

Moving in 2023

Dear Tenants,

We would like to take this opportunity to introduce ourselves; we are RNL Property Management and we will be looking after you for the duration of your tenancy.

We hope you find your new home well and get settled quickly. Should there be any issues once you get there, please know that we are here to help you. You will find a handy checklist below, and overleaf, offering guidance on the important things you need to do to ensure a smooth move in process. We also offer a Tenant Handbook with further information, which is available to view at any time via the Tenant area of our website.

Our office contact details to use for the duration of your tenancy:

RNL Property Management
Victoria House
2 Victoria Road
Hyde Park
LS6 1AT
Telephone: 0113 322 9169
General Email: info@rnlpropertymanagement.com
Out of Hours Emergencies Only: 07584 022 800
RNL website: www.rnlpropertymanagement.com

Please note that we are based in a shared office block, so if you wish to arrange to see us in person to discuss any matters please contact us to make an appointment.

Wishing you all the best in your new home,

The RNL team

Requirements Checklist:

- Check the condition of the property. **Complete your tenant condition report within 48 hours of collecting your keys.** If you are the first tenant to collect keys for your property, you will receive a copy of a standard condition report that you will need to use to highlight any discrepancies between the actual and reported condition at move in. You can complete your report by first creating an account and then logging in to your tenant area via our website www.rnlpropertymanagement.com. Refer to the separate step by step guide (included with the condition report) for further guidance. If you do not have internet access, please give us a call as we can arrange for you to complete this at our office. Ensure you check all items including electrical sockets and light bulbs, kitchen appliances, and your water supply and drainage. If you notice any maintenance issues you can log a request from your tenant condition report by adding note on the item detailing the issue and checking 'Yes' to log a condition task. You may also wish to take notes/pictures for your own records.

- **If you are not the first tenant to collect keys for your property**, the first tenant will have been given the copy of the report and should have completed this for all areas of the property – please check with them as it's important this is done.
- **If cleaning is required, you must notify us within 48 hours** of collecting your keys. We will instruct cleaners to attend within 14 days, which is dependent on cleaning priority i.e. if the property is unclean to the point where you cannot unpack your items we will treat this as a high priority. Within your tenant area, you will be able to see any maintenance issues currently logged including any cleaning that is required to be completed. You do not need to log this again if it is already listed. If cleaners are listed to attend and you are leaving belongings in the property, please clearly label these to ensure the cleaners do not remove them. If they are not clearly labelled, we bear no responsibility for lost items.
- **If you need to log any maintenance** this should only be done via our website, on your tenant area. We cannot accept requests via email or telephone unless your request is an emergency.
- **Please ensure to test all keys you have received as soon as you enter the property** so any issues with access can be resolved before our office closes. Bedroom keys; we will endeavour to give you the correct room key, if you have the incorrect key please first check a housemate does not have this. If you need to swap your room key, please visit the office, returning the current room key you have.
- Switch on your fridge and freezer ready for use. The previous tenants should have left these clean and defrosted. Fridges can sometimes smell if they have been turned off and left with the door closed; to eradicate the smell try cutting up a lemon and leaving it in a bowl of water inside the closed fridge.
- Familiarise yourself with the location of the water stop tap, main gas shut off tap, and the fuse box – these will be essential in the event of an emergency.
- You should also locate your gas/electric/water meters (where applicable) and take meter readings on the date you move in to ensure that you are not making yourself liable for the previous tenant's usage! You can find out the current supplier online; for the Gas supply please visit www.findmysupplier.energy, and for Electric visit www.northernpowergrid.com. You then need to contact the supplier to set up your account. If you wish to change supplier you will need the meter point reference number which should be listed online when you locate the current supplier, and then contact your chosen supplier to have this changed over. Your water supplier will remain as Yorkshire Water: 0845 124 2424. Please be aware that you will be liable for any utilities from the date your contract begins, not the date you move in. Some energy suppliers charge a standing fee whilst the property is vacant. *NB. If you have signed up with **Bills Inc** our team just require meter readings from you.*
- All tenants must register their details with Leeds City Council and arrange for payment of council tax. This should be done promptly, as the government are strict in issuing fines and legal proceedings. You can set this up online for your property by visiting: <https://www.leeds.gov.uk/council-tax> If you are a student, you will be exempt from payment but by law you still need to give your details and obtain an exemption certificate. Please visit: <https://secured.leeds.gov.uk/Pages/CTStudentDiscount.aspx>
- Check whether your property has a black wheelie bin outside. If this is missing, you can order a replacement from Leeds City Council, again by visiting their website. You can find out your bin collection day via the Residents section of the Leeds City Council website. Your bin should only be put out shortly before collection, it is illegal for this to remain on the street and fines from Leeds City Council will apply.
- You can set up internet at the property if you wish, however please be aware that if this is a new installation and the supplier needs to carry out any drilling you must first gain consent from your Landlord. Contact the office and we will do this on your behalf.
- If you live in an area that requires a residential parking permit, in most cases you need to apply for this on the Leeds City Council website www.leeds.gov.uk, under Parking road and travel.
- If you have a TV, by law you will need to obtain a TV licence – you will not be covered by anyone else's licence. Visit www.tvlicensing.co.uk for more information.
- Have your mail redirected from your old address. You can do this by visiting: www.royalmail.com/redirection.