

YOUR RESPONSIBILITIES AS A TENANT:

- To pay the rent on time and in full every month.
- On your move in day you **MUST** contact all utility suppliers providing them with your details and meter readings, i.e. Gas, Electricity, Water, Sewerage and Council Tax (We will provide you with these on the day). You are also responsible for setting up a TV Licence in your own name.
- Please ensure that you have set up a monthly standing order into your landlords account for the duration of your tenancy. (We have supplied you with your landlord's bank details on your Tenants Completion Letter).
- It is your responsibility to keep the property clean and tidy.
- If you lose your key you will have to pay for its replacement.
- Do not abuse any parking regulations where applicable.
- No pets, unless agreed in your contract.
- No smoking inside the property or within communal areas.
- Your landlord and we, the Agents ask that you do not cause any form of disturbance, nuisance or annoyance to neighbours.
- For general maintenance issues i.e. faulty white goods, door locks/handles, plumbing etc please contact your landlord directly.
- The landlord is not responsible for the replacement of light bulbs throughout the property or any minor maintenance issues caused by yourself.
- Please consult your landlord about making any alterations to the property, requesting written permission.
- Only persons named in the contract may reside at the property. If any visitor stays for more than an occasional weekend the landlord must be notified in writing.
- You are not permitted to use the premises or any part thereof for any purpose other than that of a private residence.
- You **must** not, under any circumstance use the premises for any illegal or immoral purpose.
- Periodic landlords inspections may be carried out. You will always be given plenty of notice to arrange these at a convenient time.

- Always ventilate the property and when drying washing as the condensation caused by these examples can cause maintenance problems within the property itself. If you do not have washing/ drying facilities provided with your tenancy there are laundrettes with dryers etc at 160 Ashley Road (Ecomowash) and 9 Portman Terrace (Sparkle Laundrette).
- On moving out, you must restore the property to the same condition as when you moved in. Any expense incurred by the landlord restoring property to its original condition is likely to be deducted from your deposit.
- At the end of your tenancy, providing you have kept the property clean and tidy and all rent and utilities has been paid up to date we will release your deposit from the Deposit Protection Service (this can take up to 5 days to show in your account) Do NOT lose your Repayment ID info (email or letter) as replacing it will cause a considerable delay to your repayment.

Tenant Responsibilities

As the tenant you have a responsibility for repairs that have occurred during your tenancy. The landlords only responsibility is to ensure you have hot and cold running water, electricity, gas (where applicable) and a sound roof.

Repairs you are responsible for:

General

- Internal decorations
- Condensation/Mould due to lack of ventilation & heating.
- Draft proofing
- Oiling of locks & hinges
- Replacement of damage to locks
- Lost or stolen keys
- Replacement of broken/damaged glazing/doors caused by you or your visitors
- Pests
- Removal of rubbish
- Intentional or negligent damage caused by you or your visitors
- Items supplied or installed by you
- Washing machine/fridge & cooker repair as a result of damage caused by you or your visitors
- Blinds & curtains if supplied

Electrical

- Key or coin meters (inc criminal damage)
- Lightbulbs, starters & flurescent tubes
- Fuses & circuit breakers
- Batteries in smoke detectors
- Doorbells
- Broken switches or sockets (inc pull cords)

Plumbing

- Blocked sinks, basins & toilets & related pipes
- Replacement of shower hoses, heads, curtain rails & fittings as a result of damage caused by you or your visitors
- Bleeding of radiators
- Replacement of toilet seats as a result of damage caused by you or your visitors
- Tap washers
- Replacement of broken/damaged bath/sink/toilet as a result of damage caused by you or your visitors

In all electrical failure incidents it is the responsibility of the tenant to check all circuit boards/trip switches are set correctly before reporting any faults. False call outs will be charged to the tenant in this instance or if the electrics are tripping as a result of any item owned by the tenant. Tripping of switches needs to be thoroughly investigated by the tenant before reporting a fault, this includes individually testing all electrical items including lamps, TVs, kettles and toasters (this list is not exhaustive).

Condensation (Often Mistaken as Damp)

Tenants are always under the impression that they are powerless to do anything about the condensation, but it is moisture generated by the tenant within the property that causes the issues. Moisture comes from cooking, bathing and in some cases drying clothes indoors which produces gallons of moisture. What we can do as an agent is educate you to take responsibility for it. Firstly ensure that in the colder periods of the year you are running the heating for at least 3 hours in the morning, and 5 hours in the evening to give the chance for the property to dry out and if possible you will need to open a window whilst the heating is on. This will allow the moisture to travel to the outside, as warm air will hold more moisture than cold air, effectively making it mobile and helping it drift out of the window. In addition to this you are encouraged to use a towel to dry off the excess moisture from cold surfaces/walls and dry this **outside**. Every home gets condensation at some time – usually when lots of moisture and steam are being produced – for example at bath/shower times, when a main meal is being cooked or when clothes are being washed and dried. Condensation is usually at its worst during the winter. It often results in black mold growing on walls and other surfaces. Even when the property is insulated condensation will still drift onto windows, sanitary ware and mirrors as these are the coldest surfaces. We can confirm that DAMP does not occur above ground level. Condensation is more often than not caused due to lack of ventilation to the property and heating the property insufficiently.



The three main ways to deal with condensation are:-

- Produce less water vapor or steam in your home.
- Don't let the water vapor and steam that is produced spread all round the house.
- Keep your home ventilated

To deal with a condensation problem effectively, you will probably need to all three and all can be done at no cost. Produce less water vapor. The amount of condensation depends on how much water vapor is in the air. Many every day activities add to the water level in your home, but their effect can be kept to a minimum.



Useful Advice

Cooking

Always use the extractor fan where fitted or keep a window open when cooking.

Drying clothes

Hang washing to dry outside at all times if possible. If you use a tumble dryer make sure it's vented to the outside, or leave a window open. Never dry washing indoors. Do not hang wet washing on radiators all round your home – doing so is very likely to cause condensation problems. Laundrettes are common on all areas and all provide drying facilities.

Bathing/Showering

Keep the room well ventilated when bathing and showering. Do not close the door nor switch the fan off afterwards until the room is dry.

Keep your Home ventilated – let wet air out

The best way to remove water vapor is by providing adequate ventilation. Nobody likes draughts but some ventilation is vital. Keep a small window ajar, or a trickle ventilator open in each occupied room to give background ventilation, but make sure your home is still secure.

Keep warm

The best approach to heating in order to reduce condensation, assuming you have taken the other steps, is to heat your home at a low level for a long time. Keep the heating on, but set it to provide just a minimum of background heating. This will warm the property up and keep it warm so there are no cold surfaces.

Additional Responsibilities

Communal Areas

If you have a bike it must be stored correctly for the duration of the tenancy. If you leave your bike in the communal area of your property it will be removed and disposed of at a cost to all tenants in the property. Bikes are not to be kept inside of flats or houses. It is also against Fire Regulations to store any item in the communal area, in the event of a fire it could cause an obstacle in evacuating the building and could result in fatalities or severe injuries. NO items whatsoever including shoes, prams/push chairs, furniture etc are to be stored in the communal areas.

Cleaning

It is essential that the property is maintained well and thoroughly cleaned on a regular basis.

On Check Out – The property should be clean and tidy upon departure. A cleaning charge may be incurred if the property and, or fixtures and fittings, are left in an unsatisfactory state. Please ensure the correct cleaning materials are used for different surfaces (Bath, windows, wood, metal etc.) Laminate flooring should be cleaned using a dry or slightly damp cloth/mop – water saturation will cause damage. All woodwork (skirting boards/doors/frames and sills) should also be cleaned. Fridge/freezers should be defrosted and cleaned thoroughly and doors left open and defrosted and cleaned when the Check-Out is carried out. Ovens are to be thoroughly cleaned as large costs can be incurred when having to get professional cleaners in (this includes hobs, grills, ovens and the external areas). Toilets/tiles and bathroom suites need to be fully cleaned and descaled. Stainless steel appliances and fittings must be cleaned with a specialist product to prevent smearing and corrosion.

Stored Items

Any items stored or moved during the tenancy must be returned to their original location and where applicable cleaned and ready for use. A charge will be made if boxed/stored items need to be returned to inventory location after you have left. Any items left behind that are not on the inventory will incur costs for removal and disposal.

Walls

If you decide you want to hang up pictures in the property it is essential that when you vacate the property the walls have been repaired to match its original state. By filling in the walls we expect the wall to be painted to match the current colour ALL over.

Notice to Vacate

As stated in the contract you signed at the beginning of your tenancy, you must provide 1 months notice in writing before the rent due date you would like to vacate the property. If you decide to leave the property without giving us the sufficient notice you will be liable to pay the outstanding rent until the contract expires. In order to vacate at the end of your tenancy date you must provide us 1 months notice prior to this to vacate on this date. Do not automatically assume you can leave on this date without providing notice. You cannot leave the property before the end date of the contract even when providing the statutory notice.

Should any circumstance arise however, that may require you to leave the property before the end of the tenancy, however, always contact us in the first instance (sooner rather than later) as it may well be that an individual arrangement can be made with the landlord. Should you not inform us about any difficulties that you have with being able to keep to your contractual obligations as stated in your Tenancy Agreement, you will be liable for all costs and charges, i.e. rent arrears or damages incurred.

Viewings

As a tenant when you provide us with your 1 months notice in writing, we are permitted to carry out any viewings between the hours of 9am and 6pm, we will always inform you of any viewings for the following day before close of business at 6pm via telephone, text or voicemail. You are obliged to ensure that the property is sufficiently well presented and available to any prospective viewers to help the property to be re-let.

Post Redirection

You will be responsible for the collection of you own post of delivered through a communal system. At the end of your tenancy you need to ensure a redirection system is in place as we will not allow access to the property to collect delivered mail, neither will we act as a collection service to obtain any mail on your behalf.

TV Licence

A TV Licence is a legal permission to install or use television receiving equipment (e.g. TVs, computers, mobile phones, games consoles, digital boxes and DVD/VHS recorders) to watch or record television programmes, as they are being shown on TV. This applies regardless of which television channels a person receives or how those channels are received.

The requirement to hold a TV Licence and to pay a fee for it is mandated by law under the [Communications Act 2003](#) and [Communications \(Television Licensing\) Regulations 2004](#) (as amended). It is an offence to watch or record television programmes as they are being shown on any channel and on any broadcast platform (terrestrial, satellite, cable and the internet) without a valid TV Licence. For information on how to purchase a TV Licence visit www.tvlicensing.co.uk.