

Richmond Property would like to take this opportunity to welcome you to your new home. We realise how stressful this can be and would like to help ensure everything goes as smoothly as possible. We have detailed some information below which we hope will be of use to you.

The main door code to your building is _____

THE TENANCY DEPOSIT SCHEME SERVICE:

The Tenancy Deposit Protection Scheme has been introduced by the Government to ensure that tenant's deposit is protected and that disputes about their return are resolved swiftly, inexpensively and impartially.

Any landlord or agent who takes a deposit from a tenant for an Assured Shorthold Tenancy must safeguard it in an approved Tenancy Deposit Scheme. We use The Tenancy Deposit Scheme (TDS).

Once your deposit has been placed with the TDS, you will receive confirmation of this from us via email which will include your deposit protection certificate and information on the scheme. You must keep this safe until the end of your tenancy.

TDS CONTACT DETAILS:

TEL NO: 0845 226 7837

ADDRESS: TENANCY DEPOSIT SCHEME, PO BOX 1255, HEMEL HEMPSTEAD, HERTS, HP1 9GN

INVENTORY:

Upon collecting your keys from the office you will also receive an inventory for your flat which will have been carried out by Richmond Property. You have **seven days** to amend, sign and return the inventory. Failure to do so will result in our inventory being assumed as correct and any disputes at the end of the tenancy will be referenced back to this inventory.

SERVICES, COUNCIL TAX & TELEPHONE

At the commencement of the tenancy, Richmond Property will inform the utility companies (gas, water, electric) that you have moved into the property. We will also notify the Council Tax authority of your residency.

Richmond Property will **NOT** be responsible for any cable TV/telephone supply available to the property. In the event that there is a telephone line at the property you should also arrange to transfer this into your name.

RICHMOND PROPERTY WILL NOT BE RESPONSIBLE FOR ANY CONNECTION FEES

Cable or satellite television installations are not included in rented accommodation. There are prohibitions in many of the properties we manage relating to such installations. If you wish to install cable or satellite TV you must seek permission from us but this may not be granted.

You are responsible for paying the License Fee for the use of any television set in the property during the tenancy.

PARKING

Richmond Property operates tenants **ONLY** parking facilities.

Please ensure you are familiar with these restrictions so as not to incur a penalty, all the restrictions will be clearly displayed within the car parks.

We will only allocate one permit per tenant which must be assigned to a specific car. Where there are designated parking spaces please use them. This permit does not automatically grant you a space within the car park; it is just to ensure we do not have any unauthorized vehicles using our car parks. Unfortunately due to the size of our car parks; we are unable to grant any visitor permits.

Please note that your permit is only valid for the building in which you live, and is non transferable between tenants. All permits must be handed back at the end of your tenancy or you may face a penalty.

Any disputes involving clamping or towing **must** be taken up with SIP themselves, their contact number is **0871 288 4577**, which is clearly displayed on the SIP signs in your building.

TENANT RESPONSIBILITIES:

During your tenancy you are responsible for the upkeep and maintenance of the property and you will be expected to take reasonable care of the property and its contents.

You are responsible for keeping the property clean and for doing those minor jobs which a householder would normally expect to undertake themselves i.e. replacing light bulbs, batteries for electric fuses, bleeding central heating radiators, unstopping the sink when it is blocked, keeping the gutters and down-pipes free from obstruction, changing tap washers and replacing broken glass.

All maintenance problems should be reported to your property manager either by telephone (**0161 434 6666 and option 2**) or by using the email address – maintenance@richmond-property.com. If possible we ask you to report any non-emergency problems weekdays, 9am – 5pm.

Do not contact a contractor directly unless specifically told to do so by Richmond Property.

All repair work has to be agreed and arranged by the property manager and carried out by one of Richmond Property's approved contractors.

Your Tenancy Agreement requires you to report all problems or defects to your property manager as soon as is practical so action may be taken to avoid further deterioration to the property. This means you should report them immediately, as they become apparent.

You also have a duty to use the property and its contents in a 'tenant-like manner', meaning you have to take proper and reasonable care of the property and not to allow it to fall into disrepair through negligence on your part. Damage through negligence is not considered 'fair wear and tear' and the cost of replacement or repair will be recovered from you if due care is not taken.

NOISE & NUISANCE

Please ensure that the level of any noise caused by you is not audible outside the flat. Sound carries more easily at night and in hot weather when windows are open.

In the event of nuisance we suggest the resident, if possible, approach the offender. If no satisfaction is obtained, a formal complaint can be made to Richmond Property and we will use our best endeavours to stop the nuisance.

GUIDELINES FOR RESIDENTS

In case of fire: If you suspect there is a fire please dial 999 immediately. Close all doors and leave your flat by the emergency stairways. Do not use lifts if there are any in your block. Please make yourself aware of where the nearest fire exit is as soon as possible. Remember – Get out – Stay out – Call 999

Where applicable, Fire Escape doors are only to be used in an emergency. They should never be propped open.

Gardens and communal areas: Gardens are for the pleasure of all residents. Please respect them and leave them as you wish to find them. Do not leave or throw rubbish around. Children should not be left unattended in the garden areas.

Security: You should protect the property by ensuring that windows and doors are always securely locked when the property is unattended. When using the main doors, we request that you ensure these are fully closed when you enter and exit the building. This is extremely important and must be adhered to for your own and others security.

INSURANCE LIABILITIES

As your landlord, we are responsible for insuring the building and the common part contents against fire, theft or accidental damage. You should be aware that this Buildings Insurance does not cover the contents of your flat or any damage, accidental or other, to your landlord's or any third party's property or contents due to an act by yourself, family or visiting guests.

It is your responsibility to insure any personal belongings or possessions brought into the flat against such risks. This includes frozen food in your freezer!

If, for example, there were a leak and your clothes were damaged you would have to make a claim on your insurance and would not be covered by ours.

EMERGENCIES

Emergency Contract Numbers:

- **07713 000003**
- **07715 000003**
- **07540 124532**

If there is an emergency at night or over the weekend, you can contact a Richmond representative on the numbers above.

This is for use only in real emergencies.

Certain emergencies require that you contact the appropriate public emergency service such as a fire or gas leak. Tenants should use their common sense in these situations.

For the avoidance of doubt we set out below what emergency means:

- A leak that cannot be stopped and which if not stopped immediately will cause additional damage to the property. The determination for a leak which is an emergency is the size of receptacle that is needed under it to catch the water and how often you have to empty it, i.e. 'cup' or 'bucket' and 'daily' or 'every five minutes'. You should turn the water off immediately using the stopcock. If the leak is coming from the above or adjacent property, you must try to contact those occupants immediately.
- A 'break-in' or accident that leaves the property insecure and where temporary measures are necessary.
- A complete failure of the electrics. (First telephone the electricity board to check that the loss of power is not as a result of a general power cut, unpaid bills or failure to pay for connection)
- A breakdown of the heating system at the beginning of a weekend/holiday period where there is risk of the system freezing.
- If there is a fire at the property you should immediately contact the emergency services and then call our repair line to advise us of the event.
- **If you have a gas leak you should immediately contact National Grid on 0800 111 999.**
- Loss of hot water. (First check that the loss of power is not as a result of a local power cut)

RENT

Your rent will be due on the date stated in your Tenancy Agreement.

The most convenient and reliable way for us to receive your rent is monthly by standing order. You will receive a standing order form on the day you sign your contract and collect your keys.

You can, alternatively, pay by credit or debit card but charges will apply. The charges are:

- **Debit Card – 35 pence**
- **Credit Card – 2.5%**
- **Any card registered overseas – 3.5%**

If rent is unpaid on the due date you will receive a call and/or be sent a reminder. There will be charges for late payment of rent, as stated in your contract. Please do not ignore reminders or letters.

Your landlord has the right to apply for repossession of the property when you are two months in arrears. Should this happen, you will receive a formal notice advising you that we are about to begin legal proceedings to recover the rent and have you evicted from the property.

Courts can order the tenant not only to pay unpaid rent but also costs for the legal action and interest on unpaid rent.

A court judgment can adversely affect your credit rating.

We appreciate that sometimes circumstances may change as a result of external forces beyond your control and you may not be able to find a way to pay the rent or clear the arrears. By contacting Richmond Property at this point we may be able to assist you.

END OF TENANCY

Your tenancy will expire at the end of the fixed term, as stated on your contract.

At this time, you will have two options – either to renew your contract or vacate the property. Should you wish to renew your contract, there will be a fee of half a week's rent. At this time, we may also request up to date information for your file.

Should you wish to vacate the property on this date, you must give us one months notice in writing (either by e-mail or by post). We will then send you confirmation that we have received this along with any further information you will need.

Should you need to vacate the property before your tenancy has expired, you will have to pay the remaining months rent in full. (I.e. if you have 3 months left on your tenancy, you must pay the remaining 3 months' rent).

We recognise that, in some cases, your circumstances may change and you may not be able to remain in the property for the period of time you have agreed. Should this be the case you should contact Richmond Property to discuss how to proceed.

In some circumstances we may accept a surrender of the tenancy if we can find suitable tenants to take over from you.

Should this be the case you would be required to meet the letting agent's fees for finding an acceptable replacement tenant to take up a new tenancy in the property and our reasonable costs for the additional administration.

An inspection will be carried out at the end of your tenancy. You will be notified of any charges which may have been incurred.

All keys should be returned on the last day of your tenancy. Failure to do so will result in rent being charged until the keys are returned to us.

You must arrange for final accounts for all services to be sent to your new address. You will need to provide proof to the office that all final payments for utilities and council tax have been made or have been transferred to a new address.

You must arrange directly with the Post Office to redirect your mail.

INSPECTION REQUIREMENTS

Your Tenancy Agreement details your responsibilities and you should refer to it prior to leaving. Where you have not adhered to the terms of the Agreement you will be charged accordingly. At the end of the tenancy you should leave the property in the **same state of cleanliness as at the start.**

When cleaning you must ensure:

- Paintwork, furniture and all surfaces should be wiped clean and polished
- Windows must be cleaned inside and out
- Kitchen equipment, cupboards and drawers, oven, hob and cooker hood must be thoroughly cleaned
- Cupboards must be emptied of food, personal effects, dust and debris
- The fridge and freezer must be defrosted
- The bathroom, bath, hand basin and shower must be thoroughly de-scaled and cleaned. Taps should be polished and all tiled surfaces cleaned. Toilet pans and seats should be bleached and disinfected
- Carpets, rugs and all floor surfaces must be cleaned, vacuumed, polished or washed as appropriate and any stains removed
- Upholstered furniture and soft furnishings should be vacuumed
- Beds must be left completely stripped
- Curtains and soft furnishings should be laundered or dry cleaned

You must also ensure that:

- All light fittings, light bulbs and electrical equipment are left in working order
- Any broken or missing items are replaced

Flooring: Stains and cigarette burns to the carpets and floor coverings may necessitate the complete replacement of the stained or damaged item, for which you will be held responsible.

Fridge/Freezer: Defrost regularly. Never use a knife to scrape ice away as this may break the elements and you will be charged for a new fridge/freezer.

Sink and surfaces: Use the correct cleaning materials to avoid scratching, and use heatproof mats and chopping boards. Do not put any fatty substances down any drains, as this will cause them to block, and you will be liable for the cost of unblocking.

Shower head and tiles: Please de-scale regularly and ensure the grouting between the tiles is cleaned to avoid marking which you will be charged for.

Ventilation: The property should be adequately ventilated to avoid the formation of mould, particularly in the bathroom. Make sure windows are opened regularly. If an extractor fan ceases to work, please report this immediately. Where condensation is visible it should be wiped/rubbed down.

Walls: Please do not use Blu-Tac on the walls. Where you have used any materials to hang pictures, you will have to ensure that these are removed and the holes filled in to ensure there is no evidence of such items being present. If this is not done and there is any evidence or marks that such items were present, you will be charged.

Bicycles: Must not be stored in the property as they also cause damage to the decoration and flooring.

Washing machines: The soap dispenser tray and the filter should be cleaned regularly to avoid clogging.

Sofas: Must be cleaned – underneath, under cushions, stains removed etc.

USEFUL NUMBERS

- Water with a meter 0345 672 2999
- Water without a meter 0345 672 2888
- Electricity 0870 751 0093
- Gas 0870 608 1524

PLEASE BE REMINDED THAT ALL BELONGINGS MUST BE REMOVED FROM THE FLAT AT THE END OF YOUR TENANCY. THIS INCLUDES CLEANING EQUIPMENT, UTENSILS, ELECTRICAL APPLIANCES, FURNITURE, HANGARS AND ANY OTHER ITEM THAT WAS NOT PRESENT WHEN YOU MOVED IN. FAILURE TO DO SO WILL RESULT IN YOU BEING CHARGED FOR US TO DO IT.