



33 HIGH STREET KINGS HEATH BIRMINGHAM B14 7BB
0121 443 4343 fax: 0121 443 1335 property@grovers.uk.com grovers.uk.com

Advice and guidance for tenants

1. **Tenant's responsibilities**
2. **Rent payment**
3. **Tenant Sharers**
4. **Utilities**
5. **Insurance**
6. **Inventory & Schedule of Condition**
7. **Notice to leave**

Properties managed by Grovers: additional advice

Property Maintenance Advice

Utility services contact number

1. Tenant's responsibilities

As tenant of the property, there are a number of areas for which you are responsible, these include but are not strictly limited to:-

- Security of the property.
- Keys – should any keys be lost, please inform us immediately; you will be responsible for the cost of replacing keys or having locks changed if necessary.
- Regular cleaning of the property in order that it may be returned in the same order as at the commencement of the tenancy, with attention paid to the appliances provided.
- All internal window cleaning, and external windows unless the property forms part of a managed development.
- General maintenance of appliances, i.e. cleaning and or changing of filters etc.
- Clearing of blocked toilets, sinks and drains.
- Defrosting of refrigerator and freezer at regular intervals.
- Keeping the property ventilated and condensation free.
- Pest Control.
- Keeping lime-scale at bay – in particular sanitary ware, washing machine etc.
- Cleaning of gutters if cleaned at commencement of tenancy (where applicable).
- Replacement of light bulbs and fuses.
- Bleeding air from radiators.
- Repair of deliberate and accidental damage.
- Maintenance of garden, unless a gardener is provided. (where applicable)
- Condition of driveway e.g. prevention / removal of oil on driveway and removal of weeds.
- Removal of all rubbish and personal possessions at the end of the tenancy.
- Replacing washers on taps when necessary.
- Should the property be left empty for any length of time during the colder months, the heating should be left on at a reasonable temperature; the loft hatch left open and all insurance requirements satisfied.

2. Rent Payments

- (i) Full payment of rent on the due date is a principal commitment which a tenant gives to a landlord under contract. The date upon which the tenancy commences is the due date for each month's rent. All subsequent rent payments must be received by this due date each month, i.e. if your tenancy commences on the 2nd April, all future rent payments will be due on the 2nd day of each month. To enable this, a standing order mandate should be set up for payment three days prior to the rent due date to ensure that cleared funds are paid to the landlord on the due date. Where there is more than one tenant signing the tenancy agreement, only one Standing Order Mandate for the full rental amount will be set up, each tenant, however, is jointly and severally liable for all rent and utility payments. The Standing Order Mandate is usually completed at the time when the Tenancy Agreement is signed.
- (ii) In entering into your tenancy agreement you have agreed to a payment of £24.00 inclusive of VAT for each letter or email sent to you concerning the **late payment of Rent**. The cost is to be paid by the you upon receiving the invoice for payment from the Landlord or the Landlord's Agent, or at the Landlord's or Agent's discretion by deducting the amount from the Deposit.

3. Tenant Sharers /Joint Tenants

If you are a group of individuals, joint tenants, or sharers, you are all jointly and severally liable for the tenancy. This means that you are collectively as well as individually liable for rent. You are collectively as well as individually liable for any damage or excess wear and tear. When the deposit is returned at the end of the tenancy we cannot return it in shares to individual bank accounts. It will be returned to one nominated account (usually the one from which the rent has been paid). On Check-Out, one tenant will be deemed to have the authority of the other tenants for decisions that are made.

4. Utilities

As a new tenant, you must contact all relevant utility suppliers and the local Council Tax Office at the commencement of your tenancy to transfer supplies into your name. Failure to do this could lead to the service being disconnected. Details of providers are attached.

You are liable for the cost of all utilities throughout your tenancy. This includes both standing and usage charges for gas, electric, oil (if applicable), water and sewerage, telephone, council tax, and TV licence unless specified otherwise. At the end of your tenancy you must inform the utility companies of your leaving date and ensure that they obtain meter readings to provide final bills. Please note that you will remain responsible for any charges up to the point of final meter readings at the end of your tenancy. Should any of the utility providers or the council tax department request contact details of previous tenants, we will provide this information to them.

5. Insurance

Your possessions are not covered by the landlord's insurance policy. We therefore strongly recommend that you take out insurance cover for your own contents and for accidental damage to the landlord's contents. The landlord is responsible for insuring the buildings and any contents he has provided.

6. Inventory

An Inventory and Schedule of Condition is prepared prior to the commencement of each tenancy. This document details the state and condition of both the property and its fixtures, fittings, and content. Usually, the Inventory is given to you with your keys at the commencement of the tenancy, sometimes it is sent to you shortly after the tenancy has started. You will be required to sign for this document, but will then have 7 days from its receipt to check the inventory and to send any amendments either to us, if we are the managing agents for the property, or directly to the landlord if the landlord is undertaking the management. Should no amendments be made, you will be deemed to have accepted the contents of the Inventory and Schedule of Condition in full. At the end of your tenancy, this document will be used by the landlord or the landlord's managing agent to check the property and its contents. If there is damage to the property other than fair wear and tear, or if items are missing, broken or damaged, and all parties are in agreement, then you will be responsible for the replacement or repair of items, and paying for repairs, or carrying out repairs yourself to the property.

7. Notice to Leave

Under the terms of the tenancy agreement, notice is required by either party to terminate the Agreement. Please look at your tenancy agreement to see the length of notice required. This notice must be in writing. If neither landlord or tenant wish to serve notice to end a tenancy on the last day of a fixed term, the tenancy will continue on a periodic basis on the same terms and conditions as the fixed term tenancy, until either the tenant or landlord serves notice to leave.

Additional advice for tenants of properties managed by Glovers

If your property is managed by Glovers, you will have to report to us any repairs or problems that may arise during the tenancy, excluding those items which are your specific responsibility under the Tenancy Agreement. **Before contacting Glovers, please note the following points:-**

- If Glovers have to **call out** a contactor to resolve a problem, and that problem proves to have been caused by your neglect, or by damage caused by you, then you will become liable for paying the cost of the call out / repair.
- **Guarantees / Service Contracts:** Where such contracts exist, any maintenance issues which occur during the tenancy that are covered by Guarantees / Service Contracts must be directed by you to the Service Contract Supplier i.e. British Gas or the Manufacturer of the Electrical Equipment under Guarantee.
- **New developments** have an initial two-year warranty with the builder, which covers a number of items within the property. (Each development has a manual provided by the Builder outlining the warranty; any issues needing repair that are covered under the warranty should be directed to the builder direct). After the initial two year period, a structural warranty is provided through the NHBC for a further eight years.
- **Block management responsibility:** Should your property be part of a managed development, problems regarding the following matters should be directed to the development's managing agents: lifts; car park access, and car parking; Communal door locks; Access to meter cupboards; window cleaning; rubbish removal / collection; cleaning of communal areas; communal lighting difficulties; TV reception.
- We retain a list of **approved contractors** for all types of maintenance work. Please be aware they are private contractors and we are subject to their working practices in respect of supply of parts, peak time appointments and access to the property. Most contractors will only carry out work during normal office hours and you will need to be available to give them access. We appreciate that this is not always convenient but is no different to an owner occupier.
- **In the event of an emergency**, you will be expected to take the same appropriate action as an owner occupier in order to limit the damage to the property. For example, if a water pipe burst you must immediately turn the water supply off. Please familiarise yourself with the location and operation of the stopcocks in the property.

Property Visits All properties managed by Glovers are usually visited once during the first six months of the tenancy commencement and six monthly thereafter. Occasionally, Glovers may be asked to visit more frequently. Visits take place during normal office hours by prior arrangement. You do not need to be present as we hold a key.

Check Out at the end of the tenancy We will contact you when the Tenancy Agreement is due for renewal. If you or the landlord decide not to renew, we will arrange to carry out a Check Out with you, usually on the last day of your tenancy, or the next working day if this should fall on a weekend or Bank Holiday. We will write to you about the procedure for leaving the property, and we will send you a 'Check Out Details Form' for completion by you.

If we meet on the final day of your tenancy you must be ready to give up Possession at the time of the appointment, and to hand over the keys. If you experience any delay in moving, please notify us at once to re-arrange the appointment. If it is not mutually convenient to meet on the final day of your tenancy, we will undertake the Check Out procedure as soon as possible thereafter, and you will be responsible for returning both the keys and the 'Check Out Details Form' to our office no later than 12.00 noon on the final day.

On the Check-Out we will:

- Check the property against the initial Inventory and compile a Check-Out Report including a schedule of damage or dilapidations and unreasonable wear and tear
- Record the Utility meter readings and note your forwarding address. If you are not going to be present, ensure we have your forwarding address or there may be a delay in processing your deposit.
- Collect all keys from you and take possession of the property on behalf of the landlord.

You will be given the opportunity to comment on our representative's findings and you will be given a copy of the Check-Out Report including a schedule of damage or dilapidations and unreasonable wear and tear. A copy is also sent to the landlord for his comments regarding any deductions he proposes should be retained from your security deposit to cover any damages. The security deposit will be released in accordance with the Tenancy Deposit Scheme (TDS) guidelines. If there is no dispute the security deposit will be returned by a BACS within 10 days of

the landlord and tenant agreeing how the deposit should be divided. If applicable, any dispute balance will be passed to the TDS for resolution.

Property maintenance advice

GAS, ELECTRIC, AND WATER

As a general rule the distribution utility companies are responsible for dealing with leaks and other problems that occur outside your home (before the stop tap or meter).

GAS LEAKS

- If you suspect a gas leak in the property:
- Put out any naked flames
- Turn off the gas at the meter
- Open the windows
- Do not operate anything electrical, e.g. do not turn light switches on or off
- Call the Gas Emergency Service on **0800 111 999**

REGULAR MAINTENANCE

Gas appliances will be checked on an annual basis and a Gas Safety Certificate provided. Should you have any doubts about the safe working of any gas appliance, please advise us immediately.

GAS CENTRAL HEATING

Boiler Thermostat:- This provides overall control of the temperature of the water in the system. You will find it on the front of the boiler or behind the front panel. On back boiler, it is usually behind a cover at the base of the fire. If your system has room and hot-water cylinder thermostats, set the boiler thermostat on maximum and use these other thermostats to set comfortable room and hot water temperatures.

If there are no temperature controls fitted to any part of the system then the boiler thermostat will control the central heating and the temperature of the hot water. In this case, set the thermostat to high in winter and low in summer.

Room Thermostat:- The room thermostat keeps the temperature in your home at the level you set by turning the boiler on and off automatically. The thermostat will be on the wall, usually in the hall or landing.

Combination Boiler:- You should read the instructions for these boilers carefully as it is essential that they are kept at the correct pressure at all times. The pressure will drop, and therefore will need to be kept "topped" up. Combination boiler systems have the hot water supplied straight from the boiler.

Hot Water Cylinder:- Where a hot water cylinder thermostat is fitted, set the temperature that suits you best on the cylinder thermostat – 60 degrees C (140 degrees F) is normal.

How to get Hot Water Only:- You can either switch the central heating off using the time switch programmer or turn the room thermostat down to its lowest setting.

Combination boilers have 'summer' and 'winter' or 'hot water only' and 'hot water and central heating' settings. When set to the 'summer' setting, the central heating is by-passed and only hot water is available.

ELECTRIC HEATING

Electric Storage Heaters:- Storage heaters use cheap rate electricity to heat up at night, allowing the heat out to heat up the property during the day. They need to be switched on at the wall switch on the side of each heater.

Input Control:- This controls the amount of heat released from the heater. We suggest you set this control to number 3-4 and leave for 24 hours.

Output Control:- This controls the amount of heat released from the heater. The lower the setting, the longer the stored heat will last. Set to number 1 during the day but, if you feel cold in the evening, turn the heater up to the maximum setting and turn back to 1 at the end of the day.

Warning!! Do not drape clothes over the heaters as this could cause a fire.

Problems with Electricity:- When the electricity fails and it is only affecting your property or part of your property, there could be a problem with the consumer unit or you may have blown a fuse. Switches are usually tripped and fuses blown by faulty electrical appliances. Old electrical items are more likely to cause problems indicating a fault in the item. Problems are also caused when circuits are overloaded by plugging in too many appliances.

Electrical Consumer Units:- In your consumer unit there are switches called MCBs (Mini Circuit Breakers) and RCDs (Residual Current Devices). When these switches are tripped a green stripe or the word 'off' can be seen. The RCD covers all the circuits in your property - it is a switch on its own.

If the RCD is off:- Unplug any possibly faulty electrical item and reset the switch to restore the electricity supply.

If the RCD will not switch on:- Switch off all the other (MCB) switches, and then switch it on. It should now stay on but you will have no electricity because the MCBs are off. This is the circuit with the fault on. The unit should indicate what the circuit covers. The next step is to try and find out which electrical item is causing the problem. One way of doing this is to unplug everything, then turn all the switches in the consumer unit on – returning the electricity. Plug the appliances in one by one to see which appliance has the fault causing the consumer unit to trip. Once you have identified the appliance causing the problem, disconnect it, and if your property is managed by Glovers, advise us.

Checking your Consumer Unit:- If you push the button marked 'T' or 'Test', the RCD switch should trip off. It can then be switched back on. This proves that the safety systems are working correctly.

If a fuse blows:-

Unplug the probable faulty electrical item and replace the fuse wire. Switch off all the electricity and remove the fuse block. The fuse must only be replaced using the correct fuse wire for the circuit. Return the fuse block and switch the supply on.

If the fuse continues to blow, you will need to identify the faulty item by unplugging everything and plugging it back in until you know which appliances is causing the fuse to blow.

AVOIDING BURST AND FROZEN PIPES

You can guard against frozen pipes by following these simple steps:

- Locate the stop tap and turn it off and then back on occasionally, to stop it sticking.
- Try to keep the property warm
- Do not leave taps dripping
- If you go away for any length of time, leave the heating on a low setting.
- Drain down all the water supplies before leaving the premises vacant.

If you get a frozen pipe:-

- Turn off the stop tap
- Turn on the taps to the sink, bath and basin
- Try to gently unfreeze the pipe with warm rags, heater or hair dryer – do not overheat the pipes as this will cause them to crack.

CONDENSATION

In order to produce less moisture in the property:-

- Cover pans
- Dry clothes outdoors
- Vent your tumble dryer outside
- Do not use paraffin or bottle gas heaters
- Ventilate to remove moisture
- Open the windows and vents when at home, especially when having a bath or shower.
- Increase ventilation in kitchens and bathrooms when in use
- Shut the door to keep moisture out of the rest of your home
- See that rooms are always warm

RATS, MICE & INSECTS

The Environmental Health Department are able to treat the above, however there may be a charge for some treatments.

FIRE SAFETY

In a fire, smoke detectors can give you that vital warning that can save lives. It is essential that they be active. You are legally responsible for replacing the batteries in smoke detectors when they run out. You will know that they are running low when the smoke alarm makes a slow beep every so often. Smoke alarms should be tested regularly by pushing the test button. If you have any problems with your smoke alarm, please contact Glovers if we are managing the property.

For your own safety:-

- Make sure that smoke alarms are working
- Do not store anything in your hall, especially anything that will burn easily
- Only use the fixed heating system in your home
- Do not store things in the cupboards where your gas and electricity meters are fitted.
- Close doors and windows where possible within the house, especially at night time.
- Every door closed will reduce the amount of oxygen to fuel the fire.

UTILITY SERVICES CONTACT NUMBERS

Suppliers change their numbers. We cannot guarantee that the numbers below are up to date.

Eon	Gas & Electricity	0345 303 3020	www.eonenergy.com
British Gas	Gas & Electricity	0800 048 0202	www.britishgas.co.uk
N Power	Gas & Electricity	0845 166 3166	www.npower.com
Scottish Power	Gas & Electricity	0845 270 0700	www.spenergy.co.uk
Southern Electricity	Gas & Electricity	0845026 0654	www.southern-electric.co.uk
EDF Energy (SWEB)	Gas & Electricity	0800 096 9000	www.edfenergy.com
Alpha Telecom	Telecommunications	0845 320 0004	www.alphatelecom.com
British Telecom	Telecommunications	0800 800 150	www.bt.com
First Telecom	Telecommunications	0845 215 1640	www.firsttelecom.com
NTL	Telecommunications	0800 052 4000	www.home.ntl.com
Onetel	Telecommunications	0845 818 8000	www.onetel.co.uk
Talk Talk	Telecommunications	0870 4441820	www.talktalk.co.uk
Severn Trent Water	Water	03456 041 080	www.stwater.co.uk
TV Licensing	TV Licence	0870 241 6468	www.tvlicensing.co.uk
Birmingham City Council	Council Tax	0121 303 1113	www.birmingham.gov.uk/council-tax

.....