

TENANT HANDBOOK

Everything you need to know

DEAR RESIDENT,

Welcome to your new home.

We'd like to introduce ourselves, **Smart Investment & Management**, as the company responsible for managing your property.

We always do our best to ensure our tenants are happy. At Smart Investment & Management we have the expertise and experience to help you find exactly what you are looking for and guide you each step of the way.

If you need to contact us you can phone us on **0113 887 8158** and email us on **enquiries@smartim.co.uk**.

You can find out more information about our company by visiting our website: **<https://www.smartim.co.uk/tenants>**.

We welcome feedback from our tenants. Your feedback provides us with an opportunity to understand what you like or dislike about our service and improve our services where appropriate.

Yours sincerely,

SMART
INVESTMENT & MANAGEMENT



WELCOME TO YOUR NEW HOME



MOVING IN

We are delighted that you have chosen to rent a property from Smart Investment & Management Ltd. We are committed to making your tenancy as convenient as possible and very much hope that you will enjoy the experience of renting through our company. Please will you attend to the following important details immediately after moving in:

- Check the inventory and inspect the property carefully. If there is anything that differs from the inventory report, you will need to report this to us within 7 working days. Anything that is not reported within 7 working days will be deemed to have occurred during your tenancy on final inspection.
- Contact the relevant utility companies to let them know that you have taken over the tenancy of the property and to set up an account. Your start meter readings should be recorded on your inventory report. If the inventory company has been unable to provide this for any reason then you are responsible for providing the utility company with the reading.

ELECTRICITY



Your property has a standard electricity meter (unless informed otherwise) for which you will receive regular bills from the supplier for the usage. If you wish to change your utility provider, you are free to do so although we do ask that you inform us of this change.

WATER



Your property has a standard water meter (unless informed otherwise) for which you will receive regular bills from the supplier for the usage. If you wish to change your utility provider, you are free to do so although we do ask that you inform us of this change.

COUNCIL TAX



Upon moving into your new home, you are required to inform the local council. There will most likely be a letter waiting at the property for you when you arrive, so please check the mailbox and inform the local council of any occupant(s) details.

MAINTENANCE PROCEDURES

Please contact your portfolio manager by email for all maintenance issues and they will be able to help you. It is important that we receive this in writing so that we have an accurate record of the problem. We are committed to delivering an efficient and caring maintenance service, but we must always contact the landlord for authority to attend to a maintenance problem so please bear this in mind when reporting any issues. If you have any maintenance problems please let us know as soon as possible. We have a set of guidelines that categorize repairs as follows:

EMERGENCY REPAIRS

- Emergency means where there is a risk to life or damage to the fabric of the premises or fixtures and fittings contained in the premises.
- Any repairs necessary to avoid a danger to tenant's health and well-being, or to avoid serious damage to the building or the tenant's belongings.
- During office hours, any emergency repairs should be reported to the office with immediate effect.
- Outside of office hours you will need to call out a local contractor to any emergency repairs or call **07703383717** to see if we can help.

Please note that call out charges are increased out of office hours and during holiday periods. Charges for non-emergencies will be your responsibility and will not be covered by us or your landlord. You will need to pay the contractor directly and inform us when the office re-opens. Your landlord will reimburse any payments for genuine emergency call outs.

Please Note: We appreciate that the short term loss of heating, hot water or cooking facilities are inconvenient, but they do not constitute an emergency repair.

MAINTENANCE PROCEDURES

WATER LEAKS/NO WATER



If you have a leak within your property, please turn off the water at the stop tap and contact us immediately the next working day. If water is coming into the property through the roof, or through the ceiling or a light fitting, please call the managing agent for your development. Their number will be displayed in the entrance foyer of your development. If the water supply is lost, please check the situation with Yorkshire Water first on **0845 1 24 24 24**

ELECTRICAL SUPPLIES & APPLIANCES

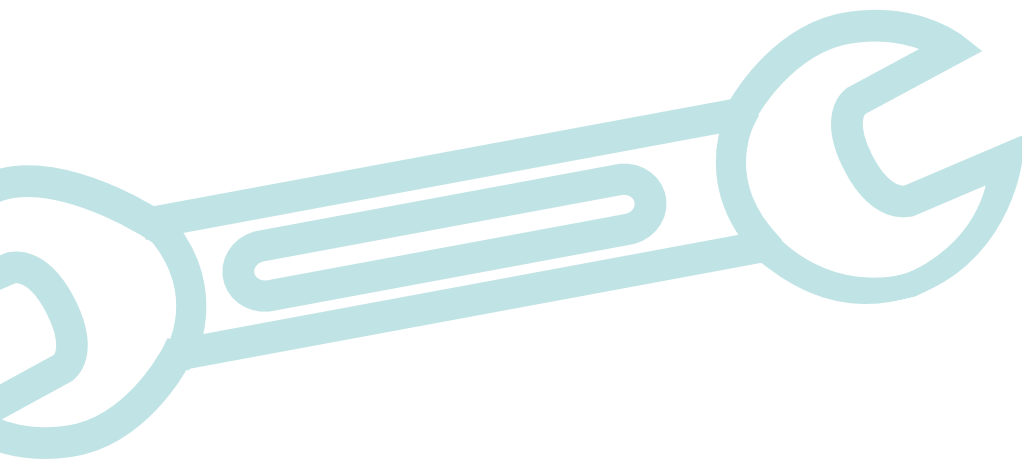


If any or all of the electrics have failed, first check the fuse box of your apartment to see if there are any obvious faults. **DO NOT** interfere with the electrical supply. Phone Yorkshire Electricity to check if there has been a power cut on **0800 375675**.

BURGLARY



In the event of a burglary, you should first call the Police and ask them either to attend or for a crime reference number. If the door or window can be locked or secured, this will not be classed as an emergency. If the door cannot be locked or window can be locked or secured, this will not be classed as an emergency. The Police will be able to refer you to recommended companies to attend.



TENANT RESPONSIBILITIES

While it is fair to expect that your Landlord will deal with any of the above repairs promptly, in return we would expect our tenants to take responsibility for resolving day-to-day household problems wherever possible. It is the tenant's responsibility to attend to the following matters:

- Replacing light bulbs
- Replacing plug fuses
- Replacing hoover bags and belt
- Blocked sinks & wastes
- Checking a filter on washing machines before reporting as not working
- Broken windows (except where caused by burglary or malicious incident)
- Sticking locks (unless a lubricant does not remedy)
- Maintaining adequate ventilation, especially in the bathroom and kitchen
- Cleanliness to interior and exterior
- General day-to-day home maintenance
- Smoke alarm upkeep & battery replacement
- Gardens where applicable

Please note, that if you call out a contractor to a repair that comes into the above category, you will be liable for the charge.



TENANT RESPONSIBILITIES

COMMUNAL AREAS

Including access to meter cupboards, faulty developments doors and lifts – please contact your development management company. Their contact details can be found in the communal entrance to your development.

INTERIM INSPECTIONS

We will visit your property every 3-4 months during the tenancy to make sure that everything is in order. This provides you with an opportunity to highlight any problems that may not have been reported, and also satisfies the landlord that his property is well cared for. We will always give you notice of our visit, and you will be invited to be present if you wish.

SAFETY

Rented properties must comply with Fire & Soft Furnishing Regulations in line with current legislation. Items of furniture which are covered by this legislation are mattresses, headboards, sofas, armchairs and padded dining chairs. If you have any concerns about any of the furniture in your apartment, then please let us know.

The landlord (and the landlord's Agent) will not be held responsible for any item of furniture that belongs to the tenant.

Where applicable, our properties are inspected each year to make sure that they comply with the current safety regulations with regard to Gas appliances.

CLEANING

It is your responsibility to keep the property clean and tidy. If it is unsatisfactory when we carry out the inspection, we reserve the right to instruct cleaners. If this is necessary, we will give you 7 days notice, and the cost of cleaning will be your responsibility. Any repeat inspections will also be charged to you. You are also responsible for keeping floor coverings in good order. If you stand plants on the floor, or any other surface, please make sure that it is properly protected. Dealing with any stains or damage caused will be charged to you. Your obligations with regard to cleanliness also apply to the outside areas, including bins. Where there is a rodent problem that is shown to be as a result of lack of cleanliness, then you may be held responsible.



TENANT'S GUIDE TO RENT

This document explains your obligations to pay your rent. It also sets out the process that we follow if your rent is not received on time.

RENT

A Tenancy Agreement forms a legal contract between you (the Tenant) and your Landlord and requires you to pay your rent. Rent is usually payable monthly and is always due on the same date each month. As a Tenant it is your responsibility to ensure that your rent is paid in full and on time. Landlord and Tenant Legislation sets out the process that we, on behalf of your Landlord, must follow in the event of a non-payment of rent but it is always our aim to work with our Tenants to avoid this.

WHAT HAPPENS IF I DON'T PAY MY RENT?

In the event that you are experiencing financial difficulties or have an issue in paying your rent then you must contact us immediately. If we do not receive your rent then your tenancy and right to remain in the property is at risk. Additional administration fees may be charged to you and your Tenancy Agreement will usually make provision for interest to be charged on late payments.

THE RENT COLLECTION PROCESS

We operate a fair arrears process working with Tenants wherever possible to resolve any issues with payment.

The following steps will be taken:

- 1** We will contact you by telephone to advise you that payment has not been received and discuss the reasons why.
- 2** We will ask you to make a bank transfer that day.
- 3** If we cannot reach you by telephone we will leave a message and send you a text reminder or an email asking you to contact us.
- 4** Your Landlord will be made aware of the late payment and kept up to date throughout the collection process.
- 5** You will not be charged for the issue of the first Late Rent reminder, but will be charged for the issue of a second and any subsequent Late Rent Reminders at £25.00 including VAT. If we have to visit a property re Rent Arrears you will be charged £40.00 including VAT. We will ask you to make a bank transfer that day.

CONDENSATION DOCUMENT

CONDENSATION AND MOULD GROWTH LINKED TO CONDENSATION

Tenants often call us to report a potential damp problem in their property, when in fact it rarely is and is often linked to condensation in the property. This subsequently results in side effects, such as most commonly the accelerated growth of 'black mould' which appears on surfaces where condensation occurs regularly.

Condensation can occur naturally or artificially as a result of changes in temperature, however, simple steps can be taken to reduce and remove condensation and the problems associated with it.

This leaflet has been produced to help you understand the problem and what you can do to avoid it.

WHAT IS CONDENSATION?

Condensation is one of the most common household problems. It occurs when warm moisture filled air meets a cold surface. The moisture in the air then cannot be held and it settles as water droplets on the surface or if the surface is absorbent it soaks into it. Condensation is often unnoticed until mould appears.

WHERE DOES IT OCCUR?

Condensation can occur anywhere but homes are more susceptible in the following areas and most commonly bathrooms and kitchens:

- Areas where water is present (Kitchen, Bathroom)
- Cold surfaces (exterior walls, windows)
- Colder parts of the building from warm air generated in the living areas
- Areas of activities that create warm moisture (cooking, washing, heating, breathing)
- It moves from relatively wet to relatively dry areas
- Corners of rooms
- Areas where there is little movement of air (non-ventilated)
- Rooms with a lot of occupants (breathing)



PREVENTING CONDENSATION

1 Increase Ventilation: This removes moist air from the building and does not allow it to come into contact with cold surfaces. Ventilation is one of the most important ways to prevent condensation and the associated problems involved.

- During or after a bath or a shower, make sure the door to the rest of the property is closed. Make sure the extractor fan is switched on and/ or the window to the exterior is open.
- When drying clothes indoors dry these in a cool and ventilated area of the property; although this will take longer, less moisture can be held in the cooler air and therefore the risk of condensation is reduced dramatically. Dry clothes outside where possible.
- When cooking or taking part in any similar activities, ensure the extractor fan is turned on, window is open, and the door is closed.
- Don't overfill cupboards and wardrobes (leave space at the back) – always ensure air can circulate freely.
- Do not seal ventilation / vents gaps that are designed to vent air to the exterior. These can often be found in window frames and walls.

2 Heat Rooms Evenly and Constantly: A drop in temperature can cause a saturated volume of water to condense at ease.

- The warmer the wall surfaces the lower the condensation. It is important in winter months to leave background heat on through the day that will evenly heat the surfaces and keep it at a constant temperature. Tenants often think this is more costly, however; on the other hand, it can cost more to heat the property up quickly on an evening. (It is still important to give adequate ventilation but not too much as this will carry away heat and cause surfaces to get cold again).
- Although mainly banned in rental properties the use of Paraffin and LPG gas heaters can cause a significant amount more condensation by putting a lot more moisture in the air. Do not use Paraffin and LPG gas heaters.

If the above steps are followed this will significantly decrease the chances of any condensation related problems, especially mould.

MOULD & CLEANING

MOULD

Mould is not aesthetically pleasing and can cause significant damage to the property itself as well as potential side effects for people living in properties with severe untreated mould.

- Mould appears on surfaces where condensation takes place regularly, external walls and corners of rooms both at height and floor level.
- Where there is a sufficient amount of clean water available (in relatively humid conditions) for an extended period of time.
- In bathrooms it can occur in the sealing of the bath and shower tray and the kitchen it can appear around the tiles, seals of units and unventilated cupboards.
- It frequently occurs in poorly ventilated areas such as behind furniture, pictures, soft furnishings and carpets.
- The growth of mould can also be heightened by the mixture of condensation with dust or other organic materials.

CLEANING

Cleaning away mould can be done using an anti-mould solution/ bleach or wash. A little while after using them, the surface should be scrubbed clean with a stiff brush. These washes kill the mould and its spores and provide short term protection against the appearance of mould.

This may be a fast solution of getting rid of the mould but the only true solution is to follow the steps highlighted above. If these steps are not taken you are at fault for the growth of mould and condensation related problems in the property. If you start to see mould spores appear, you should attempt to treat it in this way before seeking any further action.



MOULD REMOVAL & PREVENTION

Whether you own or rent a property, mould can be a huge problem. On the one hand a mould infestation can affect your quality of living – especially if you suffer from asthma; on the other hand if the mould occurs during your tenancy you may be expected to cover the cost of the cleaning. A common problem in flats, apartments and maisonettes – mould can strike any property. AS with most issues in life, prevention is the best cure, although there are many ways you can deal with an existing mould problem.

BEST PRACTICES FOR MOULD PREVENTION

1 Dry clothes outside

Wet clothes can be a major reason for damp and mould developing. From just one load of washing, over 2 litres of moisture is released into the air. Drying clothes outside may not be practical for everyone, as not everyone has access to an outdoor drying area. If you do need to dry your clothes indoors, ensure a window is opened to provide the much-needed ventilation that may prevent damp developing.

2 Open a window and shut the door!

If you are doing something that will release a lot of steam into the room, close the door and open a window. This applies to boiling a kettle, having a shower/bath and cooking. If you have an extractor fan then this can really help to reduce the moisture but closing the door will prevent the moisture from spreading into the other rooms of your house. If you don't have an extractor, be sure to open a window – especially in winter months where steam will condense on cool surfaces!

3 Furniture and Walls

Exterior walls are often slightly colder than interior walls and therefore more susceptible to damp and mould. Keep furniture away from these walls, instead placing them against interior walls. Another way to reduce your chances of mould is to leave a slight gap between all walls and furniture to leave room for air flow.

4 Declutter

Overfilled cupboards are a breeding ground for mould as there isn't much air-flow. Adopt the Japanese method by Marie Kondo and declutter your life (and cupboards) for mouldfree joy.

5 Smoke it out

However, it isn't just cigarette smoke that can affect your property – wood-fires, candles, even stoves can generate smoke which can contaminate the air. Ensure all sources of smoke have proper ventilation, and if possible, cut down on the amount of smoke you create.

MOULD REMOVAL & PREVENTION

6 **Cleaning Solutions for Mould Removal**

First of all, please do not attempt to scrape away dry mould – especially if you have a respiratory condition such as asthma. Always work in a well-ventilated area, take regular breaks, and consider using gloves and masks to ensure your own safety.

7 **Anti-bacterial spray**

Regular cleaning of problem areas such as grout, sealant and window sills will go a long way to preventing mould or at least stopping in its tracks if it does start to appear. A good mould spray (wear gloves!) such as the one made by HG, can get rid of most stubborn mould stains if it has already set in.

8 **Clove/ Tea Tree Oil**

Both clove oil and tea tree can be used to rid yourself of mould. Clove oil can have a fairly strong smell, so if you don't like this you can use tea tree oil instead. If you buy the oil neat, mix half a teaspoon of oil with a litre of water.

To use this method, spray some of the solution directly onto the mould, and leave for around half an hour. You should be able to easily wipe the mould off with a little more oil and water on a cloth.

9 **Bicarbonate of Soda and Vinegar**

In a jug mix an equal amount of water and white vinegar. Add in bicarbonate of soda (2 parts soda to one part vinegar water) and mix well to make a paste. Apply the paste to the mouldy areas and use a damp cloth to scrub at the mould.

10 **If the mould persists**

If the mould persist despite your best efforts at cleaning and prevention, ensure you contact your landlord promptly to let them know so that they can assess whether further action will need to be taken.

If you do not report the mould infestation promptly then you could be liable for the costs of professional mould treatment.

THE END OF YOUR TENANCY

TENANCY RENEWALS

We will contact you 10-12 weeks prior to the end of your tenancy to find out whether or not you wish to renew your tenancy. If you are not sure, we will endeavor to work with you until a decision is met. Please note your property will automatically go onto the rentals market 4 weeks before the end of your tenancy unless a tenancy renewal has been agreed.

If you are leaving at the end of your tenancy, we will begin to remarket the property, and add it to our available “To Let” list. At this point we will need access to show prospective tenants around the apartment. We will always contact you first and give you at least 24 hours’ notice. If you decide you do want to stay during this period, we will be happy to renew your tenancy, unless a new tenant has been found and referenced.

END OF TENANCY PROCEDURE

At the end of your tenancy we will carry out a final inspection of the property. You will need to let us know if you wish to be present at this appointment within 7 days of this End of Tenancy Confirmation Email and then the appointment will be booked for the last day of your tenancy. If you do not wish to be present or we do not hear back from you then the appointment will be booked for the last day of your tenancy. If you do not wish to be present or we do not hear back from you then the appointment will only be made once your keys have been returned to the office.



CHECK OUT CHECKLIST

DEPOSIT RETURN

If you have any rent arrears, please make sure these are paid immediately to ensure return of your deposit. Inform us of your forwarding address for the return of your deposit. Again, it is important that you report anything you are not satisfied with at the beginning of the tenancy, as otherwise it will be assumed that any problems have arisen as a result of your tenancy.

To ensure quick and easy return of your deposit the following steps should be taken.

- The property should be thoroughly cleaned and left tidy throughout. This includes all appliances – ensuring the oven is cleaned thoroughly, including the internal racks and trays, the fridge/freezer is thoroughly defrosted and free of excess water (and left off and the door open), the washing machine powder drawer and any filters are cleaned out, extractor fans cleaned and filters replaced or cleaned, kitchen units wiped out. Skirting boards, door frames & light fittings are dusted, finger marks are removed from light switches and any marks on paintwork removed and the windows cleaned inside and out. This is just for guidance and is not exhaustive.
- All light bulbs in the property to be replaced if required (or a charge will be made for staff to source and replace).
- Any broken or damaged items from the inventory should be replaced with the same or as near match as possible.
- The garden (if applicable), including lawns, borders, paths, driveways, patios and hedges should be left in a good tidy condition and all weeds removed. We can recommend gardeners to you should you prefer it is done professionally.
- Curtains and nets should be washed or dry cleaned as appropriate along with Venetian blinds.
- Ensure that carpets are as clean as you found them (the original cleanliness will be noted on the inventory you were sent). If there are any new stains or grubby areas the carpets **MUST** be professionally cleaned. It is a condition of your tenancy agreement that, if you have been at the property for 12 months or more, the carpets must be cleaned in any case. We can recommend carpet cleaners. If you arrange the carpet cleaning yourself you must provide proof that this has taken place by a professional cleaner.
- If you have had authorised pets at the property, you will have signed additional clauses in your tenancy agreement obligating you to have the carpets professionally cleaned and treated specifically to eradicate the possibility of fleas. Please ensure that you obtain proof when having this done.
- Arrange final accounts for: electric, telephone, and council tax.

CHECK OUT CHECKLIST

- You must arrange re-direction of your mail with the Post Office; we will not accept responsibility for any mail which arrives after you have vacated the premises. Tenants are at risk of falling prey to identity fraudsters by failing to change their details when they move house so please do this in good time.
- Ensure that all your personal belongings are removed from the premises, including cleaning materials prior to our inventory check and handing back of the keys.
- To enable the return of your deposit please provide your forwarding address and bank details by returning the enclosed form.
- Please advise us if you have changed the alarm code (if applicable) during your tenancy or check with us that we have the correct alarm code when you hand in your keys.
- If your rent is paid by standing order, you must contact your bank and cancel it direct with them. We cannot do this for you. If we receive rent because you have not cancelled your standing order after you have vacated then there will be an administration charge to return the monies.

We are continually trying to improve our service. Please let us know if there is anything that would have been useful to have in this booklet.

With Best Wishes,

SMART
INVESTMENT & MANAGEMENT

CONTACT US

 T: 0113 887 8158

 [smartim.co.uk](https://www.smartim.co.uk)

 Studio 1 | 46 The Calls | Leeds | LS2 7EY

© Smart Investment & Management Ltd. All rights reserved. Any plan published is for the convenience of identification only and although believed to be correct is not guaranteed and it does not form any part of any contract. Misrepresentation Act 1967 & Declaration. Smart Investment and Management Ltd for themselves and for the vendors of this property whose agents they are, give notice that: a) the particulars are set out as general outline only for the guidance of intending purchasers and do not constitute, nor constitute part of, an offer or contract; b) all descriptions, dimensions, references to condition and necessary permissions for use and occupation and other details are given in good faith and are believed to be correct, but any intending purchaser should not rely on them as statements or representations of fact but should satisfy themselves by inspection or otherwise as to the correctness of each of them; c) no person in the employment of Smart Investment & Management Ltd has any authority to make or give any representation or warranty whatever in relation to this property. Subject to Contract · Exclusive of VAT · January 2021.