

Tenant Information

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1. Rental Payments

We will start to collect your rent by standing order during the second month of your tenancy. The payment date will be the same date of the month that your tenancy agreement began e.g. if your tenancy agreement began on 4th May, then your first rental payment will be collected on 4th June.

If you wish to amend your payment date during your tenancy, then please contact us to see if this will be possible.

Please note that a standing order is an instruction set up with your bank to pay us the rent, therefore if you find that rent has not been taken out of your account, then you will need to contact your bank in the first instance to check the standing order has been set up correctly or why payment was not made.

If you are experiencing financial difficulties, then you should contact us to discuss as soon as possible.

2. Deposit

We will register your deposit with the Deposit Protection Scheme, a Government approved scheme and they will hold the deposit for the duration of the tenancy.

Further information on the Deposit Protection Scheme can be obtained by calling 0330 303 0030 or visiting www.depositprotection.com.

The Deposit Protection Scheme will confirm to you that the deposit has been registered with them. They will provide to you a Deposit ID, it is important that you retain this information as you will require these details in order to get your deposit released at the end of your tenancy.

3. Utility Supplies

We will write to all utility providers to let them know when you have moved into the property. However, you must contact the utility providers directly yourself to provide meter readings and ensure the transfer of the supply. Failure to do so could lead to the utilities being disconnected. You are free to change provider during your tenancy but you must notify us of this.

Please note that prepayment gas/electricity or water meters **MUST NOT** be installed at the property without the Landlord's permission.

4. Periodic Inspections

Inspections will be undertaken during the tenancy to check the condition of the property. We will notify you in writing when this visit will take place.

Please be aware that in accordance with the terms of your Tenancy Agreement, we can gain access to the property using our keys if you are unable to attend the inspection.

5. Schedule of Condition

At the start of your tenancy, you will receive a Schedule of Condition. Please go through this document carefully. If you wish to make any comments, these must be noted on the schedule and returned to Austerberry within 7 days. We will use the Schedule of Condition to compare the condition of the property when you move out to assess any missing items or damage caused.

6. Tenancy Renewal

The initial contract will be for six months. At the end of the six month period, you can either leave the property, remain on a month to month contract or we may offer you the option to renew for a further fixed term if the Landlord requests it.

7. Decoration

You are not permitted to carry out any alterations or redecoration at the property without the Landlord's permission.

Should you wish to make any changes to the property, you must obtain a decoration request form from us on which you will be asked to give details of rooms you will be decorating, colours and materials to be used.

You must wait until permission is given before any work commences. If you do carry out redecoration without permission, a deduction may be made from your deposit for returning the property to its original condition.

8. Pets

Pets are only permitted at the property by agreement with the Landlord. If you are considering having a pet (or if you have pets already and are considering further animals), please contact us to discuss.

If your Landlord is in agreement, then we will require you to complete a Pet Addendum which will be added to the existing tenancy agreement and a charge of £50 will be made as this will involve a change of the terms of your tenancy.

9. Television Licence

If you have a TV in your property whether your own, or as part of the let, it is your responsibility to purchase a TV license. Even if you do not have a TV, you will need to be covered by a valid TV license if you watch or record TV on devices such as a computer, laptop, mobile phone or DVD/video recorder.

10. Broadband Installation

If you wish to have broadband and the necessary wiring is not at the property when you move in, please note that permission must be sought from the landlord to install. The costs and the contract for the broadband are your responsibility. The contract must be cancelled and all hardware removed from the property at the end of the tenancy.

11. Satellite Television

If there is not already a satellite dish at the property, you must contact us to obtain the Landlord's consent prior to having one installed. In many modern developments and in conservation areas satellite dishes are forbidden.

In all cases it is the responsibility of the tenant to find out if any restrictions exist on the property they are renting. If a dish has to be removed because of such a restriction the tenant will be liable for all costs.

12. Council Tax

You are responsible for the payment of Council Tax. We will inform the Council of your details after you move in. If you have any queries regarding your Council Tax then please contact the Council directly.

13. Smoke Alarms

It is your responsibility to check all smoke detectors and carbon monoxide detectors (where applicable) on a monthly basis and change batteries when required. Do not disable alarms or leave them without batteries.

If you become aware of a fault with any of the alarms present in the property, please report this to us as soon as possible.

14. Gardening

If you live in a house, main door flat or ground flat, there may be a garden that you are responsible for maintaining, either yourselves, or jointly with other resident/tenants. Please note that even if the garden is not directly attached to your property, there may still be an obligation for you to share its upkeep. Failure to do so may mean that there will be a charge taken from your deposit to bring the garden up to standard.

15. Rubbish

It is your responsibility to dispose of all rubbish in an appropriate manner. You must ensure rubbish is never left in any common area and is disposed of correctly on the day it is collected. If you are unsure of your collection date or have any issues with bins, please contact the Council who can advise.

16. Smoking

All our properties are non-smoking. Any damage caused by either you or any visitors who smoke in the property (to include repainting or specialist cleaning) will be deducted from your deposit.

17. Leaving the Property Unoccupied

If the property will be completely unoccupied for more than 14 days at any one time, you must let us know in writing. This may affect the landlord's house insurance and we may need to take additional steps to protect the property. During winter months your heating should be left on low or on a timer to avoid burst pipes.

18. Window Cleaning

It is your responsibility to make sure that your windows are regularly cleaned. If your windows open in to the property we ask that you clean both the inside and outside. If you have windows which do not open inside you are required to clean the insides and arrange for a professional window cleaner to clean the outsides. We can make a recommendation for a window cleaner if required.

19. Neighbours, Noise and Nuisance

Whilst living at the property, you should ensure that you do so having consideration for your neighbours and other residents nearby. You are also responsible for the conduct and behaviour of any visitor to the property. We take noise and nuisance complaints seriously and in extreme cases are obliged to act on neighbours' complaints which may lead to eviction from the property.

The main complaints received concern noise i.e. door slamming, shouting, loud music. Rubbish disposal is also a contentious issue. If you are planning a party, ensure your neighbours are informed in writing and give a reasonable finishing time. Local Authorities have increased powers to deal with noise/nuisance complaints and they have enforcement teams who can issue on the spot fines and seize equipment.

If you find your neighbours are causing noise/nuisance, then we would ask that you report the problem to the local Council in the first instance. We would recommend that you to keep a written record of the issues you are having so you have evidence. You should also notify us of any difficulties you are experiencing.

Any anti-social behaviour should be reported to the Police immediately.