



Grant Management

Tenant Information Booklet

A-Z Guide to your new tenancy



We are members of ARLA (Associated Letting Agents).
We follow the ARLA code of practice.

Effective 2009



Welcome to your New Home!

To assist you in getting the most out of your tenancy we have produced this Tenant Information Booklet, covering the most frequently asked questions from A-Z. It will help you providing information on most of the issues that you will face every day as you settle into your new home. It should also answer any questions you may have throughout your tenancy with Grant Management, but if you have a query not covered here then please log on to www.gmhhelp.com or contact our Tenant Helpdesk. Contact numbers are located at the end of this booklet.

Contents

- **Advanced Deposit, Alarms, Broadband Installation, Change of Tenant**
- **Decoration, Deposit, Deposit Return**
- **Direct Debits, Emergency Repairs, Fees, Fire, Garden**
- **Holidays, Inventory, Inspections, Insurance**
- **Joint & Several Liability, Keys, Landlord references, Lead Tenant, Lease**
- **Mice & Other Vermin, Move Out, Neighbours**
- **Noise & Nuisance, Open Viewings, Pets, Rent**
- **Rubbish, Repairs**
- **Repairs, Smoking Policy, Stair Cleaning, Telephone/ Television (Cable and Satellite)**
- **Utilities, Ventilation**
- **Ventilation, Viewings, Window Cleaning**
- **Useful Contacts**

Advance Deposit

When you viewed the property we asked for an advance deposit. This makes up part of the total deposit you have paid. This will be returned to you at the end of your tenancy providing no deductions require to be made.

Alarms

Some properties are fitted with Burglar Alarms. The codes for these will be provided. You should change the Alarm Code during your tenancy, but please let us know the new code when you return your inventory. Please contact the Tenant Helpdesk for more information.

Broadband Installation

Many tenants want to install Broadband internet into their properties. Please contact your local provider.

Change of Tenant

Once you have entered into a tenancy agreement, you are bound by terms and conditions until the last day of the lease. In exceptional circumstances we may allow a change of tenancy during the period of the lease. This is only possible if 6 months or more remain on the lease. It is your responsibility to find a replacement tenant, however this tenant must be accepted by Grant Management and all relevant paperwork completed properly, before anyone will be released from their obligations. No change of tenancy will be allowed if there are any rent arrears on the property. An admin fee of **£75** will be charged and is payable by the tenant who is leaving the property. Please contact your city team for more information.

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 inform us in writing and wait until permission is given before any work commences. If you do carry out alterations or redecoration without permission you will be charged for any costs associated with returning the property to its original state.

Deposit

We require a deposit for every tenancy, which is equal to one month's rent plus the advanced deposit. This deposit is subject to allowable deductions, such as cleaning costs, damage to the property, missing inventory items and rent is refundable only after you have vacated the property.

If you live in England, your deposit will be registered with The Dispute Service. See www.thedepositservice.co.uk



Deposit Return

Your property will be inspected after you leave by Grant Management or a company appointed by us. Deductions will be made from your deposit to cover rent arrears, breakages, repairs, cleaning, damage caused to fixtures and fittings, non-returned keys (leading to lock changes) and replacement items from the inventory. To make sure you get as much of your deposit back as possible you should:

- Ensure your rent is paid up to date as any arrears will be taken from your deposit
- Attend to all cleaning required
- Ensure all items listed on the inventory are present, in good condition and in the original location otherwise you will be charged
- Advise the utility companies – gas and electric – and the Council in writing that you have left the property.
- Notify Grant Management of the final meter readings as you leave.

A move out pack will be sent to you closer to you move out date. An administration charge of **£25** per tenant will apply if any work needs to be arranged by Grant Management, including cleaning. Please contact the right team for your city for more information.

Direct Debits

Your rent payment should leave your bank account on the **last working day** of the month. It is your responsibility to ensure that funds are available in your account and that the correct amount has been deducted from your account on the correct day. If you cancel your direct debit for any reason, you must notify Grant Management Credit Control immediately of the reason and arrange payment by debit or credit card on or before the last working day of the month. In the event of a Direct Debit being cancelled during the term of the lease without prior agreement during your tenancy or is late, administration fees of £30 inc. VAT will be incurred.

Emergency Repairs

Use of the out of hour emergency call out service is for genuine emergencies only. If you need to report an emergency repair outside the office hours of 9am-5.30pm, Monday to Friday, you should call: 0131 220 6360 then follow instructions.

All other repairs should be reported to your property management team on 0131 220 6360, then follow instructions to be put through to the right team. Non urgent repairs reported as an emergency may result in call out costs being charged to the tenants.

If you smell gas you must call NATIONAL GRID on 0800 111999

Fees

Grant Management charge all tenants an admin fee, payable at the same time as full deposit. Tenants will be charged £75 per tenant moving in (fee is inclusive of VAT). The admin fee covers the administration cost to Grant Management to organise the move in process and certification for tenants. The fee is non-refundable. The only occasion when Grant Management will refund this fee is if for any reason Grant Management are unable to move tenants into the property. Other fees are detailed at the relevant points throughout this document.

Fire

It is your responsibility to check all smoke detectors and carbon monoxide detectors, where applicable, on a monthly basis and change batteries when required. If the property is a House in Multiple Occupation (HMO), tenants must also keep a record of these checks and a log sheet is attached to your lease for this purpose.

Garden

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 through a maintenance company. Please note that even if the garden is not directly attached to your property, there may still be an obligation for you to pay a part share of its upkeep or take your turn with general maintenance (i.e. a communal garden).



Holidays

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 (Nov-Mar), your heating should be left on low or on a timer to avoid burst pipes. You can email your property management team at the address shown at the end of this document.

Inventory

We will provide you with 2 copies of your inventory when you move into the property, one for completion and retention by you, one to be returned to us within 2 weeks. It is vital that you return the inventory to us as we will use this when you move out of the property to assess any missing items or damage caused. An incomplete or missing inventory will affect how quickly we can return your deposit to you.

Inspections

We have an obligation to carry out regular inspections of all our tenanted properties, normally every three to four months. Inspections are carried out to ensure that the terms and conditions of your tenancy agreement are being met. You will be given notification prior to an inspection being carried out.

Insurance

We strongly recommend that you have insurance to provide cover for all your own personal possessions and any accidental damage you may cause to the property, furniture, fixtures or fittings. We recommend that you use **Homelet** Insurance, a specialist provider of insurance for tenants living in rented accommodation. You can contact them directly through their website:

<http://homeletuk.com/cgi-bin/alpha.cgi?agentschemeno=1501552> Please quote Grant Management.

Joint and Several Liability

All tenants are **jointly and severally liable** under the terms of the lease agreement. This means that any tenant can be made liable for the actions and full obligations under the tenancy agreement, including payment of rent.

Keys

Each tenant will receive one full set of keys, which must be returned at the end of the tenancy. Under no circumstances should locks be changed or additional locks added without our permission. Failure to comply with this may result in additional costs to you.

All keys should be returned to your local office or agent (see move out pack for further information) by 12 noon on or before the last day of your agreement, together with your alarm code. If you fail to do so, the locks **will** be changed for this. The current charge is £150 but this is subject to an upward change.

Landlord References

At the end of your tenancy we will charge a one off £30 administration fee to supply you with a written reference. This will include start and end dates of your tenancy, your share of the rent and who was on the lease. We can forward this directly to your landlord via email or post. Please note this charge is per property, not per tenant.

Lead Tenant

To avoid unnecessary confusion, we ask that each property appoint a lead tenant who will be responsible for communicating information received. Grant Management will initially contact this tenant regarding all tenant matters. This arrangement does not obligate this person in any way.



Lease: Your contract, tenancy agreement

The lease you sign is a document and constitutes a contract between the owner of the property (The Landlord) and yourself (The Tenant). Grant Management acts as Agent to the Landlord. You should read the contents of the lease carefully and ensure you understand your obligations before signing.

Everyone living at the property over the age of 18 must be named on the lease. You must inform us of anyone who reaches their 16th birthday during the term of this lease. You may not move anyone into the property unless you have asked us (in writing) and we have given permission for you to do so from the landlord.

Mice and other Vermin

If you experience mice in the property within the first 2 weeks of your tenancy, your Landlord will be responsible for the treatment of this. After this period, it becomes the responsibility of the tenant.

Move Out

You will receive a move out information pack before the date you are due to leave the property. You must move out on the agreed date (usually the last day of the lease) and provide us with a forwarding address. We will contact you at this address when we are able to release your deposit. (See 'Deposit Return' for further details). It is rarely possible to end a tenancy before the end of a lease because it is a legally binding contract. If tenants wish to give notice at the end of tenancy this must be submitted in writing and signed by all tenants otherwise it will not be accepted. Breaking a lease during tenancy will incur a charge of half months rent plus vat. Each tenant will be charged a move out fee of £30. If tenants require a reference for future use, this can be provided at Reference Fee of £30.

Neighbours

Please respect your neighbours, especially if you live in a communal tenement. If a stair cleaning or garden rota is in place, you are responsible for taking your turn or paying any monies due.

Noise and Nuisance

Tenants must ensure that they live peacefully in their property ensuring neighbours and other residents nearby are not disturbed. You are also responsible for the conduct and behaviour of any visitor to the property. Grant Management takes 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 by Local Authorities concern door slamming, shouting, using washing machines after 10pm, pounding bass from hi-fi equipment, hard shoes on laminated floors, etc. 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 and night enforcement teams who can issue on the spot fines and seize equipment. Equally, you may feel the need to call them out if your neighbours are causing the problem.

Open Viewings

If you are moving out of the property, we may ask you to hold an open viewing to ensure that the property is re-let quickly. There may be incentives on offer for your help with this. For more information, call our sales team on 0845 230 2288.

Pets

You may only keep a pet in the property with the express written consent of the Landlord and generally permission will only be given on longer lets. Any damage or cleaning as a result of keeping a pet will affect your deposit, including the cost of a pest control specialist to treat the property.

Rent

We have a zero tolerance policy on rent arrears. If for any reason your rent payments are late, administration fees of £30 inc. VAT will be incurred. This will also apply in the event that a Direct Debit is cancelled during the term of the lease without prior agreement with Grant Management and thus causing rent to be outstanding or paid late. If further reminders to pay outstanding rent, including letters, texts or emails are required, tenants will be charged further administration fees of £30 inc. VAT for each reminder sent. If the rent/late fee still remains outstanding, additional charges may apply including debt recovery costs. **You are responsible for ensuring the rent is paid in full, on time, by Direct Debit.**



Resign

If you wish to continue your tenancy at the end of the lease please contact your property management team on 0131 220 6360 (follow instructions) at any time during your tenancy and we can make the necessary arrangements.

Rubbish

It is your responsibility to dispose of all rubbish in an appropriate manner. Tenants must ensure rubbish is never left in any common area and is disposed of correctly on the day it is to be uplifted. Contact your local council office for details.

Repairs

If there is a repair required to the property, it is important that you inform us immediately in order for us to act quickly to resolve this. It is a condition of your tenancy agreement to do so and failure may mean that you are held partially responsible should the delay result in added deterioration or damage. See contact details at the end of this document. Once you have informed us of any repairs, faults or problems we will contact your landlord and act upon their instructions. Please note that while we have a 24 hour service, only emergency repairs will be carried out within a 24 hour period. A guideline to repair time is as follows:

Urgent Repairs	Non-Urgent Repairs (*working days)		
24h – 48hrs	48 hrs – 72 hrs*	4 days – 7 days*	7 days – 14 days*
Heating	Cookers	Minor electrical repairs	Minor joinery repairs
Hot Water	Radiators	Washing machine	Small appliances
Major Electrical Faults	Major joinery repairs	Replace seals	Window repairs
Security Issues	Showers	Secure tiles	Interiors items
Leaks	Fridge freezer	Cracked window	Gardening
	Minor plumbing repairs	Dishwasher	Door entry systems / bells

These are standard callout times. If still under warranty or parts are required these timescales do not apply. We always have to seek authorisation for any cosmetic requests which are at the discretion of the landlord.

Grant Management does not have authority to carry out repairs without your Landlord's permission, and this, plus quotations may add on time to the guideline timescales above. We ask that you do **NOT** instruct a contractor to undertake any work. If you do, it will normally be at your own expense.

If we need to contact the manufacturer for any items covered by a guarantee or warranty, this may take some time. Unfortunately there may be times where we have no control over when they will attend to a repair. If you are willing to allow contractors access to carry out a repair while you are not present in the property, we will ask you if we may give keys to them.

If you have agreed to be at home to give a contractor access to take delivery of an item, but are not there when they call, you will be charged for the call out.

If a repair is due to any tenant negligence, the tenant will be required to pay the cost of this at the time or have money deducted from their deposit.

We will undertake to have repairs carried out as quickly as possible; however the contractor appointed may set their own timescale for completing the repair depending on how urgent it is. Please inform us if you are experiencing any lengthy delays if a contractor has been appointed. We will also be happy to provide the contractor's details if you believe a repair is taking longer than necessary. Tenants are themselves responsible for carrying out some small repairs and maintenance to the property such as changing light bulbs, fuses and re pressuring the boiler etc. We may ask you to replace smaller, broken items yourselves and reimburse you to prevent delays.

Please follow previous instructions regarding emergencies.

Smoking Policy

All our flats are non-smoking. Any damage caused by tenants or tenants' visitors who smoke in the property, such as repainting or specialist cleaning, will be deducted from your deposit.



Stair Cleaning

If you live in flatted accommodation must take your turn cleaning the stairs either by local arrangement or established rota. If the stairs are cleaned and monies are due from each flat, you must ensure you pay your share. Tenants are not responsible for landlord factoring fees.

Telephone/Television (Cable & Satellite)

As a tenant you are responsible for any telephone and television connections. If you have a TV in your property whether your own, or part of the inventory, it is your responsibility to purchase a TV licence. Satellite and cable TV is not permitted without written approval from the Landlord. In some cases planning permission is also required. In this circumstance you would require to contact your local council.

Utilities

Southern Electric and Gas is our preferred provider for gas and electricity. They are competitive in price and provide tenants with a unique service: one point of contact for all utilities notification (including Council Tax, water, gas and electricity) when you move in and again when you vacate a property. You will be provided with a form to transfer to this power supply if not already the providers in your new property. Should you wish to change utility company at any later point, you must inform us in writing. Any charges incurred by Grant Management to revert back may be invoiced directly to the tenant.

Please take meter readings for your gas and electricity when you move into the property and when you move out. It is your responsibility to contact your providers and advise them of these readings. You must also supply meter readings to Grant Management on vacating a property and proof of payment of your final bills.

Ventilation, Condensation & Mould

It is a tenant's responsibility to take reasonable steps to deal with condensation and ensure that the property is being heated and ventilated throughout. Condensation will not usually occur in areas that are both well ventilated and warm. In cold weather, people are understandably reluctant to open windows and let heat escape, but some level of effective ventilation must be maintained. Property must also be heated in order to help keep condensation levels at a minimum. Wipe and remove any condensation regularly, especially around windows to avoid a mould build up.

- Always use extractor fans and open any windows in bathrooms and kitchens whilst carrying out any cooking, washing or drying activities. Leave fans on and windows open until the visible steam has left the air.
- Always places lids on saucepans during cooking and turn the heat down as required.
- If you are unable to dry washing outside or in a properly ventilated dryer, choose a room that can be heated and ventilated safely and shut it off from the rest of the home.
- Never dry clothes over doors or on radiators.
- Keep furniture away from walls where possible.
- Keep a small window ajar and any window trickle vents (small vent at the top of the double glazed units) open.
- Keep any room vents open.
- Ensure the heating system is left on timer, especially over winter, even if the property is unoccupied.
- If unsure how to use the heating system in your property:
 - 1) Read the instructions
 - 2) Search for advice online

Viewings

If you wish to move out of your property at the end of your tenancy, we will be required to allow prospective tenants to view the property. Alternatively, you may opt to hold an open viewing (see Open Viewings). One of our sales team will accompany any prospective tenants who wish to view the property. We will notify you of any prospective viewings and ask that you make the property presentable. Contact our Sales Team on 0845 239 2288 for more information.

Window Cleaning

It is your responsibility to make sure that your windows are regularly cleaned. If your windows opens inside the property we ask that you clean both the inside and outside. If you have windows which do not open inside (i.e. sash cord) you are only required to clean the inside.



Useful Contacts

Advice and help on line, take a look at: www.gmhelp.com

To contact your property management team email:

Birmingham email: Birmingham@grantmanagement.co.uk

Bristol email: Bristol@grantmanagement.co.uk

Coventry email: Coventry@grantmanagement.co.uk

Dundee email Dundee@grantmanagement.co.uk

Edinburgh, email the team your property belongs to:

Ed1@grantmanagement.co.uk

Ed2@grantmanagement.co.uk

Ed3@grantmanagement.co.uk

Ed4@grantmanagement.co.uk

Glasgow email: Glasgow@grantmanagement.co.uk

Liverpool email: Liverpool@grantmanagement.co.uk

Manchester email: Manchester@grantmanagement.co.uk

Newcastle email: Newcastle@grantmanagement.co.uk

Nottingham email: Nottingham@grantmanagement.co.uk

Salford email: Salford@grantmanagement.co.uk

Stirling email: Stirling@grantmanagement.co.uk

Accounts Department (Rent) creditcontrol@grantmanagement.co.uk

If you need to telephone, please call 0131 220 6360 and follow instructions.