



Tenants Guide to Starting a Tenancy

Thank you for using Duncan-Smith Homes Renting To You as your provider for 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 a charge will be made for replacement keys to be cut
- 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, external windows unless the property forms part of a managed development
- General maintenance of appliances, i.e. cleaning and changing 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 lime scale at bay – in particular sanitary ware, washing machine etc.
- Cleaning of gutters if cleaned at commencement of tenancy (where applicable)
- Replacement of light bulbs and fuses
- Bleeding air from radiators
- 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
- Washer on taps

Please Note: If a contractor is called out by Duncan-Smith Homes 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; the loft hatch left open 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 payment will be due on 2nd day of each month.

To enable this, the standing order mandate is set up three days prior to the rent due date to ensure that cleared funds are received by us in time for the rental to be paid to the landlord. Rent must be paid according to the Tenancy Agreement and in particular Appendix 1 Rent Payments. Note, a fee of 5% of the monthly rent is charged for late payment after the issue of a 14 Day Notice Letter.

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.

3. UTILITIES

As a new tenant, you must contact all relevant utility suppliers and the local Council Tax Office at the commencement of your tenancy to transfer supplies into your name. Failure to do this could lead to the service being disconnected. Details of providers are available in your handbook.

You are liable for the cost of all utilities throughout your tenancy. This included both standing and usage charges for gas, electric, oil (if applicable) water and sewerage, telephone, council tax and TV licence 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, Duncan-Smith Homes will provide this information to them.

CARD METERS

Under no circumstances are you to change the credit meter without permission of the Landlord (which is likely to be refused).

However if agreed with the Landlord, when the tenancy comes to an end, you will have to arrange for an engineer to come and have the electricity put back on the system as you found it when you moved in. This will have to be done on the day that you move out. If left for a member of the Landlord staff, a deduction in your deposit will be made.

4. INSURANCE

Your possessions are not covered by the landlord's insurance policy. We therefore strongly recommend that you take out insurance cover for your own contents and for accidental damage to the landlord's contents.

5. INVENTORY

An inventory service is completed on all managed properties. An Inventory and Schedule of Condition is prepared by an inventory clerk prior to the commencement of each tenancy. This documents gives details of the fabric of the property, it's fixtures fittings and contents together with a description of their condition and will be given to you with your keys at the commencement of the tenancy. You will be required to sign for this document after it has been checked on site, 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.

6. PROPERTY VISITS

We may ask to visit your property during the first 6 months of the tenancy. We will give you 24 hours notice.

7. NOTICE TO LEAVE

Under the terms of the tenancy agreement, one months notice is required from the tenant to terminate the tenancy agreement. This notice must be in writing and is effective from the tenancy date. If you wish to end your tenancy at the end of the initial fixed term e.g. 6 or 12 months, two months written notice must be given before the end of the fixed term i.e. at month 4 or month 10. If neither part wish to serve notice at that time, the tenancy will continue on a periodic basis until either the tenant or landlord serves notice to leave. If the landlord requires to repossess the property he will give two months notice.

8. STORAGE HEATING (where applicable)

Where fitted storage heating must be turned on during the winter. The heaters charge on cheap rate electricity over night and release the heat slowly during the day. Although turned on during the day they are not using power due to the internal timer in the system.

Failure to use the heater's will cause property walls to become cold and condensation mould often is the end result. This heating should be left on at all times through the winter.

