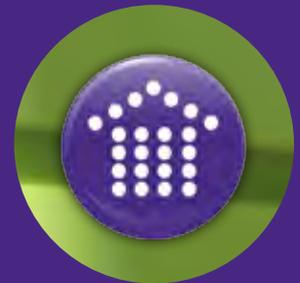


information  
for tenant(s)



patricia shepherd

letting & management



*We would like to personally thank each and every one of you for having us for the past 7 years. You have been truly amazing and as an agency we can barely fault you.*

**L & D Cole**



# patricia shepherd

letting & management

Dear Tenant(s)

We would like to take this opportunity to thank you for using our services and to wish you well in your new home.

Please ensure that you have set up a standing order with your bank for future rent payments. Bank details for Agent / Landlord can be provided if you do not have them.

We will notify the utility companies that future accounts should be addressed to yourself at the above property until further notice. However, we advise that it is the responsibility of the tenant to ensure that the changeover is in place. Unfortunately, we are unable to arrange for the connection of telephone lines / TV services.

You will need to make sure you have adequate insurance in place and we recommend that your policy includes accidental damage cover.

**IMPORTANT:** This booklet has information, advice and rules that need to be adhered to during your tenancy.  
**PLEASE TAKE THE TIME TO READ IT CAREFULLY !**



## information for tenant(s)

### ◆ condensation and mould

In the UK at certain times of the year, condensation can build up within a property and create problems such as water dripping down windows and mould appearing on walls and ceilings.

These problems can be easily controlled if you follow a few simple precautions:

1. Keep the bathroom door closed whilst using the bath or shower and open a window to allow any excess steam to escape after use. Running both the hot and cold taps at the same time can reduce the built up of steam. Wipe down tiles and shower screens after use.
2. Keep the kitchen door closed when cooking and again open the window to let any excess moisture escape. Do not allow over boiling of food.
3. Make sure both the kitchen and bathroom are kept warm as this will keep moisture levels down.
4. DO NOT hang washing over radiators or around the property to dry as this will also increase moisture levels.
5. Maintain a constant level of background heating throughout the day and night. The inside temperature should be higher than the temperature outside. If the heating is turned off during the day and put on in the evenings the property will get damp and the sudden increase in temperature for short periods of time will cause mould to grow.
6. Pull back the curtains during the day and if the windows have condensation on them you should open a window or wipe the water off with a cloth.

7. Remember that the human body gives off at least 1 litre of moisture during the night and this must either be dried by a high level of heating or by opening the windows.
8. If your windows have a sliding vent system, please ensure the vents are left open at all times. If the windows can be locked whilst partially open leaving only a narrow gap, please do so. Do not block or cover any air vents as these provide vital ventilation as well as an escape route for excess moisture.
9. Do not place wardrobes or other large items of furniture against outside walls as this prevents air circulation and the hot air hitting a cold outside wall will encourage mould to grow quicker.
10. Keep all internal doors open when not in the property to ensure free circulation of air.
11. If there is an extractor fan in the kitchen or bathroom, please ensure it is working and report any faults immediately. This is particularly important for internal rooms without windows.
12. A dehumidifier can be supplied on request and must be used constantly throughout the winter months if condensation occurs.



Hopefully if these recommendations are followed, there should not be any problems regarding condensation or mould, however, if condensation mould does start to appear, it is the Tenants' responsibility to clean it off. The Tenant is also obliged to tell the Agent or the Landlord as soon as possible. Failure to act may mean that the problem becomes much worse and could result in a deduction from the Tenants' Security Deposit when they vacate the property.



### rent payments and arrears

It is the Tenants' responsibility to ensure that their rent and that of any other tenant is paid on time. As stated in the Tenancy Agreement, if the rent is late the Landlord has the right to charge interest on a daily basis until the rent is paid in full. If the property is 'Managed' by the Agent and the Tenant does not pay their rent on time, the Agent will make several attempts to call the individual Tenant and will also call any other tenants to ask them to encourage payment. If payment is still not forthcoming the Agent will contact any guarantor that is in place. If the Agent has to write a letter to chase said rent, a charge of £24.00 will be levied to cover the administration costs incurred.

### telephone numbers / email addresses

The Tenant **must** inform the Landlord or Agent if they change their telephone / mobile phone number or email address whilst living at the property.

### inspections

If the property is managed, the Agent is required to carry out periodic inspections as part of the service to the landlord. These usually happen every three/six months and Tenants are given notice at least 7 days prior via text message, phone call or letter. Tenants do not have to be present as the Agent will have a key to the property but it may be useful if the tenant has any issues they wish to raise. Inspections cannot be re-booked except for exceptional circumstances. Tenants cancelling inspections at short notice will be charged £24.00 (which if not paid will be deducted from their deposit at the end of the tenancy).

### leaks

Leaks must not be ignored and however minor, they should be reported to the Landlord or Agent immediately. Failure to report a leak could result in major damage being caused and the Landlord would be within their rights to deduct the repair costs from the Tenants' security deposit.



### shower curtains / bath screens

The Tenant must ensure that shower curtains hang inside the bath and that screens are used correctly. If the Tenant has been supplied with something that is not the correct product for the job, and if water is getting onto the floor, they should notify the Agent or the Landlord immediately. If water continues to get onto the floor it can seep through to the floor below and cause major damage.

### rubbish bins and recycling

Tenants must not leave bin bags outside the property overnight as this will encourage foxes and rats, they should always use a dustbin. If animals do break into the rubbish bags, it is the Tenants responsibility to clear up any mess caused. The dustmen will not take large items or furniture; therefore the Tenant will need to make their own arrangements for such items to be removed. For the Agent or the Landlord to arrange for rubbish removal at the end of the tenancy will incur a cost. It is therefore in the Tenants best interest to dispose of rubbish themselves.

### gardens

If a Tenant is renting a house or garden flat then they will be expected to tend the garden. The Tenant must not ignore the garden as the Landlord can charge for the cost of a gardener at the end of the tenancy, with the cost being deducted from the Tenants' Security Deposit. If the Tenant neglects the garden and the Agent or the Landlord have to instruct a professional gardening company then the costs will most likely be in excess of £100, it is therefore in the Tenants' best interest to tend the garden during the tenancy.

### damage

The Tenant must notify the Agent or the Landlord immediately if they damage any of the Landlords' property or possessions. Wherever possible, said item should be repaired or replaced at that time. The cost of any repairs that are outstanding at the end of the tenancy will be deducted from the Security Deposit.



## ⚡ gas and electricity

If an independent Check-In inspection is not carried out then it is the responsibility of the Tenant to ensure the gas and electricity meters are read on the day they move into the property, also, to notify the suppliers that they are now the bill payer.

The Tenant should familiarise themselves with the fuse box, if they are unsure of its use, they should ask someone to show them.

The Tenant must not overload plug sockets and instead of numerous plug-in adapters should use an extension cable.

If the electricity turns off unexpectedly the Tenant should check the meter for error messages, check they have paid the bill and also look at the rest of the street to make sure there has not been a power

cut. If the Property has a pre-payment key meter the Tenant should check that they have not run out of credit. If the Tenant cannot find a reason for the electricity turning off they should call their supplier before calling the Agent or the Landlord.

If the gas turns off unexpectedly the Tenant should again check the meter for error messages and check they have paid the bill. If the Property has a pre-payment card meter the Tenant should check that they have not run out of credit. If the Tenant cannot find a reason for the gas turning off they should call their supplier before calling the Agent or the Landlord. If the heating stops working it might be because the gas supply has stopped or the boiler may be low on pressure. The Tenant should check the gas meter for error messages, ensure they have paid the gas bill and check the pressure on

the boiler is showing approximately 1 bar before calling the Agent or Landlord.

If the Tenant smells gas they must call **TRANSCO** immediately on **0800 111 999**.

The Tenant is not allowed to change the suppliers without written permission from the Agent or the Landlord.

## 🔥 heating

The Tenant should test the heating system before the weather gets too cold and report any problems to the Agent or Landlord so that it can be repaired before the heating is essential.

The Tenant should ensure that the heating is left on a low setting when they are away from the property, this will ensure they do not have any problems with condensation and damp.

 **kitchen**

It is the responsibility of the Tenant to clean the oven and hob.

The Tenant must clean up any spilt food or drink as soon as possible as failure to do so will encourage flies, ants and rats.

If a blocked sink occurs and it is found to be due to food waste / fat being put down the sink. The Tenant will be responsible for the unblocking costs.

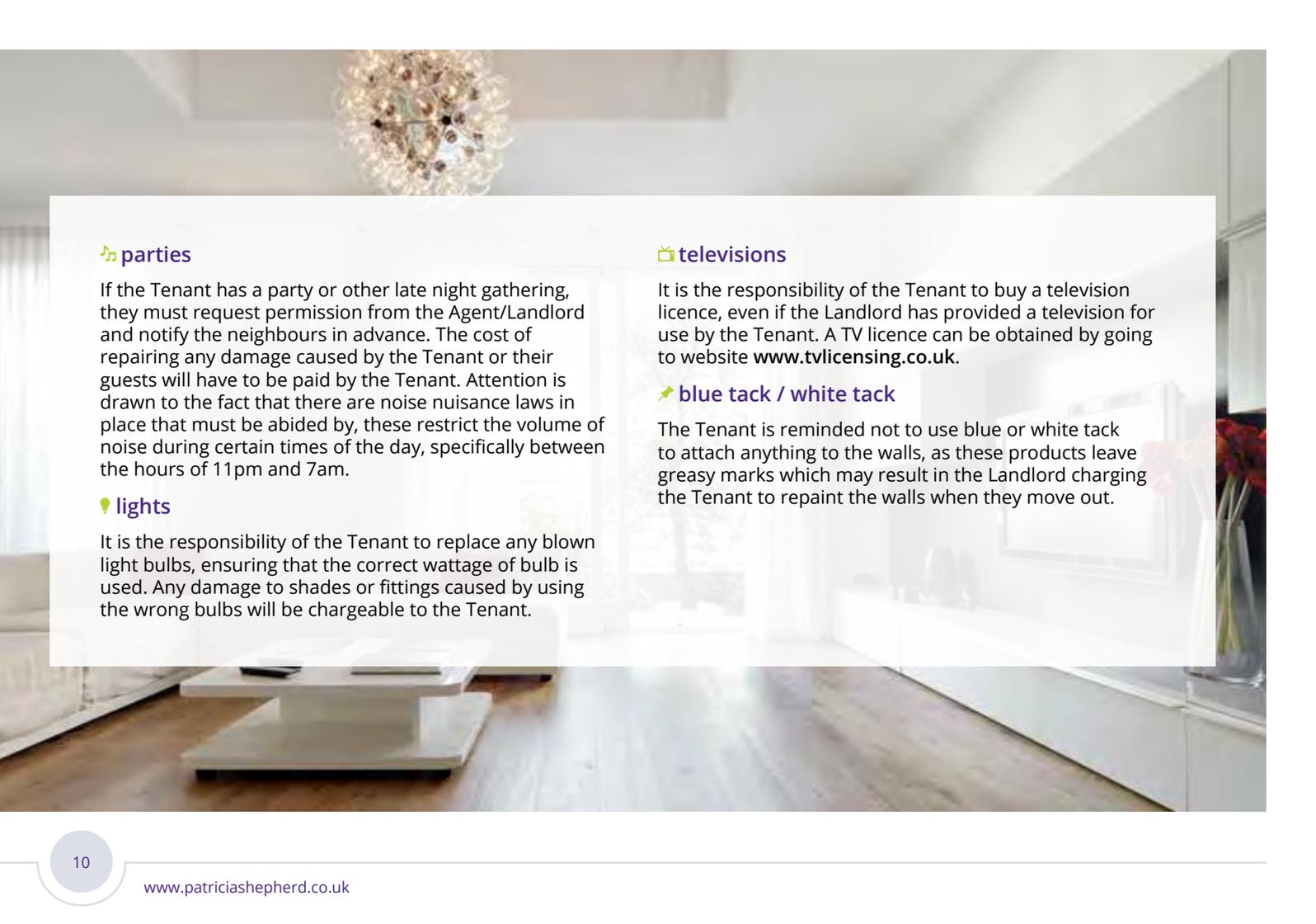
Unless the Property has a frost free freezer, it is the responsibility of the Tenant to defrost the freezer and clean the fridge no less than every 6 months.

Washing machines must not be over loaded. If a machine breaks down due to the tenant putting too much into it then the tenant could be charged for a repair.

 **toilets**

The Tenant must not put anything down the toilet except bodily waste and toilet paper, especially not facial or cleaning wipes, even if they say they are flushable, as these are renowned for causing blockages. If the toilet does become blocked and it is found to have been caused by such wipes, the cost of unblocking it will be payable by the Tenant.

The Tenant should note that limescale can build up very quickly if left untreated. Toilets and taps should be cleaned using a product which is specifically designed for limescale removal every 1-2 weeks.



### 🎵 parties

If the Tenant has a party or other late night gathering, they must request permission from the Agent/Landlord and notify the neighbours in advance. The cost of repairing any damage caused by the Tenant or their guests will have to be paid by the Tenant. Attention is drawn to the fact that there are noise nuisance laws in place that must be abided by, these restrict the volume of noise during certain times of the day, specifically between the hours of 11pm and 7am.

### 💡 lights

It is the responsibility of the Tenant to replace any blown light bulbs, ensuring that the correct wattage of bulb is used. Any damage to shades or fittings caused by using the wrong bulbs will be chargeable to the Tenant.

### 📺 televisions

It is the responsibility of the Tenant to buy a television licence, even if the Landlord has provided a television for use by the Tenant. A TV licence can be obtained by going to website [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk).

### 📌 blue tack / white tack

The Tenant is reminded not to use blue or white tack to attach anything to the walls, as these products leave greasy marks which may result in the Landlord charging the Tenant to repaint the walls when they move out.



### cleaning

It is the responsibility of the Tenant to keep the property clean during the tenancy. The Landlord does not have to supply the Tenant with a vacuum cleaner. If one has been supplied then the Tenant will be responsible for buying Hoover bags if required. If it breaks, the Landlord is not obliged to replace it.

If the Landlord has paid to have the property professionally cleaned prior to the Tenant moving in then the Tenant will be expected to pay for a similar clean when they move out. If the Tenant arranges this then they will need to supply the Agent or the Landlord with a receipt proving that the clean has been done by a professional company. If the Tenant does not supply proof then the Agent or the Landlord will arrange for the cleaning to be done and the cost will be deducted from the Tenants' Security Deposit. Heavily soiled properties may incur additional cost.

### inventories

If the property is managed by the Agent then the Tenant should have been provided with a professional inventory/schedule of condition. There should also have been a professional Check-In conducted. These would have been paid for by the Landlord.

If there was a professional Check-In then the Tenant will be required to pay for a Check-Out inspection when they leave, with the cost being deducted from their Security Deposit.



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