

Tenant Information Pack



SW

Sanderson
Weatherall



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Introduction

Sanderson Weatherall would like to take this opportunity to welcome you to your new home. We hope that you enjoy your stay in your property.

We have put together this brochure which is intended to be a guide to help with any problems you should encounter whilst you occupy the property.

If there is a time where you require any further assistance, please do not hesitate to contact a member of our Residential Team. Details can be found on the next page.





CONTACT DETAILS

Sanderson Weatherall

Unit 5 Ground Floor, Central Square
29 Wellington Street
Leeds
LS1 4DL

W: residential.sw.co.uk

Leeds Residential Department

T: 0113 221 6019

E: residential@sw.co.uk

Diana Warr | Associate Partner

T: 0113 221 6017

M: 07887 557 349

E: diana.warr@sw.co.uk

Andrew Parnham | Sales & Lettings

T: 0113 221 6016

M: 07730 663 698

E: andrew.parnham@sw.co.uk

Not managed by SW?

If the property you are renting is not managed by Sanderson Weatherall we will provide you with landlord's contact details.

You should ensure that all repairs and other requests are forwarded to your landlord. SW have no authority to carry out repairs in tenant find only properties

FOLLOW US ON SOCIAL MEDIA!

@SWresidential



Tenants Responsibilities

Ventilation | It is essential that the your property is ventilated regularly and thoroughly. There are several ways to do this.

- Do not turn any extraction switches off
- Keep windows/air vents open regularly
- Keep bathroom extractor fans on at all times

If you do not follow the above steps, you will get a build-up of condensation and black mould in the bathroom and possibly in other rooms. If our contractors advise that this is caused by tenant neglect, then we reserve the right to recover any costs for remedial works from your deposit.

No Pets | Please note that SW operates a no pets policy. Please note that all city centre apartments have restrictions in the head lease preventing occupants having pets. This is a breach of your tenancy unless we have made an individual agreement with you prior to you signing your tenancy.

No Smoking | SW operates a non-smoking policy in all of our rented properties on behalf of their landlords. We ask that you please respect this request and ensure that if you do smoke or have visitors that smoke, that you do so outside of the property. Please remember to dispose of all cigarette butts carefully.

TV Licence | Please note that as a tenant you are responsible for the television licence at the property even if the apartment/house has a television provided by the landlord

Lightbulbs | It is your responsibility to make sure all the light bulbs are working when you vacate the property. If they are not all working when we do the final inspection we will replace them and deduct the cost from your deposit.

Tenants Responsibilities

Reporting Repairs | Please use our specially designed repair website FIXFLO to report an issue. More details can be found on the 'Maintenance & Repairs' page. Please ensure that all faults are reported promptly to SW in order that we can make the necessary arrangements for a contractor to visit and repair the fault.

Cleaning | Please ensure that you keep the property you occupy in a clean and tidy condition throughout your tenancy and ensure that at the end of the tenancy you leave the property in the condition in which you found it, in line with your tenancy agreement. If the property is not left in an acceptable condition, SW reserve the right to instruct contract cleaners and recover the cost from your deposit. More information can be found in the 'Cleaning' page of this guide.

Decorating | You must have written permission from SW or your landlord to re-paint. You must NOT redecorate or alter anything in the property. Should you make any alterations without seeking authority, the cost of putting the property back to its original state will be deducted from your deposit. If you wish to hang any extra pictures in the apartment you rent, please ensure that you have the permission of your landlord prior to doing so.

Mail | Please ensure that any mail you receive for your landlord or previous tenants is forwarded to Sanderson Weatherall in order that we may forward it onto the relevant party. Please feel free to throw away any junk mail you receive for previous occupants.



RENT PAYMENTS

Please ensure that all rent payments are made in full and on time.

Your rent due date is set from the date you take up occupation, this will be stated in your tenancy agreement. We advise setting up a standing order to ensure payments are made on time. This can be done via your online banking or if you speak with your banking supervisor, they should be able to assist you.

If you are having difficulty meeting your payments, please contact either Sanderson Weatherall or your landlord to discuss the matter as we are always happy to help in any way we can.

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RENEWING/ENDING YOUR TENANCY

SW will contact you around 6-8 weeks before your renewal date to ask your intentions to renew your contract or vacate the property. If you wish to renew you have the option to extend for 3, 6 or 12 months or remain on a periodic monthly tenancy, providing this is agreed with your landlord.

To end your tenancy, you need to give **one month's notice** from your rent due date.

If the landlord wishes to serve you notice they must give you **two months written notice** from your rent due date.



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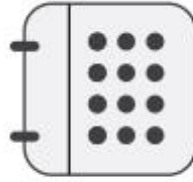
Report repairs online:
<https://sanderson-weatherall.fixflo.com>

We've made it quick and easy for you to report repairs

Our repair reporting system is available through smartphone, tablet and computer without download.



Faster Fixes. Detailed reports help us fix your issues quickly and efficiently



Easy tracking. You get a time and date stamped record of your repair request

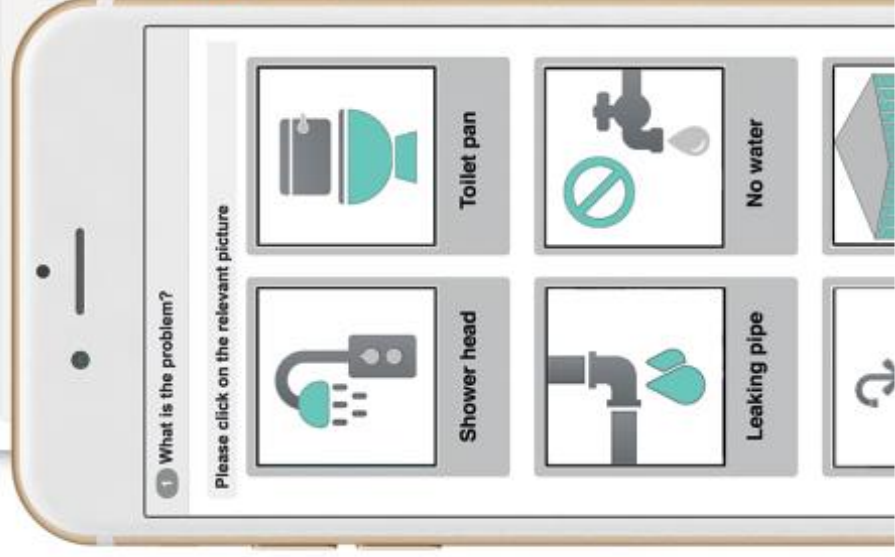


Clearer communication. Available in over 40 languages

Please go to our repair reporting system now to bookmark the web page in case you need it in the future

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MAINTENANCE & REPAIRS

Out of Hours Emergencies

- **A Serious Water Leak from Your Property**
- **The Failure of Central Heating in Winter Months**
- **Door Lock or Window Failure**
- **No Power/Electric**

Please ensure that all maintenance and repairs are reported promptly to Sanderson Weatherall or your Landlord.

SW have a specially designed website called 'FixFlo' ensuring that it is simple and easy for logging any repair and maintenance requests. Please ensure you use this website so that we can make the necessary arrangements for one of our contractors to visit and repair the fault. More details and instructions can be found on our FixFlo Page.

Once a repair issue has been reported, SW will appoint the relevant contractor to complete the work who will get in touch to arrange a convenient time to access the property. If you are unable to provide access but are happy for someone to attend, please inform SW or the contractor to arrange key collection.

Emergency repairs

You can contact an SW agent directly during office hours to report any emergencies.

For any out of hours emergencies (evenings, weekends/bank holidays), **please leave a voicemail and/or send a text message to 07730 663 698 or 07887 557 349** with your details and nature of repairs.

If you live in an apartment block and there is a leak into your property, please contact the concierge or building managing agents who's details can be found on the communal notice boards.

If SW are notified by an approved contractor that a problem has been caused by tenant misuse or neglect, we will instruct the contractor to bill you direct for the repair cost or this will be deducted from your deposit at the end of your tenancy. If you use the out of hours service and it is deemed not an emergency, you will be liable to pay the call out charge.

Top Tips!

- Always use microfibre cloths to get rid of streaks on kitchen splashbacks and glass shower screens
- When you clean, make sure you dry up any wet surfaces
- Ensure bath/shower seals are regularly cleaned to prevent mould
- Kitchen extractor grills can be placed in a dishwasher! Or simply soaking in hot water and scrubbing does the job.
- Use specialist oven cleaner which can be bought at reasonable cost and follow the instructions – simple and effective!
- Dusters go along way! Ensure that you dust all skirting boards and surfaces on a regular basis. Don't forget under furniture too!
- Ensure that weekly cleaning includes sweeping, mopping and vacuuming your floors and carpets
- Reed diffusers and air fresheners ensure you have a nice smelling home



CLEANING

Please ensure that you keep the property you occupy in a clean and tidy condition throughout your tenancy.

It is important that at the end of the tenancy you leave the property in the same clean condition in which you found it, in line with your tenancy agreement.

SW ensure that all properties are cleaned to a high standard prior to a new tenant taking up occupation and expect the property to be handed back in the same condition.

If the property is not left in an acceptable condition, Sanderson Weatherall reserve the right to instruct contract cleaners and recover the cost from your deposit.

Follow our useful top tips to ensure your property is clean!

SMOKE ALARMS

Please ensure that you test your smoke alarm on a regular basis to ensure it is working correctly.

If the unit starts to beep intermittently this indicates that the battery needs changing. This is your responsibility as a tenant to replace the battery.

Please note that all smoke alarms, even those that are wired to mains electric, need a battery in to work. If you do not replace the battery, the alarm will not go off in the case of a fire; it will trigger the main fire alarm at the development, but NOT the alarm in your apartment.



IT IS ESSENTIAL THAT YOU DO NOT DISCONNECT YOUR SMOKE ALARM, BY DOING SO YOU ARE PUTTING YOUR LIVES AND OTHER PEOPLES' AT RISK!





KEYS, FOBS & PARKING PERMITS

You will be issued with any relevant keys, entrance fobs and parking permits at the start of your tenancy and it is important that you look after these items and return them to Sanderson Weatherall in good condition.

If you lose any of these whilst you occupy the property, please contact SW and we will arrange a replacement for you. Please note that you would be responsible for the cost of any replacement keys, fobs or parking permits.



INSPECTIONS

Periodic Inspections

As you are probably aware, Sanderson Weatherall have a contractual obligation to regularly inspect the property you occupy. To carry out these inspections, a member of the residential team at SW will normally contact you via letter or email to informing you of a date and time to inspect the property. If you are unavailable at the given time, please ensure that you call us back promptly to re-arrange a suitable time for the inspection. If you are unavailable but are happy for SW to visit the property in your absence, please let us know so we can arrange for this visit to be carried out.

Gas Safety Inspections

Please note if your property has gas supplied to it, we have a legal obligation to ensure that a landlord's gas safety check is carried out on an annual basis. It is imperative you provide access to the property for this to be carried out.



INVENTORY

When you take up occupation of the property, we will send you a copy of the inventory electronically through our online inventory system. You will receive this via email. You will then have **7 days** to;

- **Log in**
- **Check through the document**
- **Make any notes/amendments**
- **Upload any of your own, supporting images**

After 7 days, the inventory link will expire and you will no longer be able to amend the document.

PLEASE NOTE:

We understand accidents can happen! If you break anything during the tenancy period please do let us know, then we can either tell you where to buy a replacement from or arrange to replace the items.

We can issue an invoice for the costs of damaged items that are to be replaced. This can then be paid directly or this can be deducted from your deposit at the end of the tenancy prior to agreement with your landlord.



Utility Bills and Energy Providers

Here at SW, we understand dealing with utility companies and organizing your home bills can be unnecessary stress! That's why we highly recommend using Homeshift to help with your utility Bills and Energy providers.

HOMESHIFT - What do they do?

- Find You the Best Energy Deal
- Find You the Best Broadband/Internet Deal
- Manage Your Council Tax and Water Bills
- Manage all Your Home Bills from One Place!
- Save Money!



When you move in, SW will set you up with Homeshift and we will notify them of your new tenancy and inform the Council Tax, Energy and water providers and also provide them with the opening meter readings.

Homeshift will then get in touch to help you find the best deals and set up your utilities including gas, electric and broadband as well as helping you manage your council tax payments and water rates!

Alternatively, If you do not wish to sign with Homeshift, SW will notify the current utility companies. You should allow 7-10 working days to receive your welcome pack/first bill.



Top Tips!

- Does your boiler have a header tank? If so, this will need topping up with water.
- Have you checked your timer settings?
- Ensure your timer is not set to 'manual'
- If applicable, select the 'boost' setting and wait for up to 2 hours.
- Do you have an instruction manual?
- Don't have an instruction manual to hand? Google and Youtube may have the answer!
- Is there a fault showing? Contact Sanderson Weatherall



BOILERS & WATER CYLINDERS

If your boiler ever stops working, please ensure you contact Sanderson Weatherall. It is important that you make a series of checks before asking a contractor to attend.

Please see our Top Tips to get your heating or hot water working again!



CONTENTS INSURANCE

Please be aware that it is your responsibility as a tenant to insure your belongings whilst you occupy the property.

You must ensure that your policy is specific to rented property. If you require any assistance with obtaining insurance cover, please call SW and we will be able to assist you.

Please note that your possessions will not be covered if you do not insure them. Neither the landlord's insurance nor the buildings insurance will provide cover for your possessions.

SW or your landlord will NOT be held responsible for damage to your contents.

Please ensure that if you have a bicycle stored in the bicycle store of any of the City Centre developments that your insurance covers you for this.

CHECK OUT & DEPOSITS

An agent from Sanderson Weatherall will arrange to inspect the property on your move out date. It is important the property is left in the same condition as when your tenancy began. We will provide you with our 'Check-Out Guide' when you have handed in your one month's notice.

Sanderson Weatherall aim to return deposits within 7-10 working days, provided we have your bank details. You will be made aware of any deductions within 10 days.

We will be deducting the deposit if the property requires a clean or any items are found to be damaged and require replacing.

What You Need To Do?

To facilitate the return of your deposit please submit your bank details including sort code and account number to a member of the residential team.

If you pay your rent by standing order/direct debit you will need to cancel this directly with your bank.



A photograph of modern apartment buildings at night, with their lights reflecting in a body of water. The buildings are multi-story with balconies and large windows. The sky is a deep blue, and the water is calm, creating a clear reflection of the buildings and their lights. The overall scene is a mix of urban architecture and natural elements.

Moving Home: Checklist

To help make moving home as stress free as possible, we have provided you with the following checklist of people you need to inform.

To give you a head start, we have started the process and ticked off some of the tasks for you!

Local Authority: Notify the local authority of your new property regarding council tax



Water Supplier: Contact the local water supplier of your new address and meter reading



Gas & Electric Supplier: Notify your energy suppliers of your new address and meter reading opening your account



Broadband & Phone: Notify your phone and broadband company of your home move



Insurance: Notify your insurance company of your home move for car, life and contents insurance along with any other policies.



Bank/Building Society: Remember to notify your bank of your new address so they can transfer your account to their local branch



Standing Orders/Direct Debits: Give your new address to companies you have set up direct debits with



Royal Mail & Mail Redirection: Notify Royal Mail of your new address so they can redirect your mail from your old address.



Doctor/Dentist/optician/Hospital: Contact them to change your address. Remember to de-register/register if you are moving areas.

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Pensions: Remember to notify any pension schemes (or previous employer) of your new address.

☐

TV Licence: Fill in the change of address online!

☐

DVLA: Notify the DVLA if you hold a driving license.

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Employers: Keep your records up to date and inform your current employer

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HMRC: Notify the HMRC of your change of address. Your HR department will know the address of your tax office.

☐

Subscriptions: Notify all organisations/clubs/charities or loyalty schemes which you are subscribed too.

☐

Schools: Write to the local authority with information about schools in your new area

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