

Tenants Guide to Starting a Tenancy

Management Centre Team: ALL correspondence should be by e-mail

E-mail address: managementcentre@accordproperty.co.uk

Please Note: Contact should be via the maintenance option on the 'Tenant' section of our website. This means that we have full details of the problem and are able to act quickly to make the necessary arrangements to rectify as soon as possible.

Managing Agents

Telephone Number/E-mail

Parking space number

Alarm/Gate code

Thank you for choosing **Accord Lets** as your agent to provide your living accommodation.

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1. Tenant responsibilities

As tenant of the property, there are a number of areas for which you are responsible, these include but are not strictly limited to:

- Security of the property.
- Keys – should any keys be lost, please inform us immediately.
- Parking Permits– it is the tenant's responsibility to ensure that permits are displayed at all times and that any parking restrictions are adhered to. Lost permits need to be replaced at the tenant's cost and are available by contacting the managing agents.
- Regular cleaning of the property in order that it may be returned in the same order as at the commencement of the tenancy.
- All internal window cleaning, and external windows unless the property forms part of a managed development when this will be handled by the managing agents.
- General maintenance of appliances, i.e. cleaning and or changing of filters etc.

- Clearing of blocked toilets, sinks and drains.
- Defrosting of refrigerator and freezer at regular intervals.
- Keeping the property ventilated and condensation free.
- Pest control.
- Keeping limescale at bay – in particular sanitary ware, washing machine etc.
- Replacement of light bulbs and fuses.
- Bleeding air from radiators.
- Washers on taps.
- Repair of accidental damage.
- Maintenance of garden unless gardener is provided (if applicable.)
- Condition of driveway e.g. oil on driveway and removal of weeds.
- Removal of all rubbish and personal possessions at the end of the tenancy.

Please note: If a contractor is called out by Accord and the problem proves to have been caused by tenant negligence, the invoice will be charged to the tenant accordingly.

Should the property be left empty for any length of time during the colder months, the heating should be left on at a reasonable temperature and all insurance requirements satisfied.

2. Rental Payments

The date upon which the tenancy commences is the due date for each month's rent.

All subsequent rent payments must be received by this due date each month, i.e. if your tenancy commences on the 2nd April, all future rent payments will be due on 2nd day of each month. To enable this, the standing order mandate is set up to ensure that cleared funds are received by us in time for the rental to be paid to the landlord. If rental is late, a charge of £50.00 per week or part week is levied. Should there be an occasion when you are aware that rental will be late, please advise us as soon as possible so that the landlord can be informed.

Please be aware that where there is more than one tenant signing the tenancy agreement, only one standing order mandate for the full rental amount will be set up. Each tenant, however, is jointly and severally liable for all rent and utilities.

It is the tenant's responsibility to cancel the standing order at the end of the tenancy. Any overpaid rental that has to be returned will levy an administration charge.

3. Utilities

As a new tenant, **you must take the meter readings on the day you move in** or arrange for the Managing Agents to do this if access to the meters is prohibited. Then contact all relevant utility suppliers and the local Council Tax Office to transfer supplies into your name. Failure to do this could lead to the service being disconnected. Details of providers are available on our website at www.accordproperty.co.uk or are available as hard copy from our offices.

You are liable for the cost of all utilities throughout your tenancy. This includes both standing and usage charges for gas, electric, oil (if applicable) water and sewerage, telephone (including connection/disconnection), council tax, TV licence, cable/satellite TV charges (where applicable) unless specified otherwise.

At the end of your tenancy you must inform the utility companies of your leaving date and ensure that they obtain meter readings to provide final bills. **Please note that you will remain responsible for any charges up to the point of final meter readings.** Should any of the utility providers or the council tax department request contact details of previous tenants, Accord Lets will provide this information to them.

4. Insurance

A Lets-Cover Insurance quote will have been sent to you by e-mail, we strongly recommend that you take out this cover or an alternative of your choice as your possessions are not covered by the landlord's insurance policy. The Lets-Cover policy also covers you for a specified amount for accidental damage to the landlord's possessions during your tenancy and in the event that an amount is withheld from your deposit to reimburse the landlord, you may be able to make a claim to recover this amount.

5. Inventory

Where your property is under our managed service, you will be required to sign for this document but will then have 7 days from the commencement date of the tenancy to check the inventory and to send any amendments to ourselves. Should no amendments be made, you will be deemed to have accepted the contents of the document in full.

Where your property is under any other service level, you will need to agree the content with your landlord at the beginning of your tenancy.

6. Managed Service (if applicable)

If your property is managed by Accord Lets you should report any repairs or problems that may arise during the tenancy to the Management Centre Team, their contact details are at the front of this document.

However, before contacting the Management Centre Team, please check the following information:-

- Guarantees/Service Contracts: In the property there will be an Information Pack with details on items that are covered under Guarantees or Service Contracts. Any maintenance issues which occur during the tenancy that are covered by Guarantees/Service Contracts must be directed by you to the Service Contract Supplier e.g. British Gas 3* or the Manufacturer of the Electrical Equipment under Guarantee.
- New developments have an initial two-year warranty with the builder, which covers a number of items within the property. (Each development has a manual provided by the Builder outlining the warranty; any issues needing repair that are

covered under the warranty should be directed to the builder direct.) After the initial two year period, a structural warranty is provided through the NHBC for a further eight years.

- Block Management Responsibility: Should your chosen property be part of a managed development, problems with regard to the following should be directed to the development's agents as detailed at the start of this document or the site Concierge, details of which are in the Information Folder at the property.
 - Lifts
 - Car parking including access and parking permits
 - Communal door locks and entry codes
 - Access to meter cupboards
 - Window cleaning
 - Rubbish removal
 - Communal areas including cleaning
 - Communal Lighting Difficulties
 - TV Reception
 - Intercom system

Maintenance Issues that are not covered under general maintenance responsibility by you or covered by a service contract/guarantee by another supplier, or by a Management Agent for the development, or the builder, have to be reported by e-mail through our website: www.accordproperty.co.uk on the 'Tenant' page under 'Maintenance Issues'.
http://www.accordproperty.co.uk/tolet_maintenanceissues.aspx

7. Property Visits.

All properties managed by Accord are visited once during the first six months of the tenancy commencement and six monthly thereafter. Occasionally, Accord may be asked to visit more frequently. Visits take place during normal office hours and you will be notified of the visit in advance by letter. You do not need to be present as we hold a key.

Please note that you will be given notice of all contractor visits for repairs/maintenance, however, such contractor visits will not necessarily be accompanied by an Accord team member.

8. Ending the Tenancy.

Accord will contact you 4-6 weeks prior to the end of the tenancy to confirm if you are staying or will be leaving at the end of the initial fixed term. If you wish to renew the tenancy, a further fixed term Agreement will need to be drawn up at an additional cost.