

KEATES

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TENANT

INFORMATION PACK

Visit our website <http://www.keates.uk.com>

To report repairs

To Pay Rent

To give notice

Its quick easy and 24/7

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Introduction

Thank you for renting a property through Keates. We hope that you find the following information pack useful. It aims to explain you landlord's obligations as well as your obligations as a tenant. It will also outline our procedures regarding repairs, rental payments, renewals, inspections, ending the tenancy and general tenancy terms. This pack will also contain useful contact details for our office, utility companies and will advise you of the processes to take in an emergency.

General Information

Initial Monies

The initial monies are required in cleared funds prior to the commencement of the tenancy and can be broken down as follows:

- Applications Fee's are £0.00
- Holding deposit which will be one weeks rental and should you proceed goes towards the first months rental. This is only requested if the lease is delayed.
- Initial Rent (First months rent)
- Deposit (this can vary slightly but will not be greater than 5 weeks rental)

Initial Rent

The rent is exclusive of telephone, water, gas, electricity and council tax unless otherwise stated. The method of payment is per calendar month by standing order. The first payment is due on or before the commencement date of the tenancy in the form of cleared funds, i.e. bankers draft, transfer or cash. The due date for your rental payments will be required to be the date in the month you signed your lease.

Deposit

Prior to the commencement of your tenancy we will require a deposit which will vary per property. This is held by the Deposit Protection Scheme and we have to register this within 14 days of receiving this, details of which can be found in your lease. Please keep any documentation you receive from the DPS safe as you will need this at the end of your tenancy.

Tenancy Agreement

Subject to satisfactory references and the landlord's agreement we will draft a tenancy agreement between both parties. All occupants of the property will need to sign the original tenancy agreement prior to commencement of the tenancy.

Lease Renewals

Once the first six months has expired your lease will roll onto a monthly lease.

Inventory Procedures

Before your tenancy commences we will do an inventory and schedule of condition on the property which you will be given a copy of when you sign your lease. You will get seven days

to make any changes to this document, please make sure you read and check this against the house and this will define your deposit at the end of your tenancy. At the end of the tenancy the inventory clerk will attend the property again with the original inventory and we will then go through all the items and make notes on any differences found. It is in your best interest to ensure that all furniture and contents of the property are still in their original places. The inventory clerk will not 'search' for items and if they are not seen in their original places they could be marked as 'missing'.

Once the 'check-out' has been completed we will assess the condition, speak to your landlord and liaise with you about the return of your deposit.

Decoration

If you would like to decorate the property please ask permission from the agent or landlord and if permission is granted, please keep the colour scheme natural (or put it back to neutral when you leave), the work will need doing to a professional standard. You are advised not to use sticky back borders as the removal of this can cause damage, which you may be billed for. You are also advised not to use foam based products in relation to ceiling tiles, coving, dado rails etc.

Appropriate picture hooks must be used to attach pictures to the walls and these hooks must be taken out and the wall 'made good' before vacating the property.

Inspections

When we provide a full management service for your landlord we will carry out property inspections after 3 months. We will give you at least seven days written notice, we do prefer that you are present at the time of inspection and advise you contact our office once you receive the letter to arrange a suitable date/time. The purpose of the inspections are so that you can inform us of any problems and it keeps us aware of any maintenance issues needed on the property. We are sometimes required to take pictures on inspections to send to the landlord.

Utilities

As a tenant you are responsible for all utility bill including water rates and council tax. It will be your responsibility to inform utility companies at the commencement of the tenancy. As a tenant you will also be responsible for insuring that there is a television licence for the premises should a television be in the property. Should you choose to change your utility supplier during the tenancy you must notify us with these details.

If you do not know who your suppliers are please use the numbers below to find this information:

Gas: 08706081524

Electric: 08456030618

Useful contact numbers for Utilities:

Severn Trent Water 0845 7500 500

Stoke on Trent City Council 01782 234567

Newcastle Borough Council 01782 717717

British Gas: 0800 0480202

Smoke Alarms

It is the landlords responsibility to supply fire alarms and co tester if solid fuel heating is present. We do though recomend that you buy a co tester where gas appliances are present for saftey reasons. It is the tenant's responsibility to test smoke alarms regularly and change the batteries. Also the fire service will conduct an inspection free of charge and fit new battery smoke alarms, should yours fail. They can be reached on 0800 0241 999.

Water: Properties can be empty for periods of time between tenancies or you may have been away on holiday **we advise all tenants on moving in to turn the taps (hot and cold) on for 10 minutes** to all outlets to allow for the water in the pipes and if applicable the tanks.**It is also advisable to change the shower head when moving in to ensure no bacterial build up has occured and to keep the shower head clean and avoid a scale build up.** We advise the shower head should be bleached every 3 months or so. The hot water from your boiler should be heated to 50 degress celsius to kill bacteria but be careful to avoid scolding. Report any dirt in the water or discolouration of the water to our agency. These processes should help ensure that any potential bacterial build up, such as legionella.

Reporting Repairs:

This is easy. Visit our website <https://www.keateshulme.co.uk/tenants/>

When your on this page you will see FIXFLO. Follow the instructions, add photos and we have everything we need to process the repair.

Insurance

It is the tenant's responsibility to ensure that their own contents are insured. Your landlord will be responsible to insure the building and their own contents. Consider ensuring you have a policy that covers accidental damage to the landlords property.

Care

If you intend to go on holiday or leave the property for a period of time during the tenancy you should advise the landlord or agent and make arrangements for the property to be checked on a regular basis and leave the landlord or agent with some contact details in case of an emergency. Also in the winter you will need to make sure that the heating is left on timer so that pipes do not freeze or arrange for the system to be drained down.

You are responsible for the care of the property you are renting. Should any problems come to your attention you have a duty to advise the landlord or the managing agent. You are responsible for minor repairs such as fuses, blocked drains, changing light bulbs and tidying gardens etc

Condensation

Condensation occurs on cold surfaces such as windows, floors and walls. It can cause mould of the walls and ceiling and could potentially cause damage to the property. Air vents should not be blocked up, windows opened and extractor fans should be used if fitted.

To minimise condensation:

- Keep all rooms warm and ventilated with an even temperature throughout
- Keep kitchen doors closed when cooking, washing or drying clothes. Open the window or use the extractor fan, where fitted
- Keep the bathroom door closed when bathing and open the window or use the extractor, where fitted
- Avoid the use of paraffin heaters and flueless gas heaters in unventilated rooms
- If possible keep some heating on at all times during cold weather

If condensation occurs:

- Heat the room
- Mop up as much as possible
- Open the window a little
- Keep doors shut

Leaks from Pipes

If you experience a leak from a pipe we would advise that you identify where possible if this is a waste pipe or water pipe. If the leak is from a waste pipe (water going out of the property from for example a sink) then you should not use this until fixed. If the water leaking is pressurised then it will likely be a fault from an internal water mains pipe and you should find the **STOP TAP (see your inventory)** and switch it off. Stop taps are usually located under sinks, by cylinders and boilers and in bathrooms. If there are multiple taps, turn off the tap that isolates the leak and then call our office so that we may call plumber.

If the leak is external to the property but affecting it then you should **Seven Trent immediately on 0870 783 4444**. Unnecessary delays in doing so that cause damage maybe your liability.

Frost Precaution

It is essential that every precaution is taken to avoid frost damage and burst pipes during the cold weather. If you leave a property vacant then you are advised to leave the heating system on at a level to maintain room temperature or drain all water systems and central heating systems down.

Caring For Appliances

Under the obligations of your lease you will be required to look after the landlord's contents. Special care is needed when appliances are used. Read the instruction booklet carefully before use, if an instruction booklet has not been left or has been lost by the previous tenant, you should contact the agent. It is worth considering googling the make and model of the appliance to locate a manual.

Moving out

Giving notice

If you are intending to leave the property you will need to submit your notice in writing to Keates. Your notice will need to be in line with your tenancy dates and you will not be able to vacate whilst in a fixed term tenancy. You can do this via our website <http://www.keateshulme.co.uk/tenants/>

Once you have given notice we will offer a pre-move out inspection to assess what you will need to do to get your deposit back and what the next steps are. You will need to leave the property as it was supplied to you.

Cleaning

As long as the condition of the property is the same as when you moved in (barring normal wear and tear), you'll have no problem. Here's what you should do:

- Give the property a thorough clean, including carpets, windows, walls and furniture
- If it's your responsibility, tidy up the garden and clear away any rubbish
- Remove all of your personal belongings
- Be satisfied you're leaving the property as you found it.

Key Return

All keys must be returned on the date your notice expires, if the keys are not returned on this date then you will be liable for another months rent. You do not forfeit your tenancy until we receive the keys and the date on your notice has expired. However you cannot just bring your keys in to forfeit a tenancy without sufficient written notice.

Returning the Deposit

Once we have received sufficient notice and keys have been handed over with a completed termination form (with your forwarding address details) we can book in to do the move out report on the property. We try to do this within 72 hours from key return. This will be compared with the original move in report and we will aim to return your deposit within 14 days of checking the property providing this doesn't go to dispute. Once we have assessed the condition we will send you a letter and log onto the DPS (where your deposit is held) and arrange for this to be sent back. If you are in agreement with the proposed deductions, if any, you will need to log on to the DPS with your log in codes (which were sent to you when you moved in) and arrange where you would like the money to be sent.

Safety and Legislation

Gas Safety Regulations

Under the Gas Safety (Installation and Use) Regulations 1994 and the Gas Safety (Installation and Use) (Amendment) Regulations 1996, where gas is supplied to a property, all gas appliances in that property must be inspected and serviced at least once in every 12 months. The gas appliances at the property will have already been inspected within the last 12 months and a copy will be enclosed. If the Gas Safety Inspection becomes due whilst you are in a tenancy we will arrange for a Gas Safe engineer to contact you to arrange an inspection under the above regulations. The regulations were brought in to protect you from Carbon Monoxide Poisoning and it is imperative that you allow the engineer access to do this test. If access is prevented we will have to take further measures to gain access.

IF YOU SUSPECT A GAS LEAK OR SMELL GAS AT ANYTIME IN THE PROPERTY RING NATIONAL GRID IMMEDIATELY FROM OUTSIDE THE PROPERTY ON 0800 111 999. DO NOT USE ANY ELECTRICAL EQUIPMENT IN THE PROPERTY. Your gas emergency shut off valve is by the gas meter turn it the opposite way where it is safe to do so.

Carbon Monoxide Poisoning

Carbon Monoxide can be given off by appliances that burn fossil fuels such as coal, coke charcoal, wood or oil. It is not just confined to gas fires or boilers. It is odourless, colourless and tasteless which makes it difficult to detect, but the effects are deadly.

Carbon Monoxide is difficult to detect but there are some simple signs to look out for:

- Staining, soot or discoloration on or around your gas boiler, fire and water heater.
- Keep air vents in doors, walls or windows clear and make sure your chimney or flue isn't blocked.
- Check pilot lights and other gas flames that normally burn blue. If the flame changes to yellow or orange, CO might be present.
- Have your appliances and flues checked each year.

The six main symptoms to look out for are:

1. Headaches
2. Dizziness
3. Nausea
4. Breathlessness
5. Collapse
6. Loss of consciousness

If you think you may be suffering from carbon monoxide poisoning and suffer any of the above please contact your doctor and call Nation Grid immediately on 0800 111 999.

Tenancy Deposit Scheme

All deposits have to be legally registers with a Tenancy Deposit Scheme as of 6 April 2007 and this ensures the protection of the deposit for the tenant and landlord.

Under the scheme:

- Deposits will be protected during the tenancy
- Where there is no dispute at the end of the tenancy, deposits will be returned

- promptly
- Where there is a dispute about the return of the deposit it will be dealt with fairly by the deposit scheme

All of our deposits are registered with the DPS, if you would like any other information on this scheme go to www.depositprotection.com.

Furniture & Furnishings Fire Safety

Furniture and furnishings supplied in rental accommodation must comply with The Furniture and Furnishings (Fire) (Safety) Regulations 1988 (as amended).

Some materials used to fill or cover furniture, particularly older and second hand furniture may be a fire risk and often produces poisonous gases when burning, such as cyanide or carbon monoxide.

The regulations apply to:

- Arm chairs, sofas, sofa beds, futons and other convertible furniture
- Beds, bed bases and headboards, mattresses, divans and pillows
- Nursery furniture
- Garden furniture which could be used indoors
- Loose, stretch and fitted covers for furniture, scatter cushions, seat pads and pillows

If you think any of the above items, if provided, are not to regulations, please contact the office to inform us

Other Useful Information

Keates Property Consultants

84 Church Street

Stoke on Trent

Staffordshire

ST4 1BS

Tel: 01782 847083

Repairs: 01782 418092 (For any out of hours repairs please leave a message and we will deal with as soon as possible) or Go to our website:

<https://keates-hulme.fixflo.com/Auth/HomelssueCreate>

Emergencies out of hours: To be used for repairs only and for emergencies such as flood/fire/total loss of electrical power/ storm damage/ lock failure rendering property insecure/sewerage pumping into the house etc.

Go to our website:**<https://www.keates.uk.com/tenants/>**

Log the repair with all contact information and we will assess and take actions where needed. Note this is not a 24 hour service and will not be reviewed at night time.

Accounts: 01782 418096 (Please only call this number for account queries as we can not discuss this information with you in the main office)

Office opening times:

Monday 9.15 - 5.15pm

Tuesday 9.15 - 5.15pm

Wednesday 9.15 - 5.15pm (Closed between 12-1pm for staff training)

Thursday 9.15 - 5.15pm

Friday 9.15 - 5.15pm



To: The Tenants

Re: Your Tenancy with Keates

We write regarding the above and attach a copy of the condition survey and advise that you have 7 days to write to Keates with any disputed items on the condition survey and inventory performed.

If we do not hear from you within the seven-day period then you will have accepted our assessment as being correct. It will be at our discretion after the 7-day period to accept any notice from you disputing elements of our assessment. Any acceptance of this will be based on the length of time that has passed since the lease was granted and if required our attendance at the property. The right to charge for a call out to check an item is reserved by Keates and may be levied if it is felt that the disputed items of our assessment are found to be clearly due to your occupation.

We hope that you have a good experience leasing through our agency and that you find this document useful.

Yours Sincerely

Keates

