built, insulated (assumed)	Good
Wall	Timber frame, as built, insulated (assumed)	Very good
Roof	Pitched, insulated (assumed)	Good
Window	Fully double glazed	Good
Main heating	Boiler and radiators, mains gas	Good
Main heating control	Programmer, room thermostat and TRVs	Good
Hot water	From main system	Good
Lighting	Low energy lighting in 22% of fixed outlets	Poor
Floor	(another dwelling below)	N/A
Secondary heating	None	N/A

Primary energy use

The primary energy use for this property per year is 128 kilowatt hours per square metre (kWh/m²).

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This is **based on average costs in 2019** when this EPC was created. People living at the property may use different amounts of energy for heating, hot water and lighting.

Heating this property

Estimated energy needed in this property is:

- 2,454 kWh per year for heating
- 2,068 kWh per year for hot water

Impact on the environment

This property's environmental impact rating is B. It has the potential to be B.

Properties get a rating from A (best) to G (worst) on how much carbon dioxide (CO₂) they produce each year.

Carbon emissions

An average household produces	6 tonnes of CO ₂
This property produces	1.7 tonnes of CO ₂
This property's potential production	1.4 tonnes of CO ₂

You could improve this property's CO₂ emissions by making the suggested changes. This will help to protect the environment.

These ratings are based on assumptions about average occupancy and energy use. People living at the property may use different amounts of energy.

Steps you could take to save energy

Step	Typical installation cost	Typical yearly saving
1. Low energy lighting	£35	£42
2. Condensing boiler	£2,200 - £3,000	£27

Advice on making energy saving improvements

[Get detailed recommendations and cost estimates \(www.gov.uk/improve-energy-efficiency\)](https://www.gov.uk/improve-energy-efficiency)

Help paying for energy saving improvements

You may be eligible for help with the cost of improvements:

- Heat pumps and biomass boilers: [Boiler Upgrade Scheme \(www.gov.uk/apply-boiler-upgrade-scheme\)](https://www.gov.uk/apply-boiler-upgrade-scheme)

Who to contact about this certificate

Contacting the assessor

If you're unhappy about your property's energy assessment or certificate, you can complain to the assessor who created it.

Assessor's name	Stephen Burkinshaw
Telephone	08450945192
Email	epcquery@vibrantenergymatters.co.uk

Contacting the accreditation scheme

If you're still unhappy after contacting the assessor, you should contact the assessor's accreditation scheme.

Accreditation scheme	ECMK
Assessor's ID	ECMK300116
Telephone	0333 123 1418
Email	info@ecmk.co.uk

About this assessment

Assessor's declaration	No related party
Date of assessment	21 August 2019
Date of certificate	21 August 2019
Type of assessment	RdSAP

NOTICE OF LANDLORD'S ADDRESS

The Landlord notifies the Tenant that the Tenant may serve notices (including notices in proceedings) on the Landlord at the following address:

Example House,Example Road, Example Town, XXXX XXX

(This notice is given under section 48 of the Landlord and Tenant Act 1987. The address must be in England or Wales.)

AS WITNESS the hands of the parties on the date specified above

SIGNED by the above-named

(the Landlord) in the presence of

}

SIGNED by the above-named

(the Tenant) in the presence of

}

A Landlord

Example House,Example Road, Example Town, XXXX XXX

and
A Tenant Example House,Example Road, Example Town, XXXX XXX
A Tenant Example House,Example Road, Example Town, XXXX XXX

AGREEMENT OF GUARANTEE

This form must be completed within **XX days** of the Tenancy Agreement being created.

Steps to complete the Guarantor Form:

1. Tenants submit Guarantor Details:

- Log onto the Adam Bennett website.
- Go to your 'Dashboard' and submit the Guarantor details.

2. Tenant's Signature:

- After submitting the Guarantor details, an email will be sent to the Tenant asking for an electronic signature.

3. Guarantor's Signature:

- Once the Tenant has signed, the form will be sent to the Guarantor for their electronic signature.

4. Landlord's Signature:

- After the Guarantor signs, the form will be sent to the Landlord for their electronic signature.

5. Completion:

- The process is complete when the Tenant, Guarantor, and Landlord have all signed the Guarantor form.

Agreement starts on next page

AGREEMENT OF GUARANTEE

Agreement Start Date XXth XXXXXX XXXX

Between

1. The Landlord(s)

Name: A Landlord

Address: Example House, Example Road, Example Town, XXXX XXX

2. The Tenant

Name: A Tenant

Address: Example House, Example Road, Example Town, XXXX XXX

3. The Guarantor

Name: A Guarantor

Relationship to tenant: A Relation

Address: Example House, Example Road, Example Town, XXXX XXX

Phone: (XXXXX) XXXXXX

Email: XYZ@example.com

A Guarantor must be solvent and able to pay, if called upon by this agreement, the rent specified in clause 2.1.1.

1. Background

The Landlord has granted or agreed to grant the Tenant and others to a joint tenancy of the property known as:

Example House, Example Road, Example Town, XXXX XXX

2. Guarantee

2.1. In consideration of the Landlord granting the tenancy to the Tenant and the Guarantor's natural affection for the Tenant, the Guarantor hereby guarantees to the Landlord as follows:

2.1.1 To pay the rent reserved under the Tenancy Agreement, up to a maximum amount of £XXXX.XX, within 21 days of receiving a written demand from the Landlord, provided that the demand:

- a) States that the Tenant, following a demand, has failed to pay the amount due under the Tenancy Agreement; or
- b) Confirms that the Tenancy Agreement has been lawfully terminated; and, in addition:
 - i) The rent amount being demanded would have been due if the tenancy agreement were

still in effect; and

ii) No other person is fully liable to pay the rent reserved under any new agreement relating to the property for the period in respect of which the demand is made.

2.2. Duration Of Agreement

The Guarantor's obligation shall end (without prejudice to any claim to which the Landlord is entitled under clause 2) upon the first to occur of:

- 2.1.** the date falling 2 months after expiry of the Tenancy Agreement; or
- 2.2.** the assignment of the Tenancy or the assignment of the Tenant's interest in the tenancy; or
- 2.3.** the rent reserved by a new Tenancy of the property (granted following lawful termination of the Tenancy Agreement) has become payable in full; or
- 2.4.** the surrender of the Tenancy or the surrender of the Tenant's interests in the Tenancy or
- 2.5.** the death of the Tenant

2.6. Landlord's Rights Against Tenant Not Affected

The rights and remedies of the Landlord against the Guarantor under this Guarantee do not affect the rights and remedies which the Landlord might have against the Tenant PROVIDED THAT if the Landlord recovers any sums from the Guarantor under this Guarantee and subsequently recovers from the Tenant any sum in respect of the same liability then the sum recovered from the Tenant shall (up to the amount paid by the Guarantor) be paid to the Guarantor within 7 days.

2.7. Tenant's Promise To Guarantor

In consideration of the Guarantor giving this Guarantee the Tenant undertakes to the Guarantor to re-pay to the Guarantor within a reasonable time of demand any sums which the Guarantor pays to the Landlord and which are not reimbursed.

2.8. Acknowledgement

We certify that information provided on this form and the documents relating to this form are true and correct. We understand that withholding information or giving false information is an offence and will be treated as such.

2.9. Storage of Personal Data

I confirm that I have read and understood the contents of the attached Privacy Policy. I agree to the storage and use of my personal data in accordance with its terms.

Signed By the Landlord **Date**

Signed By the Tenant **Date**

Signed by the Guarantor **Date**



PRIVACY POLICY

Last updated 21/01/2025

Adam Bennett Lettings, the trading name of 611611 Ltd ("us," "we," or "our"), operates the website www.adambennett.co.uk (the "Site").

This policy outlines our practices regarding the collection, use, and disclosure of personal information obtained from users of the Site and where applicable their Guarantors.

We may use your personal information to support our business operations, including communicating with you regarding the daily management of a property you rent, license or own.

In relation to Guarantors, we may use your personal information to contact you about relevant rent arrears/licensing fee arrears, should they arise.

By accessing and using the Site and/or signing an "Agreement of Guarantee," you consent to the collection and use of your personal information in accordance with this policy.

Data collection and use

When registering on the Site or completing an Agreement of Guarantee, we will request certain personally identifiable information to contact or identify you and, where applicable, your Guarantor (relevant only to Tenants/Licensees). This information may include, but is not limited to, your name and contact details ("Personal Information").

As a property management and letting agent, we require this information to perform our role and fulfil our legal obligations.

How we use your information

We may use the information held about you in the following ways:

1. Communication

- To communicate with registered users of the Site regarding our obligations and the daily management of properties.
- Contact reasons may include, but are not limited to:
 - Property maintenance
 - Property visits
 - Rent/license fee collection
 - Preparation for the start and end of Tenancy/Licensing Agreements
 - House viewings

2. Tradespeople and Contractors

- Providing your contact details to tradespeople who carry out work on properties you own or rent/license.

3. Deposit Protection

- Where applicable, notifying the Deposit Protection Service or related service provider of any deposit payments requiring protection.

4. Legal Compliance

- Verifying your "right to rent" status (only applicable to Tenants/Licensees) and transmitting related documentation to Third Parties, as needed.

5. Guarantor Notifications

- Informing the Guarantor if the Tenant/Licensee fails to pay rent/licensing fee.

6. Debt Recovery and Tracing

- Disclosure of information to tracing agents or debt collectors in the event of unpaid dues.

Disclosure of Information

We may share your information with the following parties when necessary:

- Deposit Protection Scheme
- City of York Council
- Third parties working on our behalf
- The Landlord/owner of the property you rent/license
- Tenants of your property (applicable to Landlords/owners)
- Co-tenants (if you are on a joint Tenancy Agreement)
- Debt recovery agencies
- Tenant referencing agencies
- Right to Rent documentation verification service providers

IMPORTANT

If your contact details change, please notify us so that we can update your information and continue fulfilling our obligations. Alternatively, if you are a registered user of the Site, you can log in to view and edit your profile details.

Log Data

Like many site operators, we collect information that your browser sends whenever you visit our Site ("Log Data").

This Log Data may include information such as your computer's Internet Protocol ("IP") address, browser type, browser version, the pages of our Site that you visit, the time and date of your visit, the time spent on those pages and other statistics.

In addition, we may use third party services such as Google Analytics that collect, monitor and analyse this.

Cookies

Cookies are files with small amount of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a web site and stored on your computer's hard drive.

Like many sites, we use "cookies" to collect information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Site.

Security

The security of your Personal Information is important to us but remember that no method of transmission over the Internet, or method of electronic storage, is 100% secure. While we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security.

Changes to this Privacy Policy

This Privacy Policy is effective as of 19/02/18 and will remain in effect except with respect to any changes in its provisions in the future, which will be in effect immediately after being posted on the webpage adambennett.co.uk/privacy-policy

We reserve the right to update or change our Privacy Policy at any time and you should check the Privacy Policy via the webpage adambennett.co.uk/privacy-policy periodically

Your continued use of the Service after we post any modifications to the Privacy Policy on the webpage adambennett.co.uk/privacy-policy will constitute your acknowledgement of the modifications and your consent to abide and be bound by the modified Privacy Policy. If we make any material changes to this Privacy Policy, we will notify you either through the email address you have provided us, or by placing a prominent notice on the Site.

Withdrawal of consent

Should you wish to withdraw your consent to our use of your details you can do so by contacting our Data Protection Officer. Please see the section 'Contacting our Data Protection Officer' below for contact details.

Tenants, Licensee's & Landlords

Please note you cannot withdraw consent if you are in an active Tenancy Agreement or an active License for The Occupation of a Room agreement as we require your Personal Information to meet our legal and contractual obligations. You can withdraw consent once the Tenancy/Licensing Agreement has ended.

Data Retention

We may store your data for up to 7 years after consent has been withdrawn to meet our legal and contractual obligations. After this period your Personal Information will automatically be removed.

Rights of the User

As a registered user of the site, you have the following rights:

- **Right of Access:** You have the right to obtain a copy of the personal data we hold about you.
- **Right to Object:** You can object to processing that is likely to cause or is causing damage or distress.
- **Right to Prevent Direct Marketing:** You have the right to prevent your data from being used for direct marketing purposes.
- **Right to Object to Automated Decisions:** You can object to decisions made by automated means.
- **Right to Rectify:** In certain circumstances, you have the right to have inaccurate personal data corrected, blocked, erased, or destroyed.
- **Right to Compensation:** You can claim compensation for damages caused by a breach of the GDPR regulation.
- **Right to Lodge a Complaint:** You have the right to lodge a complaint with a supervisory authority, this is the Information Commissioner's Office.

Refund Policy

If you have made a payment in error, please contact the office on 01904 611 611 or email enquiries@adambennett.co.uk. We will process your refund within 14 days of notifying us.

Contacting our Data Protection Officer

If you have any questions about this Privacy Policy, please contact:

Data Protection Officer
58 Gillygate, York, YO31 7EQ
e: dpo@adambennett.co.uk
t: 01904611611