

Guide for tenants

Dear tenants, we are here to welcome and thank you for renting the house.

We are Coast Times ,a real estate company which provides full service for foreigners to settle down in China, and we'll handle all the matters related with the house,such as home,school,medical or utilities. (More info see: <http://www.shenzhenrent.com>)

Concerning the difficulties and problems happened in the past, we decide to write this guide to let you know more clear about how to pay the fees (rent, house management fee, gas, water, electricity, cable TV and so on) monthly. Maybe in your own country, rental includes all the other utilities, but in China, people need to pay separately.

You should have two bank accounts at least. One account is for paying rent only. The other one is for all the other fees. Receipt or invoice will be send to your mailbox after paid at the end of every month,or they will send delay bill to you.

Rent is the same every month. You just need to deposit the rent into the account for renting by the time agreed. The amount of other fees may vary monthly according to how much water, gas, and electricity you used, how many phone calls you made. All the fees will be deducted from the other bank account one by one from first day till the end of each month automatically if the balance is enough. Therefore, it is very important to keep enough balance in the account at the end of each month.

If the balance is not enough for all the fees, what will happen?

Each kind of fee is charged by different companies:

Gas company,

Water company,

Electricity company,

Cable TV company,

Phone company

Management company (which cover items such as garbage removal,security,shared area utilities and gardening.)

.....

When the company can not deduct fee from the bank account, which means delayed paying, you need to travel to these companies to pay cash. Those companies are far between each other. Also, each company will charge extra punishment fee for delaying accordingly. When the delaying time is long enough, the result will be: all the service will be cut, which means there will be no water, no gas, no electricity, no phone service and so on.

Some tenants didn't pay the fee on time, our company staff had offered help to travel

to those companies to pay cash for them for several times, each time, our people need to take at least half day for just paying those bills. It really consumes a lot of time, energy and human resource. As our company growing faster, we do not have extra human resource to do this for free any more. So, when the fees are not deducted from the bank account on time, you can choose to go to those companies to pay cash by yourself, or we will charge for the service.

How to make sure the balance is enough? Here is a form to help you to estimate how much should the bank balance is at the end of each month:

FEE		Per month (RMB)	Remark
House management fee(From 2.8 ¥ to 7.5 ¥ per square, every community is different)			Every month is the same
Water (3.11 ¥ per ton if less than 30 tons)		100	estimated
Gas (3.5 ¥ yuan per cubic meter)		100	estimated
Electricity(0.68 ¥ per degree)		1000	Estimated, vary according to the use of air-conditioner and other home facility.
Phone bill		100	estimated
Cable TV basic fee		28	same every month
Major optional TV channel (there are some other channels, please refer to the charging standard of the cable company)	ESPN	20	If you subscribed any of these channels, you need to pay monthly fee accordingly.
	STAR MOVIES	20	
	HBO	50	
	CNN	50	
	BBC	50	
	CNBC, BLOOMBERG	50	
	DISCOVERY	20	
	NHK1, NHK2	150	
	Korean TV	100	
La Télétention TV5, CCTV E&F		100	
Internet: ADSL or Cable (1440 ¥ per year)		120	
total			estimated

We suggest you to keep the account balance around **RMB _____** in the middle of each month. But, you can make your own estimate based on your own monthly expense, but please make sure the balance is enough for all the fees in the middle of each month! When you no longer rent the house, the money left in the account is still yours, we will return to you for sure.

The other important thing is, according to the rental contract, when the tenant delays paying rental in ten days, or , do not paying for all those bill for over two months, the

tenant will be assumed violated the contract, and the landlord has right to get the house back without consent of the tenant. So, please pay the rent on time, deposit enough money in bank account at the last day of each month for all the other fees. We will appreciate your cooperation indeed.

Here is the form to help you to pay rent and fees correctly:

	Bank name	Account number	Holder name	Amount (RMB)
Account for paying rent				
Account for paying other fees (house management fee, gas, water, electricity, cable TV and so on)				Keep balance around:

We care for you and wish you have a nice stay in China. If you have any further questions or any difficulties, Whether it is finding a suitable apartment or arranging interviews with schools, hiring a maid or a driver, deposit or transferring money at bank, please contact us for help (little problem can call management office firstly), our 24 hours service hotline:

(English line) 86-755-88846287

(Chinese line) 86-755-88848147

More information see:

One-stop service: <http://www.easyservice.cc/>

Shenzhen Map: <http://www.shenzhenrent.com/map.asp>

Ask & Answer: <http://www.shenzhenrent.com/ask.asp>

Rental properties: <http://www.shenzhenrent.com/listall.asp>

ShenZhen Guide Book: <http://www.shenzhenrent.com/count.asp?Shenzhen Guide.pdf>

Wish you a happy life!

Attachment:

Useful Phone Numbers

Category	Item	Phone
Fees Enquiry	TV and Internet company 招商网络	2667 7666
	Shekou electricity company 蛇口供电	2682 3908
	Nantou electricity company 南头供电	2608 7321; 95598
	Nantou water company 南头供水	2666 2305
	Shekou water company 蛇口供水	2689 2028
	Gas company 煤气公司	2519 9999
	Shekou communication company 蛇口电信	2669 1117; 189
	China Telecom 中国电信	10000
Daily Life	Emergency	120
	Police	110
	Fire	119
	Traffic accident	122
	DHL	800 810 8000
	Fedex	800 830 2338
	UPS	800 820 8388
Health	SOS Clinic	2669 3667
	Beijing Hospital	83923333
School	QSI International School of Shekou	2667 6031
	Shekou International School - SIS	2669 3669
	The International School of Sino-Canada	2666 1000
	Japanese School 深圳日本人学校	2688 7830
Traffic	Shenzhen Railway Station inquiry office	8232 8647
	Shenzhen Airlines	96737
	China Southern Airlines	99778
	Shenzhen branch of China International Airlines	8324 1441
	Booking office at Shekou Port for Hong Kong and Macao routes	2669 1213
	Booking office at Shekou Port for Zhuhai routes	2669 5600
	Shenzhen Bus station	8333 3222
	Shenzhen Train Station	8232 8647
BANK	China Merchants Bank	95555
	Bank of China	95566
	Industrial and Commercial Bank of China	95588
	Agricultural Bank of China	95599
	China Construction Bank	95533
	Bank of Communications	95559
Shopping	Walmart:26816711 Park&shop:26696397 USA Store:26858295	