

Fair use policy for Inclusive rent

Where utilities are included within your rent, these are subject to the fair use policy outlined below.

Energy and Water

Hafan Student are committed to improving our environment, and this policy is to ensure that you energy usage is not excessive and is maintained within reasonable limits.

The allowances detailed below are based on a standard 11 month fixed-term contract and will be applied pro-rata for contracts of different lengths.

The allowance is based on average use for our properties. With normal, sensible usage you are unlikely to exceed the allowance.

If the allowance is exceeded, the landlord reserves the right to apply an additional charge to cover the amount by which you it is exceeded. The cost of any excess usage under this policy will be applied equally amongst all contract holders within the property

| Number of Bedrooms | Gas Usage (kwh) | Electricity Usage (kwh) | Water m ³ (supply) |
|--------------------|-----------------|-------------------------|-------------------------------|
| 3 | 14500 | 4000 | 150 |
| 4 | 17000 | 5000 | 170 |
| 6 | 26000 | 7000 | 210 |
| 8 | 32000 | 9000 | 250 |
| 9 | 35000 | 10000 | 280 |
| 10 | 38000 | 11000 | 300 |
| 11 | 41000 | 12000 | 320 |

Internet

The internet is a shared resource within our properties. We will always endeavour to provide the best possible service available to your property. We will use our reasonable endeavours to ensure that you are provided with free, uninterrupted service 24 hours a day. We are reliant on internet service providers and consequently will not be liable however, for any reason if the service is not available at any time for any period, nor for any loss of data or damage to the equipment you suffer as a result of using our service.



Whilst the internet service is “unlimited”, you should consider your usage and the impact that will have on other tenants within the property.

The service we provide is intended to be used for general purposes, including accessing the World Wide Web, email, messaging services and chat rooms. You undertake to us that you will use the services responsibly and that you will behave in a lawful, honest and proper manner when accessing the services.

Without prejudice to any other provision of this policy, we may terminate your use of the service at any time without notice if we become aware of any behaviour that has a negative effect on our equipment or network or the use by other customers of our equipment or network or the internet in general, or which damages, or has the potential to damage, our reputation.

You may not:

- use the service for any illegal purpose (including but not limited to breaching any intellectual property or computer misuse legislation and downloading or uploading any illegal material);
- send any unsolicited commercial email (or “spam”) or any activity relating to it;
- carry out any “hacking” activities such as attempting to access systems without authorization or carry out denial of service attacks.