

Frequently asked questions - Tenants

- What is the difference between fully managed and let only?
 - The fully managed service means that you would report all issues and questions associated with the tenancy to us as your agent. The let only service means that all issues and questions associated with the tenancy would be reported direct to your landlord.

- Can you summarise what the tenancy agreement is all about?
 - This is a document that when approved by landlord and tenant is legally binding. It gives certain rights to both parties, for example, your right to occupy the accommodation and your landlord's right to receive rent for letting the accommodation. It is important that both landlord and tenant observe and adhere to the roles and responsibilities of the agreement.

- Where do I find the stop tap, fuse box, gas meter?
 - Please refer to your inventory, they should be specified on there.

- How much notice do I have to give to vacate the property?
 - We require 1 months notice in writing and for this to arrive before the rent due date. During a fixed term tenancy your notice to vacate cannot be accepted until 1 month before the end of this agreement.

- How do I pay my rent and what should I do if I am going to be late paying my rent?
 - Your rent is delivered by standing order from your bank account and should arrive with us no later than the rent due date. If your rent is to be paid late then you must inform the property management office immediately to avoid complications, we actively discourage late rental payments as they could jeopardise your tenancy.

- What happens at check out and to my deposit?
 - The check out takes usually place within 48 working hrs of the end of the tenancy and you are notified once it is completed. Your deposit is held by us as a

stakeholder during the tenancy and is registered with the TDS (link?). Should there be issues with the check out in regard to cleanliness, damage etc then we would propose to deduct the cost of this work from your deposit so it always makes sense to do a tip top clean and touch up before you move out.

- What can be done about noisy neighbours?
 - We would suggest that you contact them informally to bring this to their attention, if this fails then write to them, if this fails then contact your local neighbourhood policing team and/ or the council environmental health team. We can act if the neighbour(s) are in properties managed by us but have limited powers if not. We suggest keeping calm and being reasonable.

- Who is responsible for the repairs and maintenance on the property?
 - Your landlord has statutory repairing and maintenance obligations on the property so must repair roof leaks, boiler breakdowns and alike. You as a tenant are expected to carry out actions that could reasonably be done by any householder such as replacing smoke alarm batteries, light bulbs, clearing washing machine filters etc. Please refer to our self help pages on this website.