

## Welcome to your new home.

We are delighted that you have chosen to rent through Scott & Stapleton.

We hope that the process of applying for your property and going through the referencing was not too tedious. Now that you are about to move in there are a few things that we would like you to be aware of.

Your tenancy agreement will contain all the legal stuff but here is the simplified version. We have highlighted a few of your obligations and also what you can expect from us as your managing agent. Who you need to speak to and where you go if you have any problems. If there is anything that is not clear then please call one of our team who will be happy to hear from you.

### Register for utilities

Take a look at the inventory bound at the back of the tenancy agreement. You will see meter readings listed for all the services you have. You may also have a note of who your suppliers are, however sometimes we may not be aware, as a previous tenant could have changed to an alternative supplier without letting us know. If you are in any doubt please give us a call and we will do our best to help. Alternatively, wait for your next bill to arrive through your door and then contact the relevant company giving them the start date of your tenancy and the meter reading from the inventory.

If your property has a pre-payment meter then you will need to register with your supplier as the consumer and also put credit on your meter.

What you may be pleased to hear is that we have arranged a package that incorporates all your services including, telephone & broadband that are specifically tailored for tenants. Many service providers tie consumers into a contract for a minimum term of twelve months but we have negotiated this so your commitment is only as long as your occupation. The rates are competitive to. Please speak to a member of our team for further details.

### Inventory

The inventory will be bound with your tenancy agreement, which you would have signed when you signed the agreement. This is normally prepared by us shortly before the start of your tenancy and details, not only, items left at your property but it will also list any damage. This inventory will be relied on in the future and when you eventually vacate so it is important that you take the time to check its accuracy now.

We have supplied you with another copy of this inventory for you to highlight anything you wish to comment on. Please return this copy to us within the next five days if there is anything you want to bring to our attention. If you do not highlight any issues at this stage then we will be unable to rely on any concerns you had later.

### Repairs

You need to know that we want you to enjoy living in your property and whilst there will, sometimes be times when things need attending to we will always do our best.

You must report any problems to us as soon as they become apparent. A delay can sometimes result in more damage and increased costs of repair.

You must not arrange a repair yourself as this will be an unauthorized repair and we cannot guarantee that your landlord will cover any costs that you may have incurred.

There is a separate section at the back of these notes in relation to 'Dampness' as this is an area where, particularly in the winter months, we get a large number of calls. Understanding how your occupation of a property can contribute to condensation and the existence of mold is an important subject to consider so please take a read.

In order to streamline the process of reporting and dealing with a repair we have introduced a new reporting system, which not only makes communication easier it also records everything so nothing gets

missed. It allows you to use a mobile device to report an issue and also easily upload photos, which will be immediately received, our end, by the right person to deal with the issue.

You can also use a desktop or laptop computer to report an issue but it will not be as easy to upload a photo. The inclusion of a photo is an important part of this process as it tells us a lot more than a description alone.

All repairs should be reported using the following link. You will be lead through a selection of boxes, which will identify the issue. You will then upload photos and then enter all your contact information.

<https://scott-stapleton.fixflo.com/Auth/HomelssueCreate>

You can also report a repair from our website:

<http://www.scottandstapleton.co.uk/tenant-resources>

Scroll down to the tenants section and then click on the link 'report a repair'.

## Out of hours

Our office is open 7 days a week. During the week you can contact us from 8:00am-6:00pm, 9:00am-5:00pm on a Saturday and 10:00am-1:00pm on a Sunday. However when the office is closed and you have an emergency you can call our emergency 'out of hours' number – **07770 796919**

## Gardens & Exteriors

If you are lucky enough to have a garden or outside space with your property you will need to look after it. The grass will need cutting regularly and any flower or shrub beds will need weeding. Patios and pathways will also need to be kept free of weeds. It is extremely important that if you are responsible to take care of a garden or outside space then you need to do so.

A garden that is left unattended can become a time consuming and expensive exercise to bring it under control. We don't want to be discussing this when you are leaving as this may delay or affect the return of your deposit. So look after your garden and enjoy it throughout your tenancy.

We offer a garden maintenance package where we will regularly look after your garden. Please contact a member of our team for more details

## Payments

You will know by now the rent that has been agreed and unless your agreement is highly unusual, your rent will be payable on a specific date each month. Unless otherwise agreed a standing order payment needs to be paid into our 'Clients' account to clear on the date that your rent is due. If your rent is due on the 10th of each month then a payment needs to be set up to reach our account by the 10th of each month. Alternatively a transfer can be made to the same account either as an instant transfer on the day or as a Bacs payment at least three days prior to your due date.

Please use your surname and as much of the first line of your address as the payment reference, so we can identify that the payment has come from you.

These are our bank details.

**NatWest, 132 High Street, Southend-on-Sea, Essex SS9 1AJ**

**Scott & Stapleton Lettings Ltd Clients Account**

**Account Number: 67175678**

**Sort code: 55-50-28**

You can also pay us over the phone by debit or credit card however a credit card payment will attract an additional charge of 3%.

## Locks

Please do not change any locks. If you have any reason to do this then please contact us where we will be happy to discuss the best approach

### Sub-letting/Sharing

Your tenancy agreement does not allow you to sub-let the property or rent a room to anyone without written consent from us. It is only the persons included in the tenancy agreement that can live at your property. If your circumstances change or you are unsure what you can or can't do please call us and we can discuss with you.

### Pest Control

Your Landlord is not responsible for any unwelcome visitors you may experience in your property. The presence of Fly's, bees, wasps & rodents may be unwelcome but these events are part & parcel of living in a property. If you are unfortunate enough to experience one of these events, then although this is for you to deal with, we may be able to recommend a contractor who can help. So please give us a call.

### Deposit

Your tenancy agreement will provide details of the deposit scheme where your deposit is protected. You will receive a letter from us within 7 days of the start of your tenancy confirming your deposit ID. You will also receive a letter from the scheme advising you of your repayment ID and it is important to retain this information, as you will need this to request the return of your deposit when you vacate.

Prior to you leaving you need to go online to the scheme's website and request the return of your deposit. This will speed up the return process. If there are any issues with the property when you vacate then we will discuss these with you and come to an agreement. If we cannot come to an agreement then the scheme will mediate and arrive at an outcome. This can delay your deposit return so it is always better to come to an agreement prior.

Currently our Deposit Scheme is as follows:

**Deposit Protection Service (DPS), The Pavillions, Bridgewater Road, Bristol BS99 6AA**

### Giving notice to end your tenancy

When you sign your tenancy agreement you agree to take the property for an initial fixed term period, normally six or twelve months. At the end of this term you can leave but you need to write to us giving not less than one month's prior notice that you want to end your tenancy. If your tenancy start date was the 10th April for a term of 12 months and you wanted to vacate at the end of the term then you would need to serve notice to us in writing by 9th March of your intention to leave.

If you wish to stay longer, then either your landlord will grant you another fixed term tenancy or your current tenancy will just continue until you serve a notice of one month or your Landlord serves you two months notice to bring the tenancy to an end.

Please remember that time is of the essence here and all notices are from the anniversary of the rent so notices will only apply from this date. For example, a notice served on the 11th of April when the rent due date is the 10th will result in the notice period to commence from 10th May as it would have been served late.

If you require clarification of this then please call the office and we will be happy to discuss.

### Preparing to vacate

When the time has come for you to move out of your property there are things that need to be done. Firstly, you need to check your inventory and make sure that everything that was there at the beginning of the tenancy is still there now. Furniture also needs to be located in the same room as it was in the first place. All your possessions need to be removed from the property and it should be left in a clean and tidy condition.

Any rubbish inside or outside needs to be removed, any garden needs to be in a maintained condition and the keys need to be returned to our office. You also need to take meter readings for all your utility suppliers and advise us who your suppliers are.

As soon as we have received the keys we will carry out an inspection and assuming everything is in order and there are no other monies outstanding in rent or any other charges then we will arrange for the return of your deposit. Please read the deposit section above for further information on the deposit return process.

### **Other services**

We don't just rent and look after properties. There are lots of areas that we may be able to help.

For instance:

**Have you insured your possessions? Do you need a gardener?**

**Do you need Broadband?**

**Would you like to buy a property and need a mortgage?**

**A cleaner?**

**A handyman to decorate a room or move some furniture?**

We are sure that we can help you with pretty much any property related service.

Just give us a call, we are really friendly, approachable and extremely willing to help in any way we can.

**Now enjoy living in your wonderful new home. If you have any issues at all please let us know and we will do our best to help.**

**Scott and Stapleton**