

# BELVOIR!

Property is personal

## **Tenants Responsibilities:**

Tenants are no different to home-owners in the day to day responsibility to look after the property that they are renting. Whilst many repairs are the responsibility of the landlord or agent, the tenant is required to meet the terms of the tenancy agreement and carry out "tenant like duties", as described by Lord Denning.

To aid you in getting the most from your property, we have listed below some handy tips and gentle reminders that may assist you during your tenancy. If in doubt about a maintenance issue, please don't hesitate to ask the office.

## **What does the tenant need to fix or do?**

1. Replace light bulbs that fail during the tenancy and before vacating.
2. Keep the windows clean, inside and out (flats are excepted as the freeholder will clean the outside).
3. Keep the lawns cut and borders weed free.
4. Keep drains and toilets free of baby wipes, nappies, food etc. Tenants will be liable for the cost of clearing any blockage that is not caused by faulty drains.
5. Ventilation - modern houses are generally draft free, but will suffer from condensation and possibly black mould if there is not enough ventilation. To avoid problems, open vents or windows in bathrooms and kitchens, especially when showering. Ensure extractor fans are on and working. Try and avoid airing damp clothes by radiators or fires without good ventilation. 99% of black mould is caused by lifestyle issues, not damp in the property! Please see our condensation advice leaflet for more tips.
6. Ensure there is sufficient heat left on in the property during cold weather to avoid damage to pipes.
7. Bleed the radiators as required, they will be more efficient and reduce your heating bills. Remember, if you have a combi boiler, you will need to top the water pressure back up after bleeding radiators.
8. Combi Boilers: If the heating and/or hot water are not working, please follow the boiler & radiator check list given at the start of tenancy, or our tips on our fix-flo page.
9. Electrical problems: If the power trips off, look at the fuse box and determine which circuit has gone, normally indicated by the circuit breaker being in the off position. Unplug all appliances and reset the trip switch. Plug them back in one at a time until you identify which trips the power.
10. If you lock yourself out, we can normally provide a spare set of keys during office hours. Out of office hours, you should either arrange for a spare key to be held elsewhere or be prepared to use a locksmith. Beware, they will charge a lot and may want payment in advance. If you lose your keys or they are stolen, you are responsible for getting locks changed at your own cost.
11. Please report repairs to our office as they occur, rather than leaving them. We can then get them seen to and maintain the property in a good condition. There is a risk that not reporting a fault could lead to a bigger repair bill and if the delay caused more damage, the tenant could well be liable for the extra cost.

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12. We will attend to repairs as quickly as we can, but we only use reputable contractors who are understandably busy because they are good. Please use our reporting system – if you use an unauthorised repair firm, you could be liable for the bill as we have to get all repairs authorised. Occasionally, parts may need to be ordered and the repair may take a few days. We will get things done as soon as possible, so please bear with us. If it was your home, you would be unlikely to get repairs done any more quickly!

For out of hours emergencies please contact Alex Tomkinson – 07807 894665 / Gary Hansbury – 07594 399486.

However please bear in mind that these numbers should only be used in the below circumstances:

- It is outside of office hours and **the office will not be open again shortly**
- There is no way you are able to manage the situation until someone can get to you within working hours.
- It's a **genuine** emergency making the property uninhabitable. Examples include:
  - Being locked out of the property (please note if this is due to a lost key you would be liable for the cost)
  - Burst pipe/ flooding that cannot be stopped by turning the mains water off
  - Fire (in which event the emergency services should be your point of contact).
- No toilet/heating/hot water for **an extended period of time**. Please note that if your boiler stops working in the night, it is extremely unlikely that any engineer will be able to attend until the following morning.

Our contractors receive a lot of reports of issues that are not actual emergencies. We fully understand that the issues may be extremely inconvenient however all of our contractors are self-employed tradesmen and their availability is out of our hands. If you do report an issue out of hours that is not deemed a true emergency, our contractors will inform you and you will need to report it to the office via <https://belvoir-stokeontrent.fixflo.com/> where it will be dealt with as soon as we are able to do so.

## Important Notes:

- Notice must be given as per your tenancy agreement – you cannot leave earlier than the fixed term but when periodic 1 month's notice, in writing (can be email) before the rent due date (the day you pay your rent, normally the day you signed your agreement).
- Please ensure you set up accounts for council tax and utilities upon move in.
- **If it was not agreed for you to move into the property with a pet, then you will be in breach of tenancy if you get a pet without permission during your tenancy. If you are considering this, please contact the office so that we can discuss with your landlord. Please note it is not guaranteed that they will agree, and if they do it may incur a higher rental charge. However if you get one without permission, it may result in termination of your tenancy.**
- **Please do not make any alterations or carry out decoration to the property without prior consent. If you wish to make any changes, please put this in writing to the office so that we can again approach your landlord for their permission. In many circumstances, you will be expected to return the décor back to the original colours before you vacate.**