

# 4you Lettings

## Tenant's Handbook



The lettings agency with a fresh approach

This booklet is designed for you to achieve a successful tenancy at your new home. This will outline the responsibilities and obligations of the tenant along with offering practical advice. Both the Landlord and **4you Lettings** have found that some tenants have experienced friction between themselves and either the Landlord or letting agent. On reflection these issues could have been avoided by each party having access to contact numbers and knowing the responsibilities of either the Landlord or the tenant.

At **4you Lettings** we have taken the time to offer practical advice in plain English to assist in the running of the tenancy.

Chris Chadwick, our Services Director is a qualified member of ARLA (The association of Residential Letting Agents) the industries leading association.

Although we at **4you Lettings** endeavour to outline all aspects of the rental process, we are happy to answer any queries arising from this booklet, or suggestions you may have to improve this part of our service.

## Useful phone numbers

**Main office line:** 0161 707 4745

**Out of hours call out no.** 07877 133306  
0161 288 2941

**Email Address:** [info@4youlettings.co.uk](mailto:info@4youlettings.co.uk)

**Gas helpline:** 0800 111 999

**Electricity Helpline:** 0800 195 4141

**NHS medical direct:** 0845 46 47

**Hope hospital:** 0161 789 7373

**United utilities:** 0800 330 033

**In case of crime:** 0161 872 5050

**Emergency Fire, Police, Ambulance 999**

## Tenancy agreements

All the terms and conditions of the tenancy have been written in plain English and contained within the legally binding Assured Shorthold Tenancy Agreement, the approved agreement complying with Government legislation. Once signed it is usually not possible to do any addition or subtractions to the agreements relating to the tenancy. If you request any alterations these will not become part of your agreement until you have received acceptance in writing from 4You Lettings Ltd.

All properties are supplied with a full inventory. It is the tenant's responsibility to check the inventory and agree with the contents. These documents will be signed by the tenant and counter-signed by a representative of 4you Lettings and used to check the property when the tenancy has ended. Prior to taking over the property a tenant can request a 48-hour extension to allow them to check the inventory. If this is requested and you do not contact us with any queries within the 48 hour period the inventory will automatically become part of your agreement...

If any UK legislation changes during the term of your tenancy relating to Assured Shorthold Tenancy agreements then the legislation will automatically over-ride any conditions contained in your agreement without written notice.

## The basics of the agreement confirm:

- 1) **The date the agreement runs from**
- 2) **The date the tenant must vacate the property at the end of the tenancy**
- 3) **The amount of rent payable, the date due and the payment method.**
- 4) **The duties of the landlord and the tenant.**

This agreement is between the landlord and the tenant. **4you Lettings Ltd** are the appointed agents and the agreements we use are for a minimum of six months. The tenancy will automatically come to an end after the agreed term. Legislation allows you to stay in the property only with the prior agreement of the landlord. It is not necessary for you to sign a new agreement if nothing changes. If there are any changes to the agreement, for instance the rent changes or you have someone else living with you, it is better to have a new agreement that accurately confirms your tenancy arrangement.

On the fifth month of an agreement, **4you Lettings Ltd** will confirm if you want to stay on at the property. However, if for any reason the landlord wants to terminate the tenancy, then you must vacate at the end of the agreement.

At **4you Lettings**, we are aware that properties will have a certain degree of wear and tear. **4you Lettings** will also produce a condition report about your property. We will discuss this with you prior to taking over to ensure we are all confident that this is a true record of the condition of your new home. The condition report will usually be in a written format with photographs, although video recordings may also be used to record the condition of the property. We do this to help you when you vacate the property ensuring we don't have any disagreements about damaged or worn areas. At the end of your tenancy we will use this report to confirm you have looked after the property and only charge you for any damage, repairs and cleaning etc agreed.

There are some jobs that the tenants are expected to do which the law considers to be minor and within the ability of most tenants. These include un-blocking of the sinks, replacement of light bulbs, toilet seats and general property upkeep.

Any vermin infestation or major problems should be reported immediately.

## References and what is a Guarantor?

When a tenant asks to take over a property **4you Lettings** will ask for an application form to be completed. The information will then be given to a referencing agency to confirm the details a prospective tenant has given to us are correct. There may be some circumstances where we ask for a guarantor. This is to enable you to have the home of your choice and for a friend or family member to guarantee that if you are unable to keep up your rent payments or there is any damage to the property they will pay any amounts reasonably requested.

## Deposits

At the start of the tenancy, **4you Lettings** will require a deposit which will be lodged under the terms of a Government approved Deposit Protection Scheme. This is used as security against the tenant not fulfilling terms within their agreement. At the end of the tenancy **4you Lettings** will authorise the scheme to return your deposit less any agreed amounts.

Deposits may be paid by Debit Card to avoid any risks to the tenant of holding large amounts of cash. To assist you with this **4you Lettings** offer this service free of charge.

## Utility bills

Prior to vacating you must pay all outstanding costs you are responsible for including rent, damage, repairs, any utility bill, this may be gas, electricity, telephones, water Council tax etc. Please make arrangements when moving to have final meter readings taken and bring or send us your final accounts showing these accounts have been paid. If you need the deposit returning early, this can be arranged if we are given authority to charge any outstanding accounts to a credit or debit card. There may be a charge for this service.

## Rent

The rent is payable monthly in advance by standing order. It is the tenant's responsibility to arrange the standing order at the beginning of the agreement and also to cancel it at the end of the tenancy. If you think you will miss making any payment for your rent or charges please let us know without delay. You will be charged £20.00 every time we write to you for a late or missed payment: this will cover any administration costs and possibly interest charges that arise from non-payment.

We have facilities to accept payments by Debit or Credit card. There may be a charge for this service.

Any other method of payment has to be agreed between the tenant and landlord before the start of the agreement

We accept that personal circumstances may change and a tenant may have difficulty paying the rent on time. Please don't let this become a problem as we are here to help both the Landlord and the Tenant. The last thing we want to do is to advise a Landlord to take legal action that may result in the tenant having to pay costs and perhaps even have a County Court Judgement. As mentioned earlier, please call in to keep us informed, it costs you nothing and we can try to help over a tea or coffee.

## Tenancy Deposit Scheme

Your deposit will be fully protected under the terms of the Government Deposit Protection Scheme. You will be advised about where your money is held and also be able to confirm for yourself that your money is fully protected.

## Bills

All bill payments are the responsibility of the tenants. It is necessary to make sure the payments are up-to-date by the end of the agreement. Payments for the utilities are also the tenants' responsibility. All tenants must request in writing should you wish to change any service providers. It is possible your services are on a special agreement **4you Lettings** will confirm the meter reading to the relevant providers at the beginning and at the end of each tenancy.

In the event of a lease or service charge being levied on a property, it is the landlord who will pay these expenses. If you receive any notice requesting payment of a charge the Landlord is to pay this must be given without delay to **4you Lettings**.

In the event of a tenant wanting a telephone, sky or internet line installed, all costs of this are the responsibility of the tenant. You must seek permission from **4you Lettings** should it be necessary for cabling to be installed internally throughout the property.

## Pets

Most landlords do not allow pets. It is advisable therefore if a tenant does have a pet that we establish this fact when completing your application. You will be breaching your agreement if you have any pets without written consent.

**4you Lettings** will require a pet deposit of £200.00. This will be held as a separate deposit and will be used if the property needs cleaning or fumigating. If damage has been caused which to rectify costs more than the 'pet deposit' it will be topped up by the property deposit once the tenant has concluded the agreement.

## Smoking

**4you Lettings Ltd** must be informed if the tenants are smokers.

If a tenant has not advised us about smoking and at the end of the agreement it is obvious the tenants have been smoking then the deposit will be used to clean or even redecorate the property.

## Gardens

It is the tenant's responsibility to keep lawns cut and the garden in good order. You must not allow rubbish to accumulate, and all refuse amenities provided must be complied with. No bonfires are allowed. Should it be the case gardens are not maintained **4you Lettings** will arrange for the gardens to be maintained and the costs of such maintenance will be charged to the tenant.

## Noise

Please be aware of the neighbours. **4you Lettings** have a responsibility to ensure our tenants do not cause any excess noise and disturbance. Please avoid loud music but in any event please do not play loud music after 10.00pm.

## Condensation

One of the reasons for inspecting properties is to ensure your comfort and safety. We have noticed in some properties a black mould on some walls, this is caused by a lack of adequate ventilation, this is not harmful to people but will damage decorations and furniture. It is your responsibility to allow sufficient ventilation through the property and in the winter months keep the rooms warm. If you have any heating equipment that is unable to keep a room warm please let us know without delay. This is in your own best interest as you may be charged for re-decorating if the property is not properly ventilated.

## Re-cycling

**4you Lettings** are committed to the environment and re-cycling. We ask all tenants to use, where available, the re-cycling boxes, bags etc. While we appreciate that some tenants may feel 'it's not my job' any assistance to this will help the environment for everyone.



## Access to the property, repairs and emergencies.

The landlord or any representative from **4you Lettings** is allowed into a property once we have given 48 hours written notice. The tenant's privacy is protected by the terms of the agreement but in the case of an emergency **4you Lettings** will take a professional view and enter the property if we feel we have to.

Because of the personal way **4you Lettings** want to manage the property for you, one of our staff may call if they are in your area to make sure everything is ok and you don't have any problems. Likewise if you are passing a **4you Lettings** office please feel free to drop in.

If repairs are to be carried out during the term of the tenancy then, subject to the tenants approval, we will hand the keys to the contractor to perform the repair.

The contractors will be appointed and approved by **4you Lettings Ltd** and will carry personal identification so we can offer a prompt response to any problem. **4you Lettings** will seek proof to ensure they have the relevant health and safety certificates, and public liability insurance required by law.

Non-compliance with some regulations could result in a fine or imprisonment.

**4you Lettings** will carry out spot checks to repairs and services to confirm that the required standards are met. Please help us to help you by promptly contacting **4you Lettings** if you have any doubts about contractors employed or the working standards and practices.

Any repairs to a property, which is deemed to be the owners' responsibility, will be invoiced to the landlord.

Please use our maintenance e-mail to notify us of any problems or repairs required. The e-mail address is [info@4youlettings.co.uk](mailto:info@4youlettings.co.uk) if you do not have e-mail then all emergency phone numbers can be found at the front of this booklet.

If a tenant makes a call out that is deemed by **4you Lettings** not to have been an emergency or could have been resolved by the tenant, the tenant may be responsible for the call out costs.

During the winter months it is vital that the property is heated to prevent pipes from freezing. If you are away from the property and unable to leave any heating on, the water supply must be turned off at the stop tap and the taps left open. Gas central heating systems should be turned off if the water is off. In case of a water leak turn off the water at the stop tap and call the emergency 24-hour help number.

All gas appliances are checked by our corrgi-registered contractor, these checks are made annually.

In the event of a failure of the electrical system, contact the 24-hour emergency line. The contractor will advise you on what to do next. The tenant should not try and repair any electrical items provided under the tenancy agreement, if this results in further damage then the cost of the repair will be down to the tenant.

Any work done to a property and not authorised by **4you Lettings** will be the sole responsibility of the tenant who may also be charged for making good any alterations.

## Security

All properties are let with one full set of keys; extra sets can be supplied at a cost of not less than £20.00 per set depending on the type and quantity of keys. The tenant has to ensure the property is kept secure at all times. On no account must the tenant change any locks or alarm codes at any property without the written authority from **4you Lettings**.

If the tenant loses or misplaces the keys for the property please advise **4you Lettings** without delay and definitely within 48 hours. Insurance for the property and contents will probably not cover costs of a burglary or unauthorised entry if your keys have been used. We will arrange for all locks to be changed and you will be charged for this service which will probably be in excess of £100.00. If you have any security concern or recommendations please call in and let us know.

If you have locked your keys in your property or left them somewhere secure and need our assistance to get back in, please call your local office or out of hours maintenance number. There will be a charge of £25.00 per call out between the hours of 8.00am and 5.30pm. £50.00 between the hours of 5.30pm and 11.30pm and £75.00 for after 11.30pm.

If the property is burgled or any criminal damage is made on the property, it is up to the tenant to inform the police, ask for a crime reference number and supply **4you Lettings** with a full written statement as soon as possible after the incident.

The property will be insured but not the contents. **4you Lettings** can provide assistance with insurance for contents on request. There will be a charge for any insurance arranged.

## End of Agreement

When the tenancy is due to end, the tenants must arrange to meet a representative of **4you Lettings** at the property. They will go through the original inventory and condition report, read the meters, inspect the property for any damage and offer a receipt for the return of the full set of key(s).

Please see above regarding the security and return of your deposit.

If for any reason the tenant falls more than two months behind with the rent then **4you Lettings** will terminate the contract forthwith by issuing the necessary legal documents as required by law.

It's almost impossible to have all of your post re-directed to your new address. You must provide **4you Lettings** with your forwarding address and we can then ensure nothing important remains at your previous address.

## Tenant insurance

We strongly recommend that you have contents insurance. This will cover your losses in the event of a burglary, flood and many other losses and damages.

## Data Protection Act

Any information you give to **4you Lettings Ltd** will only be used for purposes directly relating to **4you Lettings Ltd** and will not be passed to any outside business or individual without written consent. By providing personal information and agreeing within your tenancy agreement to pay all bills, costs and charges relating to your tenancy we reserve the right to pass your personal



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