



Tyrer and Hart
Property Specialists

Tenant Information Booklet

A-Z Guide to your new tenancy

Welcome to your New Home!

Tyrer & Hart Lettings Company Reg: OC372517
27 Seymour Terrace, Liverpool L3 5PE: 0151 703 1073 Web: www.tyrerandhart.com

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 thought-out your tenancy with Tyrer and Hart Lettings, but if you have any query not covered here then please log on to www.tyrerandhart.com or contact our Tenant Helpdesk. Contact numbers are located at the end of this booklet.

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Alarms

Some properties are fitted with Burglar Alarm. The codes for these will be provided. You should change the alarm during your tenancy, but please let us know the new code when you return your inventory.

Broadband Installations

Many tenants want to install broadband internet to their properties. Please contact us as we can offer great rates with Virgin Media.

Change of Tenant

Once you have entered into a tenancy agreement, you are bound by the terms and conditions until the last day of the lease. In exceptional circumstances we may allow a change of tenancy during this period of the lease. No change of tenancy will be allowed if there is 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 us for further information.

Decoration

You are not permitted to carry out any alterations or redecorate at the property without the Landlords 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 works commences. If you carry out alterations or redecorate without permission you will be charged for any costs associated with returning the property to its original state.

Deposits

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

Your deposit is held with the Deposit Protection Service (DPS)

Deposit Return

Your property will be inspected after you leave by Tyrer and Hart. Deductions will be made from your deposit to cover rent arrears, breakages, repairs, cleaning, damage caused to fixtures and fitting, 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 you rent is paid up to date as any arrears will be taken from your deposit
- Attend to all cleaning required
- Ensure all items of 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 Tyrer & Hart of the final meter readings as you leave

Emergency Repairs

Maintenance issues and non urgent repairs can be reported via our website www.tyrerandhart.com through the tenants tab, via email to info@tyrerandhart.com or can be passed into the office in writing at the address below:

27 Seymour Terrace

Liverpool

L3 5PE

Please do not report these repairs over the telephone.

For EMERGENCY Repairs contact the out of hours emergency contractor. This is for genuine emergencies only.

Non urgent repairs reported as an emergency will result in out of hours call out charges being charged to the tenants. If you smell gas you must call NATIONAL GRID on 0800 111999.

Fees

Tyrer & Hart charge all tenants an administration fee. The application fee covers the administration cost to Tyrer & Hart to organise the move in process and certification for tenants. The fee is non-refundable.

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.

Garden

If you live in a house, main door flat or ground floor flat, there may be a garden that you are responsible for maintaining, either yourselves, or through a maintenance company.

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 info@tyrerandhart.com.

Inspections

We have an obligation to carry our regular inspections of all our tenanted properties, normally every 3 to 4 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.

Inspections of House-shares

Tyrer and Hart have the right to inspect communal areas at any time without prior notification but in respect of bedrooms, a mutually agreeable appointment time will be made to undertake an inspection UNLESS THERE HAS BEEN A MATERIAL BREACH OF THE AGREEMENT.

Insurance

We strongly recommend that you have insurance to provide for all your own personal possessions and any accidental damage you may cause to the property, furniture, fixtures or fittings. We recommend Endsleigh Insurance, a specialist provider of insurance for tenants living in rented

accommodation. You can contact them directly through our website via the Insurance tab or go direct to <http://www.tyrerandhart.com/Insure-your-property-SP-10.htm>

Joint and Several Liability

All tenants are **jointly and severally liable** under the terms and conditions 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 the office at 27 Seymour Terrace, Liverpool L3 5PE on or before 12 noon on the last day of your agreement, together with your alarm code. If you fail to do so, the locks will be changed for this and there will be a charge for doing so.

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. Tyrer & Hart will initially contact this tenant regarding all tenant matters. This arrangement does not obligate this person in any way. 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 your 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.

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. Tyrer & Hart 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 by Local Authorities concern door slamming, shouting, using washing machines after 10pm, pounding bass from hi-fi systems 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.

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 the following administration charges will be incurred.

- £25 charged for non or part payment of rent, chargeable 14 days after rent due date, if rent account is not brought up to date by this date.
- £12 for each further reminder to pay outstanding rent, including letters, texts or emails.

If the rent/late fee still remains outstanding, additional charges may apply if the matter is sent to our debt recovery department.

You are responsible for ensuring the rent is paid in full and on time.

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. All repairs should be reported in writing either via the website, or by emailing info@tyrerandhart.com or sent to 27 Seymour Terrace, Liverpool L3 5PE.

Once you have informed us of any repairs, faults or problems we will contact your landlord and act upon their instructions.

URGENT REPAIRS	Non-Urgent Repairs (*working days)		
	24-48hrs	48hrs-72hrs*	4 days-7days*
Heating	Cookers	Minor electrical repairs	Minor joinery repairs
Hotwater	Radiators	Washing machine	Small appliances
Major Electrical Faults	Major Joinery Repairs	Replace seals	Window repairs
Security Issues	Showers	Replace tiles	Interior items
Leaks	Fridge Freezers	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. Tyrer & Hart does not have authority to carry out repairs without your Landlord's permission, and this, plus quotations, may add 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 may 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 and any outstanding balances may be deducted from your 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 after 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 properties are non-smoking. Any damage caused by tenants or tenants' visitors who smoke in the property, such as damage, repainting or specialist cleaning, may be deducted from your deposit.

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

Utility Warehouse is our preferred provider for gas and electricity. They offer great savings on your bills. **Plus the convenience of Gas and Electricity from one supplier.** You can contact the office for more information on 0151 703 1073.

Please take meter readings for your gas and electricity when you move into the property, and again 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 Property 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 place 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 set to constant and maintaining heat at 5 degrees over winter, especially 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. One of our City Branch Viewing Representatives 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.

Window Cleaning

It is your responsibility to make sure that your windows are regularly cleaned inside and out. If you are in a tenement block and your windows open inside the property, we ask that you clean both the inside and outside. If you have windows in a tenement block that are not accessible because of height, and which do not open inside (i.e. sash cord) you are only required to clean the inside.

Please see City Branch details below. For advice and help on line, take a look at:
www.tyrerandhart.com