



**PROPERTY
MANAGEMENT**



TENANT HANDBOOK

WELCOME TO YOUR NEW HOME

RNL Property Management will now be looking after all of your Property Management needs. We look forward to offering you a reliable and efficient service. This handbook contains important and useful information which you will need during your tenancy.



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When you first enter your property there are a few things you must do:

- ☐ You must notify us within 48 hours of collecting your keys if the previous tenants have not left the house in a clean and tidy condition. If cleaning is required, this must be reported to us via our website as a maintenance request. We will treat this as an urgent priority, to be completed within 5 days from when you report this to us.
- ☐ You must complete a tenant condition report within 48 hours of your tenancy start date. This must be completed on the tenant area of our website (you will need to login to your tenant account to do this).
- ☐ You must familiarise yourself with the location of the water stop tap, main gas shut-off tap, and the fuse box.
- ☐ You must read the gas and electricity meters and inform the supplier of the readings. To find out who currently supplies your property contact: **National Grid UK - 0800 111 999 for the gas supply. MPAS - 0800 320 2000 for the electricity supply.**
- ☐ You can remain with this supplier or change to a different one if you prefer. Please ensure that you update us of any changes to the supplier; this should only be done via e-mail to: **maintenance@rnlpropertymanagement.com**
- ☐ You must register your details with the local council and make arrangements for payment of council tax. In most cases you should be able to do this online via the government website, so a quick online search should direct you to the right place. If you are a student you still need to register with the council and provide your student details to have student exemption granted.

USEFUL CONTACTS

RNL Property Management:
0113 322 9169

Emergency Out of Hours Number:
0758 402 2800

If the emergency line is not answered, please leave a message with details as messages will always be picked up.

For all non-emergency enquiries please call the office or email the relevant department:

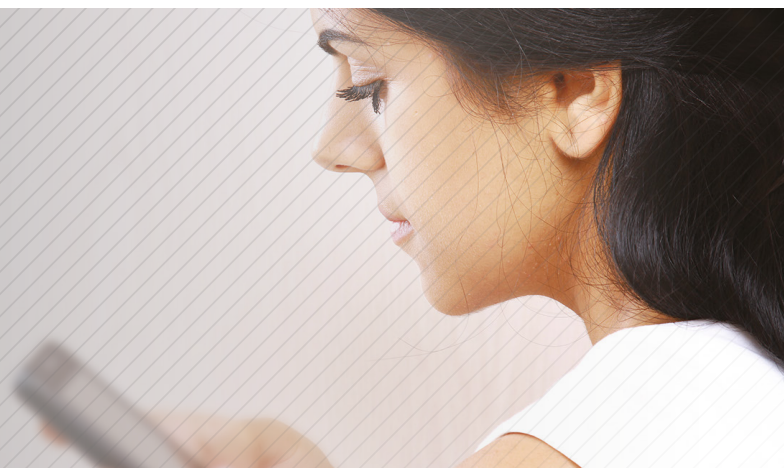
info@rnlpropertymanagement.com
for all general enquiries

accounts@rnlpropertymanagement.com
maintenance@rnlpropertymanagement.com

Transco (Emergency gas leaks only):
0800 111 999

Northern Powergrid (Power cuts)
0800 375 675

Yorkshire Water:
0845 124 2424



Maintenance issues should be reported via the maintenance section on our web site. Please do not email us any maintenance requests as they may not be monitored. Maintenance requests need to be listed individually as they are added to our system automatically and can be then kept as an audit on your house.

The emergency line provided should only be used for emergencies.

This would be a situation such as:

- A continuous water leak
- Break in at the property i.e. a broken window or insecure door
- Severe flooding
- No heating or hot water
- Gas Leaks **MUST** be reported to National Grid on 0800 111 999 and then reported to us

If we are called out for an emergency and find that it is not an emergency, you will be charged accordingly and the cost could be up to £50.00.

Whilst we appreciate that if you have locked yourself out of your house it is an emergency to you – call outs of this nature will be charged accordingly (please see section on Tenants Responsibilities).

For all other repairs please contact our Maintenance department via the RNL Property Management website. We will then assess the issue and respond accordingly using the following response times as a guide:

N.B these time scales do not include weekends.

EMERGENCY REPAIRS

Urgent

Any repairs required in order to avoid 'danger to health', risks to the safety of residents or serious damage to buildings or residents' personal property;

Response time: 24 hours

High

Repairs to defects which materially affect the comfort or convenience of the residents;

Response time: 7 working days

Medium/Low

Reactive repairs not falling within any of the above criteria;

Response time: 14/28 working days

Please keep a record of the maintenance task receipts. If you arrange to conduct maintenance yourself, you will not be reimbursed.

ACCESS TO YOUR PROPERTY

It will be necessary to visit your property a number of times during the year and we will give as much notice as possible, this will be notified via text or task email.

If you arrange an appointment for a contractor to visit and you are not in when they arrive, you will be charged for a missed appointment.

HEALTH AND SAFETY

At certain times of the year, contractors may call to carry out servicing of and safety checks on appliances. It is not always possible to let you know exactly when they will be doing this but you will be informed.

TENANT RESPONSIBILITIES

CLEANING

It is your responsibility to clean your house. If you clean regularly, it will make the process more manageable.

Here are a few simple hints to ensure that your house stays in good condition which will make keeping on top of things easier:

- Regular cleaning of the toilet prevents a build-up of limescale. Bleach or limescale removers are both very effective when used regularly
- Bathrooms need airing regularly, constant use of baths and showers create a lot of steam. If a bathroom is not aired, then a build-up of "black-spot" mould will occur. This is unsightly and its presence could result in some of your deposit being withheld. By simply opening the bathroom window or leaving the fan working for a short time after using the bathroom this can easily be prevented.

Please take care when using cleaning products, not all products are suitable for all surfaces; always check the instructions before use.

If your property is dirty and needs cleaning at the end of your tenancy, then charges will be applied.

LIGHT BULBS

You are responsible for maintaining all light bulbs throughout the property for the duration of the tenancy. If we find that you persistently do not replace your bulbs when they have expired and we have to write to you to request that you do so, this will incur a charge of £10 per tenant.

Light bulbs are particularly important during the time when we conduct viewings, if there is no light, it can create a health and safety hazard to you, potential tenants and RNL employees. It is also important that potential tenants can see the rooms clearly in order to let the property as quickly as possible, which will in turn reduce the inconvenience caused to you.

VACUUM CLEANER

If your vacuum cleaner is not working, before calling us out please remember to check the bag – if it is full, replace it. If the belt is broken, replace it. Also check the attachments and the fuse. If it is any of the above items – you are responsible for replacing them. If the vacuum cleaner proves to be faulty and beyond economical repair, we will replace it.

COOKERS

Your cooker needs cleaning regularly, both inside and out, special products can be bought for this purpose, we recommend it is done every 2 months.

DRAINS AND TOILETS

Drains are commonly blocked by hair and food scraps. Please ensure that any foodstuffs are not put down the sink and that all plug holes are kept free of hair (it is recommended that you have a plunger in the property for such incidences). We will come out and repair these problems if you require but you will be charged if it is blocked through tenant misuse. Another major more serious cause of blockages is sanitary wear. Please make sure that you dispose of such waste in the correct manner as you will also be charged if we have to come round and unblock toilets due to this.

GENERAL HOUSEHOLD WASTE

All household waste must be bagged and put in the outside bins provided. If we find that you are not doing this, we will charge you - this charge is due to the fact that waste left in gardens can result in unwanted vermin and therefore can cause extra complications.

If your bin is missing, you will need to contact Leeds City Council to order a new one. You can also find out your bin collection day 0113 222 4406.

VERMIN

Occasionally we have reports that mice or rats are present in properties. The biggest cause of this is waste not being disposed of correctly both inside and outside the property, and food being left out in the property. All waste should be bagged and put in the outside wheelie bins provided; waste must not be allowed to build up in the property.

If we are called out to deal with such a problem and it is considered to be as a result of your actions, i.e. not disposing of rubbish in the correct manner, then charges will be made. An alternative recommendation is for tenants to put down mice bait/traps.

ELECTRICAL ITEMS

Items such as washing machines, dishwashers, fridge-freezers and microwaves are the property of RNL or the property owner. If one of these items breaks down, then you must inform us immediately in order for us to assess it for repair or replacement. If it becomes apparent that the fault is due to your misuse, then you will be charged for the total cost of the repair or replacement as well as any call-out charges.

ELECTRICAL BLACKOUT

In the event of a power cut firstly check your fuse board – the RCDs (switches) should all be pointing upwards. If not, they can easily be flipped back into position. If the electric power still does not come on, please contact your supplier to check if the problem affects the area. If it is none of the above, then please contact us on the appropriate number to report the problem.

TENANT RESPONSIBILITIES

TV LICENCES

If you have a television you need a licence. You will not be covered by anyone else's licence. A licence is required for any type of television which is transmitting or receiving a signal. Information regarding T.V licenses can be found at www.tvlicensing.co.uk.

SMOKE DETECTORS, FIRE ALARMS AND FIRE DOORS

The property will be fitted with smoke/heat detection. This will be checked annually if the property is a HMO licensable property, however in the interim it is your responsibility to inform us of any problems or faults.

Please do not remove batteries or disable smoke detection in any way – they are there to protect you. Tampering with fire systems is a criminal offence.

Please do not prop fire doors open, we appreciate it may be convenient but again they are there for your protection and have 30-minute fire protection in case of fire.

REDECORATING AND PICTURES

If you wish to redecorate your house, you must get written permission from RNL. As part of this written permission you will be asked to sign a form to accept any responsibility for any damage caused to the property. If permission is granted for repainting your rooms, then you will be required to do it in a neutral colour and carry out the task to a good standard. If the room needs repainting by us once you leave you will be charged for this.

You are permitted to hang pictures however you must use picture hooks. Nails are not permitted. If you use Blu-tack or tape you must ensure it is not going to damage the plasterwork or the finish of the wall. We recommend 'White-tac' only if you need to, this tends to cause less damage than Blu-tack or tape.

NOISE

Please show consideration and respect for your neighbours when playing music. If you intend to have a party, it is courteous to let them know beforehand (you could even invite them!!!). It is also part of your tenancy agreement that your neighbours have enjoyment of their property.

INTERNAL LOCKS

You are not permitted to place locks on any internal doors. Some properties may have locks on doors and if we have a key this will be issued to you by your letting agent. If you place a lock on the door you will be charged for the removal of the lock or a replacement door if any damage is made, in some cases this can be up to £400.00 if this is a fire door.

LOSING YOUR KEYS

You are responsible for your keys. If you lose them, we will replace them for you at a charge of £25. If the locks require replacement you will be charged the cost of this, plus labour costs. This amount is charged if we are called out between the hours of:

Weekdays (Mon to Fri) between 9.30am and 4.00pm.

If we are called outside of the above times, there will be a charge from £50.00 - £100.00

All charges MUST be paid for at the time of callout.

BROKEN WINDOWS AND BURGLARY

You will be financially responsible for replacement of any broken windows, unless it is the result of a break-in. In this instance you must provide us with the Crime Reference Number (given by the police on reporting the incident) and we must be satisfied that a break-in has taken place.

If a break-in has taken place and your windows need boarding up – you MUST contact us so that we can arrange the necessary repairs. Either on the office number during opening hours or the emergency number after hours.

It is imperative we carry out the boarding up as no costs will be reimbursed if you arrange this yourself.

RENTAL PAYMENTS

Your rent must be paid on time as stated in your Tenancy Agreement. Your rent must be paid on time as stated in your tenancy agreement. For late payments, interest will be applied.

It is important that you contact us straight away should you run in to any difficulties with your rent payments over the course of your tenancy. Our friendly team will work with you and your landlord to resolve any issues.

DEPOSITS

Charges which you incur on your account are payable during the rental period, alternatively we will take charges from your deposit at the end of the tenancy.

As per the terms of your tenancy agreement you must provide us with copies of your final bills at the end of your tenancy; This includes gas, electric, water and council tax where applicable. Each bill must cover the period up to the final day of your tenancy and show a zero balance. If you are a student you will be exempt from payment of Council Tax, please contact the local council to obtain an exemption notice which we would need to see a copy of.

WHAT TO DO IF YOU HAVE NO HEATING OR HOT WATER

This may be due to low pressure on your boiler. Please follow the below steps to check:

1. Locate the pressure gage on your boiler (this will be on the front of the boiler and will look like half a clock).
2. The pressure should be between 1 and 1.5. If this is not the case you will need to locate the filling loop – this will be underneath the boiler, where you will see copper pipes running downwards from the boiler. There should be a bendy silver pipe (this may sometimes vary) with very small black taps at each end.
3. Open up one of the black taps fully (you may hear the sound of water which is normal).
4. Whilst looking at the pressure gage, open the other tap slowly. This allows the water to flow through the filling loop and in to the boiler.
5. Once the needle reaches 1 – 1.5 carefully turn both taps back to the closed position.
6. The boiler may need to be reset or turned off and back on again for it to register the new pressure measurement.
7. Once the boiler is back on, run the hot tap to the sink to check if the hot water is working again. This should also mean that the heating is now working, so please check this.

If you are having difficulties, or have followed the above steps and still have no heating or hot water please log this as a maintenance request.

WHAT TO DO IF YOU HAVE NO ELECTRIC IN YOUR PROPERTY AT ALL

If you have no electric in your property at all, please double check with your neighbours on the street as this may be due to maintenance works or a power cut. If this is the case it needs to be reported to Northern Power Grid: 0800 375 675.

If you are having difficulties at all, please contact our maintenance team for assistance.

WHAT TO DO IF YOUR ELECTRICS HAVE TRIPPED

First of all, please check what is not working; plug sockets, lights, appliances etc.?

Check if an RCD has tripped:

1. Locate your fuse box and check whether any RCD switches are in the 'down' or 'off' position. This would indicate that your electrics have tripped.
2. If you had switched on a particular light switch/socket when the electrics tripped please go to this and turn it to the 'off' position, otherwise you will need to check around the property and ensure that any light switches/sockets are turned off.
3. Return to the fuse box and put any RCD switches back to the 'on' position. You may find that the fuse board has been labelled to advise the circuits. i.e. lights, sockets etc.
4. You then need to go around your property turning on one light switch or socket at a time to identify what item is causing the issue. If this is a particular appliance and belongs to a tenant, please advise them not to use it. If this is a light switch or an appliance belonging to the landlord, please log this as a maintenance request.

If you are unable to identify the issue, please log this as a maintenance request and our team will contact you to advise your further.

WHAT TO DO IF THERE IS AN ISSUE WITH YOUR WATER SUPPLY

If you have no supply at all or this appears to be discoloured, please contact Yorkshire Water on: 0845 124 2424.

WHAT TO DO IF YOU CAN SMELL GAS IN YOUR PROPERTY

You would need to report this to Transco in the first instance: 0800 111 999. Please also inform RNL.

We would advise you to take the following immediate action:



1. Bleeding radiators usually requires a radiator key, but with more modern radiators you can use a flat-blade screwdriver. At the top of the radiator at one end there will be a valve. You can attach the radiator key to the square bit in the centre or put the end of the screwdriver into the groove.
2. Hold the key or screwdriver with a cloth, and have another cloth ready to catch any drips, then slowly turn the radiator key or screwdriver anti-clockwise – if air is escaping you'll hear a hissing sound.
3. Once there is no more air, liquid will come out and the valve will need to be closed quickly. Please be aware that some-times water can squirt out and can be boiling hot.
4. Releasing the air from the system can cause the pressure on the boiler to drop. Check the pressure by having a look at the gauge on your boiler. If the pressure is too low, you'll need to 'top up'. You can do this by following the instructions under 'What to do if you have no heating or hot water'.

WHAT TO DO IF YOUR LIGHT BULBS DO NOT WORK

It is tenant responsibility to change light bulbs except in the case where doing so could endanger you (this is too high to reach or above a stairway).

If you are unable to change your light bulbs we would ask that you, please purchase however many bulbs you require and leave them in the property for our contractor to change for you. Please log this as a maintenance request.

If you have changed the light bulb and this still does not work, there may be an issue with the fitting. Please log this as a maintenance request.

WHAT TO DO IF YOUR SMOKE DETECTORS ARE BLEEPING PERIODICALLY

The battery will require changing. This would be tenant responsibility unless the detector is too high to reach or could be hazardous (i.e. above a flight of stairs). If this is the case, please log this as a maintenance request.

MOVING OUT

As with moving in to your property, this can be a hectic and stressful time. To add to this, you will be eager to get your deposit returned to you in full. To ensure a smooth process, and a swift return of your deposit we recommend that you prepare yourself in advance and follow our below advice.

Prior to the end of your tenancy, we will email you to offer you the opportunity to book in for a preliminary inspection, where one of our agents will attend to inspect the property, for which you are able to be present. Our agent will point out any issues that you would need to address, and advise you of the steps you need to take to avoid any deductions to your deposit. You will also receive a full report following the visit.

MOVE OUT CHECKLIST

- ☐ Personal items must be completely removed from the property, including items in the cellar. We recommend you start your disposal of unwanted items a couple of months before you move out as there will inevitably be more than you realised and eventual clearing will become your major problem.
- ☐ Ensure your property is cleaned to a good standard ready for any new tenants. Remember to clean all areas – including under furniture, inside cupboards and drawers, and the insides and outsides of the windows. If it is necessary for cleaners to attend once you have vacated, each tenant will be charged a £25.00 arrangement fee, and the cleaners will charge £20.00 per cleaner per hour.
- ☐ All wall posters, calendars, photos etc. must be removed leaving no marks from drawing pins, tape, or Blue Tac.
- ☐ Curtains and blinds must be hung correctly. If you have had your own curtains during the tenancy and are taking them with you, the original curtains need to be put back.
- ☐ Empty, defrost and clean your fridges and freezers. Please leave these unplugged with the doors open.
- ☐ Ovens need to be degreased and thoroughly cleaned, including underneath. You can buy special oven cleaning kits to take the hard work out, or you may wish to pay a professional to do this.
- ☐ If you have a microwave please ensure that this is thoroughly cleaned inside and out.

- ☐ All electric lights should be left operational with lamps (bulbs) fitted.
- ☐ Ensure that smoke detectors are in working order with batteries changed if they are bleeping periodically.
- ☐ All rubbish must be placed in the outside bins provided by the Council. If it does not fit inside the bin then it should be taken to a local refuse site (not placed in bags beside the bin). If any rubbish is not disposed of correctly by midday on the 30th June and we have to clear it away, then you will be charged a minimum of £100 for this due to fines levied by the council. Please also see www.leaveleedstidy.com for information on where you can drop off any re-useable items that you no longer need.
- ☐ The area outside the property should be swept and tidied ensuring all litter is properly bagged and put in the council bins.
- ☐ When you leave the property for the final time, you must leave your bedroom unlocked and the name of the occupant on a piece of paper on the bed. The house must be left secure using Yale/mortice and grill locks where applicable and the burglar alarm set.
- ☐ You must provide a stamped addressed envelope (SAE) with your name and the required destination for your deposit to be returned to.

An inspection will be carried out once all keys have been returned for the property. This will determine whether any cleaning, rubbish removals, or repairs are required. Unless you have signed an individual tenancy agreement, charges for any work will be applied to the property and split equally between all tenants. We will notify you within a reasonable time frame if charges are applicable. You can view these online in your tenant area. Please note that until all final bills are received, the deposit process can not be finalised and any applicable charges will not be full and final.

RETURNING YOUR DEPOSIT

As per your tenancy agreement, before we can return your deposit to you we need to see proof that your utilities have been settled whilst you have been in contract. This includes gas, electric, water and council tax.

- ✓ This could be a final bill for the property which shows a zero balance, and must cover the period up to the date your contract expires.
- ✓ If the bill shows an outstanding balance, this will be accepted if you can also show proof of payment for this amount (i.e receipt or bank statement).
- ✓ If you have set up your bills with a bills inclusive company such as Glide, Split the bills or Unihomes they will usually provide you with a final letter confirming your account has been settled in full, or if you have an online account a screenshot showing a zero balance for the full property will suffice.
- ✓ We can also accept written confirmation from your utility provider stating that your account has been settled, or closed. This must clearly state the date your account is settled up to, and the property address.

If you were all full time students in the property you will be exempt from payment of council tax. Please contact the council to obtain a council tax exemption notice for your property. We would need to see a copy of the exemption notice.

Please upload your bills to your tenant area, under the End of Tenancy Bills section. If you have any issues with this you can email them to info@rnlpropertymanagement.com

Once we receive ALL bills for the property we will process the return of your deposit. We will always aim to complete the process within 10 working days, however please appreciate that unfortunately this is not always possible during our busier periods.

Your deposit return will be issued in the form of a cheque (the amount payable will be minus any charges where applicable). You will also receive a full breakdown of any charges, and a copy of the deposit dispute procedure explaining what to do if you disagree with your charges. If we have not provided us with a stamped addressed envelope, or a forwarding address this will be sent to your next of kin address.

CONTACT US

info@rnlpropertymanagement.com
0113 322 9169

VISIT US

Victoria House, 2 Victoria Road, Hyde Park, Leeds, LS6 1AT