



TENANT INFORMATION LEAFLET

MAINTENANCE AND REPAIRS

Please contact Redcar Letting & Sales Company Ltd on 01642 489393/01642 483430 in the first instance should any repairs need to be carried out. We will inform the owner first and when instructions have been received we will contact you directly to arrange an appointment for the owner/contractor to attend. If you fail to meet the contractor at the appointed time at the property, you will be charged for an abortive visit. Before arranging a repair call out, please ensure you carry out preliminary checks on the fault, otherwise you will be charged for the "no mechanical fault found" call out.

Whilst the Landlord may be responsible for certain repairs at the property, and indeed has a legal liability for some items, responsibility may not be accepted for bills created as a result of tenants calling out the contractor. As a result you may be liable for the full amount of the contractor's bill.

MAINTENANCE INSPECTIONS

Periodically, we may request an independent contractor to inspect any works carried out by our maintenance contractors as part of our monitoring procedures. Again, you will be given advanced warning of a planned inspection. As part of the same procedure, we may also telephone you to confirm that you are satisfied with any works that have been undertaken.

GAS LEAK

Contact the local Gas Board Emergency Service immediately, the telephone number of which is National Grid UK Gas Emergencies (Formally Transco Gas) – 0800 111 999 (This is a 24 hour emergency line).



WATER LEAK

If you have a water leak turn the water off immediately by the stop tap and contact us the next working day. If it is the case the office is not open the next working day then please contact our out of hours number.

NO HEATING &/OR NO HEATING WATER

If you have no heating &/no hot water and have tried all reasonable efforts to rectify the problem then please contact us the next working day. If it is the case the office is not open the next working day then please contact our out of hours number.

ELECTRICAL EMERGENCIES

In the event of an electrical emergency please contact our out of hours number.

GAS APPLIANCES

The gas appliances in the property are under contract to be checked annually. In some cases the Servicing Contractor will contact you directly to arrange access with you for servicing of the boiler, otherwise you will be contacted by us and we will advise you of the date of servicing and confirm access arrangements. May we remind you that it is a legal requirement for all gas appliances to be serviced annually and your co-operation in allowing our contractor access to undertake the necessary works would be appreciated. Do remember that failure to inspect the appliances may result in personal danger to you. In such cases where we are unable to gain access we will use our keys for your personal safety.

NIGHT STORAGE HEATING (where applicable)

Please be advised that the heating is stored overnight and is effective on the following day. The top surface of the heater must always be clear of any items and not used for drying clothes. To lay anything on the top surface is a fire hazard and can cause the heater to malfunction.

IMMERSION HEATERS (where applicable) - Faulty Thermostat Guidance

We would urge you to watch out for any of the telltale warning signs of a faulty thermostat. These signs are detailed below and in such circumstances you should switch off the immersion heater system and alert us or the nominated maintenance helpline on the number provided.



- Excessively hot water coming out of the hot water taps
- Excessive noise or 'bubbling' from the hot water cylinder
- Hot water coming out of certain cold water tap (some storage cisterns also feed cold water taps in the bathroom)
- Steam/moisture in the roof space

IF ABSENT FROM PROPERTY

Please turn off the main water supply in the event of your absence from the Property for a period of 24 hours or more, EXCEPT in the months of October, November, December, January, February and March. During this period we ask that you provide constant minimum heating to the property and take all other reasonable precautions to prevent the freezing of the water system. Failure to do so will render you liable for all repairs to the property and contents caused by any such freezing.

TELEPHONE

If there is a telephone line in the property, it may have been temporarily disconnected and you should reconnect it in your name as soon as possible. If you do not make arrangements to have the telephone reconnected within four weeks British Telecom are likely to take the number away and the charges for introducing a new number to the property can be costly. If there is not a telephone line in the property, the connection charges will be your responsibility, unless specifically agreed with the Landlord.

INSURANCE

It is the responsibility of the Landlord to insure the building and the contents belonging to the Landlord. Your personal effects, however, are not covered under the Landlord's Insurance Policy and it is therefore in your interest to make arrangements to insure your own personal possessions against theft or damage. Please also bear in mind that the Landlord cannot insure his property against damage that you may cause to his property and you should therefore take this into consideration when arranging your personal insurance.

If you require assistance in arranging Insurance we are able to help.

THEFT/BURGLARY

In the event of a break-in/burglary it is important that you report the event immediately to:



The local police who should provide you with a copy of the initial crime report, a copy of which should be sent to our office. This report is essential for any possible insurance claim. If the burglary is not reported to the police you will be liable for any missing items or damage to the property and/or the contents.

INSPECTIONS

Will be carried out on the property by our staff. You will be notified of the time and date of the proposed inspection in writing, and have the option of being present at the inspection.

As you will appreciate that with a large number of properties to be inspected on an ongoing rota basis it is not always possible to negotiate revised inspection times and dates, but we will always do our best to assist if you wish to be present.

Please note there is a charge for missed inspections or in the event that we are unable to gain access. Therefore it is vital that you contact the office to re-schedule any inspection appointments you are unable to attend or alternatively ensure we are provided with a set of keys to carry out the inspection. Please also note that we will use our keys at any point during the tenancy to carry out an inspection and you will be given the amount of notice required by law. We also take photographs of the property for our records and for any maintenance issues.

JOINT TENANCIES

To avoid confusion would you please appoint a single spokesman to act as liaison with us and any maintenance contractors.

Please remember you should notify us immediately if one or more tenant moves out of the property, or you wish a new tenant to move in. Any remaining occupants will be responsible for outstanding rents or maintenance costs.

RENT PAYMENTS

Please ensure that you pay the monthly rent when due, and in full. If, for any reason, there may be a delay, in your rent payment, you must contact our accounts department on 01642 489393 or 01642 483430. If you do not inform us of a delay, a letter will be sent informing you that rent is outstanding or alternatively we may call you. If you should receive a late rent letter or telephone call you must investigate immediately as to why your rent has not been paid. Should you fail to rectify your rent arrears, a second letter will be issued along with an administration fee. At the end of the month, if rent remains outstanding, we will automatically instruct our legal



advisors to contact you, outlining the procedures that could then be taken against you and a notice requiring possession will be issued. Should any situation reach this point your landlord, can request that interest be then added to the arrears, in accordance with the tenancy agreement.

COUNCIL TAX

It is your responsibility to ensure that you are registered with the Local Authority for payment of Council Tax.

TV LICENCE

It is your responsibility to arrange and obtain a TV Licence.

UTILITIES

Please ensure that you notify the gas, electric and water suppliers that you have commenced your tenancy at the property and provide them with meter readings. This is your responsibility and you are liable for all bills in respect of the utility suppliers throughout your tenancy.

CHANGE OF UTILITY SUPPLIER

Tenants who change utility companies without permission from the Landlord will incur all administrative and related expenses.

LANDLORD TERMINATING AGREEMENT

In the case of Assured Shorthold Tenancies and Company Lets, the Landlord is required to give you at least 2 months notice to terminate the agreement.

TENANT TERMINATING THE AGREEMENT

If you wish to vacate the property at the end of the fixed term of your tenancy, you will need to give one calendar months notice of your intention. If you decide to vacate before the end of the fixed term, please note that you will be liable for the rent until the fixed term has expired.

If your tenancy is on a periodic (month to month) basis, one month's written notice in line with your tenancy date will also be required.

Remember that the biggest area of potential discontent between Landlord and Tenant is the condition of the property and items. To this end, clean curtains in accordance with the manufacturers' instructions (if you take them to a launderette they may shrink); check the cleanliness of the entire property, paying particular attention to the



fridge, cooker, toilet and bath. (If you do all these you will probably find the "hand over" goes perfectly smoothly. We will also send you a Checklist for Tenants Moving Out which you will find helpful before you vacate). However, if we find the cleanliness of property is not to the required standard, the Landlord reserves the right to employ cleaning contractors, the cost of which will be deducted from your security deposit.

Please do not forget the outside as well, the garden must be left in a satisfactory condition.

Any Security Deposit that remains at the end of the tenancy after any deductions will be returned to the tenant by cheque to the tenant's nominated address. This can take up to 14 days. This deposit will not be paid at the time of hand over, nor will it be paid in cash.

You must arrange final meter readings to be taken of all utility services and telephone forwarded to your new address. This is your responsibility and failure may result in you paying charges for the period after you have left.

We would also strongly recommend that you arrange for redirection of your post. We cannot guarantee that your post will be sent on to you by future occupants. We will not be responsible for the collection and redirection of your mail.

Please note that a fee will be charged for any appointment(s) not kept by the Tenant.



EMERGENCY CONTACT INFORMATION

If you have any specific queries you should contact us on the following number:

Maintenance and Repairs: 01642 489393/483430
Out of hours: 07858240951

PLEASE ENSURE YOU LEAVE YOUR NAME, NUMBER AND A DETAILED MESSAGE, SHOULD YOU RING THE OUT OF HOURS NUMBER.

We wish you a happy and trouble free tenancy.

17/19 Cleveland Street | Redcar | TS10 1AR

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