



Tenant Handbook

Please read through this document to assist you with the moving in process and even through your tenancy, to help answer any questions you may have and to avoid any misunderstandings later. Reading this at various points though your tenancy will also ensure that you know the Flats In Leeds policies and procedures.

We hope this provides helpful information to assist with a smooth move in and tenancy. It is not intended to be a substitute for other professional or legal advice. If you have any further questions or details you don't understand then please do not hesitate to let us know.

**Thanks,
Flats In Leeds**

1.0 Offer Accepted To Let / Reserving The Property

- 1.1 Offer;**
- 1.2 Fees;**

2.0 Application Process

- 2.1 Application Forms & Documents;**
- 2.2 Referencing & Criteria;**

3.0 Before Moving In

- 3.1 Moving Date;**
- 3.2 FIRST RENT & BOND PAYMENT;**

4.0 Moving In / Check In

- 4.1 Application Approved / Pre-Check In;**
- 4.2 ALL TENANTS MUST ATTEND THE CHECK IN;**

5.0 In the Property

- 5.1 Who's Managing Your Property & Dealing With Any Queries or Issues;**
- 5.2 Rent;**
- 5.3 Inventory / Bond / Tenancy Agreement / Insurance etc;**
- 5.4 Maintenance*;**
- 5.5 Utilities Etc;**
- 5.6 Other;**

6.0 Re-signs / Staying In the Property

- 6.1 Re-signs;**
- 6.2 Exchanging tenants;**

7.0 End of Tenancy

- 7.1 Tenancy Agreement;**
- 7.2 Giving Notice;**
- 7.3 Vacating / Tenants Responsibilities;**
- 7.4 Returning keys;**
- 7.5 Standing Orders / Post;**
- 7.6 Utilities;**
- 7.7 Final Inspection / Check Out;**
- 7.8 Bond Deductions / Bond Return;**

8.0 Map To Office

***Maintenance (separate document, this is only relevant to properties managed by Flats In Leeds)**

1.0 Offer Accepted To Let / Reserving The Property

1.1 Offer;

- Once you've selected the property you would like to rent, you will confirm details to ourselves to confirm with the Landlord for acceptance.
- Once your offer is accepted, move in day agreed and our admin fee has been paid, the property is off the market and reserved for the time of your application.
- Property let is agreed "as seen" unless requested otherwise. The Landlord must agree any special requests regarding the property or fixtures & fittings **before** the property is reserved. When you view a property which is still occupied, you may need to clarify items that are included with the property.

1.2 Fees;

- Our admin & referencing fee is £100 per property + £50 per tenant + £25 per guarantor referenced.

2.0 Application Process

2.1 Application Forms & Documents;

- **PLEASE NOTE;** Move in dates will not be confirmed until all paperwork is received by the office.
- All tenants and guarantors need to fill out an application form each, filled out in full and providing the supporting documents requested on page 3 of the application form.
- We require the following supporting documents with all applications (clear copies by fax or email are acceptable);
 - Evidence of ID (passport or photocard driving licence)
 - Evidence of current address (utility bill, council tax bill, bank statement or phone bill (not mobile))
 - Evidence of income (please provide 3 consecutive months payslips including the most recent)
 - Evidence of bank account (copy of latest statement, an online print off is acceptable)
- If you are unable to provide any of the requested documents you must let us know as soon as possible so that this doesn't delay your application or moving in date.
- Forms and documents must be provided as soon as possible to allow a reasonable amount of time to complete the referencing and application process. The delay of this could affect your move date.

2.2 Referencing & Criteria;

- Applicants should be aware that in order to satisfy our criteria of our referencing system, your gross income should be equivalent to 2.5 x the monthly rent. (Earnings of all tenants will be considered)
- All tenancies are subject to a satisfactory credit check and references being obtained and are at the discretion of Flats In Leeds (incorporating Leodis Property Management Ltd and Luxury Lets). References are taken from Employers or Accountants and current / previous Letting Agent or Landlord.
- If the tenant(s) can't satisfy the necessary criteria then they will either need to provide a guarantor who can fit the criteria or pay the rent for the term of the tenancy upfront.
- If you are unclear as to whether you meet the criteria or want to discuss your situation then please contact the office and we may be able to advise what can be provided to suffice.

3.0 Before Moving In

3.1 **Moving Date;**

- **PLEASE NOTE;** Move in dates will not be confirmed until all paperwork is received by the office.
- As a guide please allow a minimum of a week from when we received your application and paper work for the application process before your move in day. A delay in sending us your application could delay your move date.
- The proposed date shown on your application form / let agreed email is for administration purposes only and is not a guaranteed moving date.
- However we do aim to accommodate required moving days as much as possible to get people in as swiftly as they need to be, however please bear in mind the following; Your application being approved, the property being ready for its next tenant(s) and your funds being received.

3.2 **FIRST RENT & BOND PAYMENT;**

- **YOUR FIRST RENT & BOND MUST BE CLEARED FUNDS IN OUR ACCOUNT AT THE LATEST 1 WORKING DAY BEFORE YOU MOVE IN.**
- The deposit (bond) is equivalent to one and half month's rent (Unless stated otherwise).
- You will not be able to pay at check in, as this is done at the property where there will be no facility to pay, so you will need to make prior arrangements.
- Please see details below of payment types and ensure that you leave enough workings days for the payment to clear before your move date:

PAYMENT TYPE	DAYS TO ALLOW TO CLEAR BEFORE MOVE	VIA	CHARGE
Cash	1 working day	Drop off at the office	N/A
Bankers Draft	1 working day	Drop off at office or post, ensuring received in time	N/A
Bank Transfer – Same day transfer	1 working day	Banks*	£5.00
Debit Card	3 working days	Call the office & pay over the phone or pay online	N/A
Visa Card	3 working days	Call the office & pay over the phone or pay online	5%
Bank Transfer – Normal	4 – 8 working days (check with your bank)	Banks*	N/A
Cheque	7 working days	Drop off at office or post, ensuring received in time	N/A

* Please let us know if you need the bank details to be provided and we will also give you a payment reference.

4.0 Moving In / Check In

4.1 **Application Approved / Pre-Check In;**

- Once your application is approved we will confirm a check in time on the date advised.
- Check-ins will be done Monday to Friday, from 9am to 3pm at the latest.
- Please ensure you are on time for check-ins, otherwise they may have to be re-scheduled for another day, as other check-ins will be booked for the same day. However rent will be charged from the original move-in date.

- Where relevant, guarantor agreements (which are attached to the tenancy agreement) must be pre-signed and brought with you, if guarantors are not attending check in. (These are different to the application forms filled in before.)
- Where possible we will email out the tenancy agreement to you to be read through before check in, but the original tenancy agreement will be brought to check in by Flats In Leeds.

4.2 ALL TENANTS MUST ATTEND THE CHECK IN;

- All check-ins / handovers are done at the property, unless stated otherwise.
- Please allow about 1 hour at the property for check in, for reading through the paperwork and going through any other documents such as the inventory.
- You will be provided with a property file, a copy of the tenancy agreement, an inventory (If provided), the keys and meter readings.

5.0 In the Property

5.1 Who's Managing Your Property & Dealing With Any Queries or Issues;

- We will let you know if Flats In Leeds or the Landlord will be managing the property throughout the time you will be living there. So that you have the relevant contact details to report any possible maintenance issues or tenancy queries. This will be detailed on your welcome letter you will receive when you check in.
- Where possible please email the person detailed on your welcome letter, so that any queries are passed to the relevant person to deal with.

5.2 Rent;

- **Rent needs to be paid in advance monthly by standing order.**
- Please ensure that your standing orders are set up as soon as possible with your bank, these will be provided at the start of your tenancy when you check in.
- You will be liable for charges if we have to chase and rent is late.
- The Standing order is your instruction to your bank. If there are any amendments needed to be made to the standing order relating to the date or amount, it will need to be confirmed by Flats In Leeds / Your Landlord first. Then you will need to amend with your bank as they will only take instruction from your.

5.3 Inventory / Bond / Tenancy Agreement / Insurance etc;

- The inventory that you have been provided with for the property will be checked at the check in and signed by you. This is then kept on file till the end of your tenancy with any relevant comments. This document is then used at your check out to determine any bond deductions. If for any reason the inventory is not signed and returned at the start of the tenancy then the office copy will be used by the checkout clerk at the end of the tenancy and you could be liable for any deductions if we were not made aware at the start of your tenancy.
- If the property is managed by Flats In Leeds, your bond will be registered with the TDS. If the Landlord manages the property they will advise you of which bond scheme they use.
- A Tenancy Agreement is a legally binding document, you will be committed to paying rent until the end of the agreed term and you could be liable for legal action if you break the terms of the agreement.
- Should you need to leave prior to the end of your tenancy it may be possible for us to re-market the property as available again, subject to the Landlord's agreement. If this is agreed then you will be responsible for the rent & bills up to the date of a new tenant moving in. You may also be liable for other costs associated with re-letting the property.

- We recommend you take out contents / renting insurance to protect your deposit against damage you might accidentally cause to the contents of the property, which you would be liable for.

5.4 Maintenance;

- Any maintenance issues or breakages etc must be reported straight away, to the relevant person.
- If your property is managed by Flats In Leeds then please refer to the separate maintenance document for our procedure on what to do (this documents can also be downloaded from the tenant page of our website.
- We highly recommend that you report maintenance in writing (by email) so that it can be logged & dealt with as soon as possible by the relevant person.

5.5 Utilities Etc;

- Tenants are responsible for all utility bills and any other costs associated with living in the property unless previously agreed otherwise.
- The Landlord is responsible for any service charge or ground rent relating to the property.
- We will provide you with meter readings and utility provider details when you move in.
- If the property is managed by Flats In Leeds we do write to the utility providers to end the Landlords account, however it is tenant's responsibility to ensure they set up their accounts.
- Any other utilities, such as phone, satellite, internet or TV licence are your responsibility to set up or arrange, unless previously agreed otherwise. We do not keep records of phone lines so you will need to contact BT direct to check lines etc.
- Council Tax, to confirm your council tax banding you can check on http://www.voa.gov.uk/council_tax/cti_home.htm & to check charges for that band <http://www.leeds.gov.uk/page.aspx?pageidentifier=EF415B6C41C8D44380256E0F004A2BAB>

5.6 Other;

- We do not re-direct post for previous tenant(s); this should be arranged by them. If you do receive any post not for yourself / occupant then we recommend that you mark on the post "not at this address / return to sender" and put it back in the post. This should reduce any future post and costs nothing to do.
- Should you be looking for additional parking within a development we would suggest looking on the notice board within development or speaking with Concierge if the building has one. Also some spaces are advertised on www.rightmove.co.uk , www.ParkingSpaceRentals.co.uk , www.parklet.co.uk , www.leeds.gumtree.com/leeds/leeds-parking-space_2557_1.html or even leased at a local NCP car park.

5.7 Inspections;

- There will be inspections done on properties managed by Flats In Leeds, at 3-4 monthly intervals. Notice will be given as stipulated in your tenancy agreement.
- These are done to ensure that everything is in order and to advise the Landlord that the property is being looked after.
- Landlords who manage their own properties may also do inspections as they wish. Notice will be given as stipulated in your tenancy agreement.

6.0 Re-signs / Staying In the Property

6.1 Re-signs;

- Towards the end of your tenancy we will contact you to see if you wish to renew your tenancy. If we have not heard from you 4 weeks before the end of your tenancy then we will begin to re-market the property.

6.2 Exchanging tenants;

- First you need to check the required notice period on your tenancy agreement. Notice given by one tenant is notice given by all on the property relating to any joint agreements. All agreements are joint agreements unless in shared houses.
- The property will need to go back on the market. End of tenancy procedure will begin, see below section 7.0
- However should other tenant(s) wish to stay then please look at the options below;
 - (A) The tenant wishing to stay takes on the tenancy, on the same terms as before to cover the full rent and bond. No check out will be done as the tenancy has not ended; just that one tenant has agreed to cover the additional rent and bond of the tenant leaving. A new agreement will need to be signed by the remaining tenant.
 - (B) If the tenant has arranged another tenant to replace the one leaving. The new tenant will be required to pay the referencing fee and provide the relevant details to complete the application process. (Flats In Leeds will not advertise a room share). It is the tenant's responsibility to find any replacement tenant in good time and all details then confirmed / agreed by the Landlord. We will then begin the end of tenancy process to end the existing tenancy on the agreed date. Then begin a new tenancy, with a minimum of 6 months tenancy to the terms agreed by the Landlord.
- If one tenant or all tenants are looking to leave early, please see section 7.1 below.

7.0 End of Tenancy (Procedures for properties managed by Flats In Leeds, but can also be used as a guide for properties managed direct by the Landlord)

7.1 Tenancy Agreement;

- Is a legally binding document. You will be committed to paying rent until the end of the agreed term and you could be liable to legal action if you break the terms of the agreement.
- It may be possible for you to leave the property before the end of your tenancy if we re-market the property as available again, subject to the Landlords agreement. If this is agreed then you will be responsible for the rent & bills up to the date of a new tenant moving in. You may also be liable for other costs associated with re-letting the property.

7.2 Giving Notice;

- Please refer to your tenancy agreement for clarification of agreed notice period.
- Notice must be given in writing (either by letter or email).
- Confirmation will then be given for notice received and clarification of your last day of your tenancy.
- Please see the end of tenancy / check-out procedure below; detailing what you need to do before you vacate the property.

7.3 Vacating / Tenants Responsibilities;

- All items on the inventory are assumed to be in good, clean, undamaged order unless noted otherwise at the start of your tenancy.

- Report any faulty appliances, minor defects or other maintenance issues to maintenance@flatsinleeds.com to avoid any unnecessary deductions to your bond.
- Checking the property against the inventory to avoid any deductions from your bond, including returning items to their original place, as tenants will be liable for a charge associated with the time taken to return items to their original place.
- Cleaning the flat thoroughly ready to be re-let for the next tenancy. This needs to be to the level of a professional clean, if this is not deemed to be so then tenants will be liable for additional cleaning charges.
- Carpets should be professional cleaned if marked or stained, if it is marked or damaged, you may be liable for the cost of replacement or a percentage of replacement costs.
- Crockery, china and utensils should be checked for soiling, chips, burn marks, loose handles etc, if damage has occurred beyond fair wear and tear, compensation or replacements costs will be added to the list of deductions from the bond.
- Kitchen areas, including inside the cupboards, microwave and thorough clean to oven and grill. Thorough cleaning in and under appliances, including the fridge freezer and defrosting the freezer, then leaving it switched on.
- Clean all appliances throughout the property and check they are in good working order. This includes large appliances such as washer and small appliances such as vacuum cleaner, kettle, toaster, iron etc.
- Decorations etc. It is accepted that during the course of normal day to day living a few finger marks will appear on the walls. However, should this be found to be excessive, charges would be added to list of deductions from the bond.
- Things such as hooks and nails into the walls, excessive furniture rubbings, pencil or crayon marks, tears in wallpaper and excessive damage to woodwork are not considered to be fair wear and tear and will be liable for charges to make good if this has not been done by the tenant.
- Beds, mattresses and pillows will be examined for staining and damage not previously recorded on the inventory. Charges will be made in the form of compensation or a percentage of the replacement cost as appropriate. Linen if any should be left clean and pressed.
- Polished furniture will be checked for scratches, ring marks, burn marks, soiling and damage to joints. Repair costs can be high so provisions should be made to protect or a charge will be made to repair.
- Put new vacuum cleaner bag in and clean out the dust collector and replace the belt on the vacuum cleaner where appropriate.
- Replace any blown light bulbs or fuses.
- If you are unsure on any item then please contact the office and we will advise the best way to avoid any charges for that item.
- All personal items must be removed by the time the final inspection / check-out starts.

7.4 Returning keys;

- All keys must be returned on the last day of your tenancy at the checkout or to the office if you're not attending the checkout.
- The tenancy is deemed to be running until receipt of keys and extra days of rent will be charged for late return of keys or the charge of a lock change / key cutting if applicable.
- Please ensure all keys that were provided at the start of the tenancy, including balcony, window, post boxes, fobs, parking permits etc, are returned or you will be liable for the cost of replacing any of these.
- If keys are posted please ensure you use a registered service and also that they don't refer to the property but quote your name.

7.5 Standing Orders / Post;

- You must cancel any standing orders with your bank as they will not accept instruction from ourselves. We charge a fee of £20 for dealing with / returning overpayments at the end of a tenancy.
- Please ensure you have set up / arranged for redirection of any post items, as this will not be forwarded on.

7.6 Utilities;

- All utility companies should be contacted by the tenant(s) to advise of your move out date & forwarding address.
- Final meter readings will then be provided at the checkout.
- Bonds will not be able to be finalised until we have received evidence that the utility companies have finalised your account and it has been settled or they have your forwarding address to finalise this.

7.7 Final Inspection / Checkout;

- We highly recommend that tenants should be present at the checkout.
- These will be arranged for the last day of your tenancy, however if the last day of your tenancy falls on a weekend or bank holiday it will be done on the next working day.
- Check-outs will be done Monday to Friday, from 9am to 3pm at the latest.
- Please ensure you are ready for check-outs, otherwise they may have to be re-scheduled for another day, and addition rent could be charged.
- The property will be checked against the inventory from the start of your tenancy, the tenant & landlord will then receive a report.
- This report will state the current condition of the property, and notes to the side stating who is considered to be responsible.
- Any replies or comments relating to this check out must be returned on email, to then be discussed by the relevant party.

7.8 Bond Deductions / Bond Return;

- Notify us of a forwarding address for purposes of the outstanding utility bills and return of bond.
- If the property is managed by Flats In Leeds then we will hold the bond through the tenancy. Landlords who manage their own properties will hold bonds within a relevant scheme.
- Deductions if applicable will be agreed between tenant and landlord in writing. If the bond is held by Flats In Leeds then we liaise between tenant and Landlord to get these agreed.
- If there are deductions it is not possible to give a timescale on bond returns as it is dependent on the work needed to be done to the property. We do however endeavour to resolve as quickly as possible for both parties.
- Once this has been confirmed we will arrange for the return of the relevant amounts of the bond to tenant & landlord.
- 10 days return of bond is only applicable if there are no bond deductions.

8.0 Map To Office

