

YOUR TENANT GUIDE

Managed property



**Tod
Anstee**
property consultants

• **Let**
01243 523723

Welcome

An exciting new chapter awaits in your new home and we are on hand to support you throughout your managed tenancy. Our team are all experienced, local property experts,

Contents

Your data	Contractors
Tenancy documents	Decorating
Inventory	Preventing damp & mould
Keys	Wood stoves
Settling into your new home	Smoke & Carbon monoxide safety
Your rent	Maintenance & repairs
Rent reviews	Leaks & blockages
Who can live with you	Urgent repairs
Pets	Emergencies
Changes to your tenancy	Sheds & greenhouses
Living in a listed building	Gutters, drains & septic tanks
Landlord responsibilities	Parking
Your responsibilities	Ending your tenancy

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Key contacts



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welcome home

BEGIN.

Your data

We take data protection seriously and protecting your personal information is important to us. You can read our Privacy Policy at:

www.todanstee.com/privacy-policy

We need to collect and process some personal data at various stages throughout your tenancy in order to communicate with you and manage your tenancy correctly.

We will never share your personal information with third parties except where you have given consent, or where needed to fulfil our legal and managing agent responsibilities. An example of this would be sending your contact details to a contractor in order to carry out maintenance works at the property, updating utility companies and the local authority Council Tax department at the start of your tenancy.

Your tenancy documents

Your tenancy documents will have included:

EPC (Energy Performance Certificate)
EICR (Electrical Condition Report)
GSR (Gas Safety Record) if there is a supply
Government How To Rent Guide
Deposit Scheme Leaflet and Prescribed Information

Please keep these documents safe and contact us straight away if you cannot locate them and we will re-send them.

If your property is exempt from the EPC requirement, we will let you know.

Inventory

You will be provided with an Inventory or Schedule of Condition at check in, either at a check-in appointment or by email. This important document describes the condition of the property at the start of your tenancy, and will be referred to at the end of tenancy as a reference to determine the condition of the property.

We recommend you read the document and walk through the property, noting if anything is different to the report. If you do not contact us with any changes straight away, we will assume that you are happy with the Inventory and record it within your tenancy file.

Keys

If you need additional keys, you will need to inform us before having any cut. Extra keys will be recorded and required to be returned to us at the end of the tenancy, otherwise you will be in breach of your tenancy.

we're here to help you



Settling in to your new home

Don't forget to register with the relevant utility suppliers to the property (electricity, water etc).

Remember home contents insurance and transfer your TV licence, telephone and broadband.

We will let your local authority know that you have moved in, don't forget to advise them too in case they need to update their records for any housing benefits you may receive.

Your rent

Please refer to your tenancy agreement for when and where to pay your rent.

We do not issue tenancy statements, invoices or reminders, so you must ensure that your rent is always paid in advance and that payments arrive as cleared funds by the due date.

We accept payments by BACS or standing order and are unable to accept cash or credit card payments.

If you find yourself in difficulty, it is important to talk to us as soon as possible. We will always be understanding and will endeavour to support you with a solution trying to avoid formal action if possible.

Rent reviews

Your rent will be reviewed annually and may be increased from the first anniversary. Around the rent review date, we will arrange to visit and carry out valuations. This will be followed with a letter confirming rent increase if applicable. Please check your Tenancy Agreement and get in touch if you have any questions at all.

Who can live with you

Only those included in your tenancy agreement (over the age of 18) are permitted to live with you in the property.

If you allow another adult to live with you in the property without obtaining consent from your landlord, you will be in breach of the terms of your contract.

Pets

We understand that pets are important members of the family. If you would like to have additional pets other than those permitted at the start of your tenancy, it is important to obtain permission beforehand. If your pet becomes a nuisance to others or damages the property, the landlord will reserve the right to withdraw consent for them to be there.

Changes to your tenancy

If, during your tenancy, your circumstances change and a member of the household leaves the property, and/or another person wishes to move in, you must get in touch as soon as possible as there will be changes required to your tenancy. If you would like advice on how such a change may affect your tenancy, please get in touch and be assured that anything you discuss with us will be in confidence.

relax, your tenancy is in safe hands



Living in a listed building

Many of our properties are Grade II Listed buildings and this means that there are some restrictions on the types of work which can be undertaken in certain properties. If you live in an historic building, we will always aim to find the best solution to ensure the property is efficient and well maintained, but we must also be careful not to alter the charming characteristics of the historic building.

Landlord responsibilities

Your tenancy agreement will outline the responsibilities of your landlord, there may also be some special additional clauses. As well as ensuring that the property has adequate heating and ventilation etc., your landlord is also responsible for the decoration, both internally and externally. Maintenance and repairs should always be completed within a timely manner, and we will work with you and your landlord to ensure this happens.

Your responsibilities

We expect you to keep the property clean and in good order decoratively. Sometimes problems do occur, and it is important that you let us know straight away so that we can correct it before it worsens. Working together, we can ensure things run smoothly and will ensure that any repairs are undertaken as quickly as possible. However, you also have a responsibility to play your part in keeping the interior of the property in good condition to avoid damage.

There may be a short delay in instances where we need to contact your landlord for approval to carry out the works, but we will deal with all work requests as quickly as possible.

Contractors

We work with a very select group of trusted professionals, so you can be reassured that any works which we need to carry out will be completed efficiently and to a high standard.

We will not be at the property to oversee any works, if you are not able to be at home when our contractor needs to visit, we will give them a management key.

We will liaise with them once the repair is complete and may contact you for feedback before closing the repair ticket from our system.

Decorating

It is important that your home feels like home, however, putting up wallpaper or decorating without permission is not permitted. Please contact us if you would like to decorate so that we can request permission from your landlord.

If you hang pictures, please use removable picture adhesive strips to avoid damage to walls.

Fixing anything to beams or old, fragile walls is not permitted, particularly if you live in an historic building. If you are in doubt, please talk to us so that we can advise you.

we all have responsibilities



Preventing damp & mould

Damp and mould in the home can be a health hazard causing respiratory problems and exacerbating allergies. Making sure that your home is free of mould and damp is not only important for your health, but it is your responsibility as a tenant.

Open windows regularly to make sure the property is well ventilated. Even when it's cold, moisture gathers in the home, so opening the window even for a short period allows some of this moisture to escape.

Wipe away condensation

Cleaning condensation from your windows and frames each day with a dry cloth will help minimise the spread of black mould.

Keep doors closed

Keeping bathroom or kitchen doors closed when having a bath/shower or when cooking to prevent moisture from spreading to other parts of the property.

Drying clothes

Drying clothes on radiators causes the vapour to turn into moisture which is then circulated around rooms. This moisture gathers on walls, windows and other fabrics in the home and can be a mould risk. Instead, dry clothes on a clothes airer in a well ventilated room or use a de-humidifier to minimise the spread of moisture indoors.

Plants

Some plants can effectively absorb moisture and pollution from the air and are a great addition to your damp prevention arsenal. Peace Lillies, Tillandsia, palms and ferns are all moisture absorbers. Some ferns thrive in damper rooms such as kitchens and bathrooms, just make sure to give them some direct sunlight.

Extractor fans

If you have an extractor fan in the bathroom, always make sure that it is running when you are having a bath or shower. If you have an extractor fan in the kitchen, you should use it to disperse moisture and cooking smells. In the absence of extractor fans, open a window when cooking to allow moisture to escape.

Don't overstuff

Avoid pushing furniture against walls or overstuffing wardrobes as this can cause damp and mould to grow and spread. Check behind furniture regularly for signs of damp and mould developing.

Turn the heating on

Turn on your heating to avoid cold spots, dry out damp, and reduce the chances of mould.

advice to help you stay warm & safe

Wood stoves

You have a part to play in the ongoing effectiveness of these appliances and the burning of correct fuel. From May 2021, there are now restrictions on what can be burnt to produce less smoke into the environment.

Wet wood which is also known as green or unseasoned wood is often cheaper to buy, but it can damage chimneys by allowing soot and tar to build up. Please ensure that you store wood in a dry environment.

Safety alarms

Smoke detectors and carbon monoxide alarms will have been checked and detailed on the inventory at the start of your tenancy.

Testing these alarms regularly is now your responsibility, replacing batteries if required.

You must always have smoke and carbon protection within the property and are not permitted to remove or deactivate chirping alarms without replacing them, in order to protect yourself and the property.

Smoke Detectors and Carbon Monoxide Alarms are our responsibility to maintain. Please contact us to report any faults as a matter of urgency so that we can resolve without delay.

If you have any questions relating to the alarms installed in your property, please call

Carbon Monoxide

Symptoms can be similar to flu and include a headache, nausea, dizziness and drowsiness. This list is not exhaustive so please ensure that you familiarise yourself with the symptoms and recommended action.

It is very important to check your carbon monoxide alarms regularly, (at least once a week) this is your responsibility.

Do not remove batteries or disconnect smoke alarms or carbon monoxide detectors if they are chirping/beeping and causing an inconvenience.

Instead replace the batteries straight away when needed, or if there are problems with a mains powered alarm, please contact us without delay.

If you smell gas or your carbon monoxide detector sounds, call the gas network emergency line without delay

0800 111 999

Then call us.

check alarms regularly, they save lives

Maintenance & repairs

We will always aim to resolve all works as soon as possible and with minimum disruption.

We work with several specialist contractors who upon instruction by us, will contact you directly to arrange to visit.

Sometimes accidents happen, but it is your responsibility to replace and pay for things such as broken panes of glass. If you lose a key or are locked out of the property, you will be responsible for any costs associated with regaining entry and replacement keys. If the lock is broken, this will be our responsibility to repair.

It is important that if repairs/maintenance are required, that we can access the property as soon as possible. If you are not going to be home, we can arrange to provide access with your permission. If you contact a contractor directly you will be liable to pay for the visit and any associated costs. If you arrange a date and/or time for an approved contractor visit and you are not at home when they arrive, you will be liable to pay any call out charge associated with the missed appointment.

Leaks & Blockages

If you notice a leak, place a dish or bowl underneath and lay down towels to absorb the water before contacting us. Your landlord will repair blocked or leaking waste pipes, but unblocking sinks, basins, baths and toilets is your responsibility. Please do not flush anything other than toilet paper as this can cause blockages. Replacing plugs and chains are also your responsibility. If the toilet is not flushing, the shower is not working or taps cannot be turned on/off, we will repair this.

Urgent repairs

We understand that sometimes faults can be frustrating and inconvenient, but most can wait until the next working day.

We consider urgent repairs as those which are inconvenient or a nuisance, for example, your boiler has stopped working.

Please send an email or call the following working day from 9am. We will always aim to undertake repairs within a timely manner.

Emergencies

Damage to the property which poses as a serious risk to property or life will be dealt with as soon as possible, whatever time of day.

This is for repairs which are necessary in order to remove immediate danger. This type of repair call-out will in many cases be a cap-off and make safe repair and we will likely need to return to complete the works and to ensure that the situation is made safe.

Examples of this would be to avoid flooding or other major damage.

Please report general and urgent maintenance items between the hours of 9am and 6pm



In the garden

It is your responsibility to keep the garden and outside areas clear of clutter and well maintained. Keeping verges, borders and the hedges around the property tidy is also your responsibility and will ensure that the community continues to be a nice place to live for residents and for visitors to enjoy.

Please keep within the boundary of your property and do not place, plant, leave or install items outside of this area.

The formation of ponds are not permitted within residential properties.

Whilst we always encourage and welcome planting a colourful garden, you are not permitted to cut back beyond annual pruning and care, or remove established shrubs or trees. If you feel that a tree requires attention, please get in touch with us as soon as possible as we have specialists who will undertake any required works.

Sheds & Greenhouses

If you would like to erect a garden shed or greenhouse, please get in touch as permission will be required.

You landlord is not responsible for maintaining existing sheds or greenhouses and if they become unsafe or unkempt, they will remove them.

Bins

Please ensure that your bins are kept neat and free from overflowing to deter vermin.

Gutters & drains

Gutters and drains can quickly become blocked, and you have a responsibility to keep them as clear as possible throughout the year, reporting any issues promptly.

Satellite dishes

Satellite dishes and aerials are not permitted without permission.

Septic tanks

If there is a septic tank at the property, it is your responsibility to have this emptied. If you are unsure or would like any advice, please get in touch.

Parking

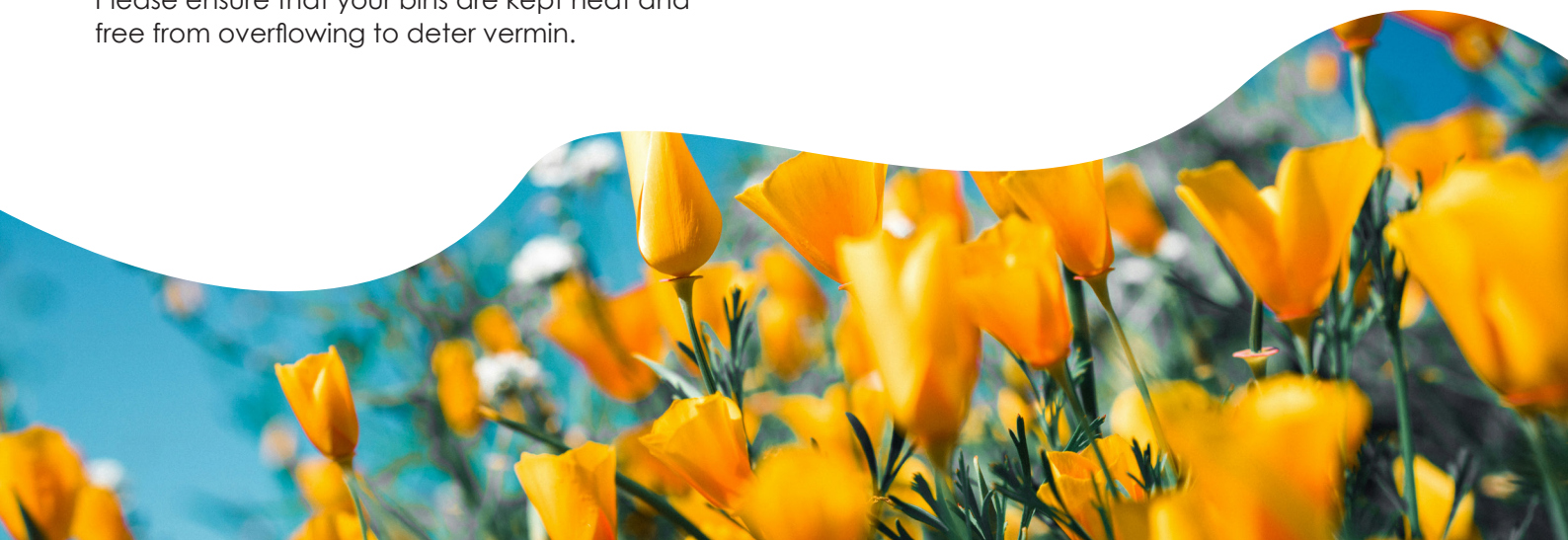
If your property does not have a driveway or allocated parking, we ask you to be considerate to neighbouring properties.

Being neighbourly

Please do not do anything that knowingly may cause a nuisance to your neighbours including noise levels, parking and controlling pets.

Keeping poultry

You will need to obtain permission for Chickens and other birds so please do get in touch if you are interested in keeping them.



Ending your tenancy

Life changes and should you find yourself needing to leave the property, we will help to ensure this is a smooth transition for you. Please refer to your Tenancy Agreement so that you give the correct notice period in line with your tenancy agreement.

Once we receive your notice, we will acknowledge it in writing and provide you with the documentation needed. We will also contact you and arrange to visit and inspect the property to note any maintenance which is required.

On the last day of your tenancy, you will be required to return all keys. A Check-Out Report will be undertaken to review the property condition, a copy of which will be sent to you.

Deposit deductions

Once we have received your check out report, we will discuss any differences with both you and your landlord.

Your landlord may wish to make a claim for any items missing or damaged, which are not considered to be fair wear and tear.

We will contact you to advise whether this is the case, or to confirm that we will return your deposit without deductions.

It is really important that you reply to us without delay if you dispute a deposit claim which the landlord is making. If you don't respond within 21 days, we may proceed to process the deposit as per the claim.

You can dispute your deposit by using the adjudication service which your deposit provider offers. During this time, we will remain the intermediary between you and the landlord..

helping you make your next move

A decorative graphic at the bottom of the page features a stylized cardboard box with orange and grey flaps. The box is set against a background of grey, wavy, cloud-like shapes.

