

Renting a Property

Your responsibilities as a Tenant

Here is a helpful guide which outlines your responsibilities as a Tenant. It is also important to know what to do if a problem occurs during your tenancy.

Rent

You should ensure rent is paid in full, on time and in line with the rental payment date specified within your Tenancy Agreement.

In the unlikely event there is a dispute with your Landlord, it is important that rental payments continue to be made in full and on time. If this is not done, it may affect your position if the matter went to court.

Neighbours

It is important that you are considerate of neighbouring properties and residents. Please do not block your neighbours access or parking spaces, play excessively loud music or partake in any activity considered to be antisocial behaviour. You will also be held accountable for the behaviour of anyone who lives with you or visits you. If a neighbour causes you any nuisance it is important to report this to your Landlord/Managing Agent and the relevant authorities.

Repair & Maintenance

It is vital that you report any damage or maintenance issue immediately to your Landlord/Managing Agent. Failure to do this could cause further damage for which you may become liable. This could include a slipped/broken roof tile, a broken gutter/downpipe, a leak, any damp patches, dripping taps, faulty light switches etc.

Utilities

At the start of the Tenancy, it is your responsibility to notify the local authority for council tax and also the suppliers for gas, electricity, water and drainage and any additional services that the property has, such as telephone, broadband etc. Please let the Landlord/Managing Agent know if you need any assistance with this.

Property Inspections

It is not unusual for a Landlord/Managing Agent to want to visit the property every 6 – 12 months to conduct a general inspection. The Landlord/Managing Agent is required to provide you with a minimum of 24 hours written notice (usually by email) should they wish to inspect, unless there is an emergency at the property which may require more urgent attention (i.e leaks, boiler breakdowns etc).

PROPERTY CARE & MAINTENANCE

Security & Locks

As a Tenant it is your responsibility to ensure that the property is secure at all times, especially when you are not in or away for an extended period. This is important, not only to comply with the Landlord's insurance conditions, but also for your own contents.

If any windows crack or are broken, it is important that these are repaired as a matter of urgency.

If you lose any keys or window locks during your Tenancy you will be responsible for the cost of replacement. However, if any locks break you must inform the Landlord/Managing Agent immediately.

Insurance

The Landlord is responsible for buildings insurance. However, it is the Tenant's responsibility to take out their own contents insurance.

Appliances

It is important to ensure you have read the user manuals to make sure you are operating any appliances correctly, in accordance with the manufacturer's recommendations and capacity. If a malfunction is caused by misuse it will be your responsibility. Please ensure all appliances are cleaned regularly, including pipework, flues and filters. Please contact the Landlord/Managing Agent immediately if there are any problems with the appliances.

Drainage

In the event there is a private drainage system at the property, it is your responsibility to have this emptied on a regular basis and at the end of the Tenancy. You should be aware that sanitary waste/materials including nappies etc cannot be flushed into a private drainage system. If you are unsure what type of drainage system serves the property and also how to use it, please contact the Landlord/Managing Agent to assist.

NOTE: This document does not override the responsibilities that the tenant has under the terms of their tenancy agreement and this is purely a supporting document.

Leaks/Blocked Pipes & Guttering

Please ensure you know the location of the stop cock at the property as you will be required to turn off the water in the event of a leak.

If there is no cold water running from the kitchen cold tap, your first call should be to your water supplier (Southern Water etc) to check there are no issues with the water supply. If no issues have been reported, please then contact your Landlord/Managing Agent immediately.

It is your responsibility to ensure that the drains/waste pipes are kept clear and free from blockages. If a contractor is called out to the property to deal with a blockage which has been caused by misuse, it is likely you will be liable for the cost of clearing the blockage.

It is also stated in your Tenancy Agreement that you are responsible for keeping the gutters clear from leaves/moss etc.

Cleaning

It is your responsibility to ensure the property and its fixtures and fittings are kept in a clean and tidy order, using appropriate cleaning products, including cleaning the windows and having the chimney swept annually by an approved contractor.

If there are any wooden work surfaces or wooden/hard/ceramic/marble floors at the property, please ensure that you seek advice from the Landlord/Managing Agent if you are unsure about which cleaning products/substances should be used on them.

Garden Maintenance

If it is your responsibility to look after the garden, please ensure the lawn is mown regularly, the borders are weeded and the shrubs, climbing plants and hedges are cut back after each growing season.

Vermin & Pests

It is your responsibility to deal with any pest infestation at the property, including the extermination of vermin and removal of wasps nests etc. To help reduce the risk of infestation, please ensure the rubbish is collected regularly.

Lighting

You are responsible for replacing any light bulbs that are not working, however if it is suspected that there is an electrical fault, please notify your Landlord/Managing Agent immediately.

Electricity Supply

If, at any time, the electricity supply fails, please make sure you check the mains fuse and consumer unit before contacting your electricity supplier to check if there are any faults. If no faults have been reported, please contact the Landlord/Managing Agent as a matter of urgency.

CONTACT DETAILS:

Landlord/Managing Agent:

Telephone:

Email:

Heating

Please consult the user manual for your central heating and hot water system to ensure you know how to operate your boiler and/or associated programmers. If you are unsure how the system works please contact the Landlord/Managing Agent for assistance.

If the central heating system is oil fired, you need to ensure the oil tank is regularly monitored and kept topped up. If the boiler breaks down because the oil tank is empty, you will be responsible for the cost of an engineer's visit and any replacement parts required to bring the boiler back to working order.

In winter, it is important that you ensure the property remains heated to avoid freezing/burst pipes and we recommend setting the thermostat to a temperature of not less than 10 degrees at any time. If you plan to be away for an extended period during the winter months, as well as notifying your Landlord that you are going away, it may be necessary to turn off the water and drain the system down. We would recommend consulting a plumber to assist with this.

If the hot water system is not used for extended periods, we recommend setting the thermostat to a temperature of 60 degrees or above to avoid the potential development of Legionella bacteria.

Should your central heating/hot water system fail at any time you should contact your Landlord/Managing Agent.

Waste

It is your responsibility to ensure that you are using the correct waste bins provided by the local authority for household waste and that they are put out for collection at the correct times. If any items are not able to be removed by the rubbish collection, you should make your own arrangements for disposal, either by appointing a suitable licensed waste removal contractor or by taking the items to the tip.

Inventory/Schedule of Condition

A full schedule of the condition of the property will be provided at the beginning of the Tenancy. It is your responsibility to return the property in a similar condition to how it was at the beginning of the Tenancy. Please refer to the inventory/schedule of condition and check-in report if you are unsure. If the property is not returned in a tidy condition at the end of the Tenancy or there is some damage, your Landlord/Managing Agent may request that a deduction is taken from the deposit to make good. If, after various discussions you do not agree with the suggested deduction, you will have the opportunity of stating your case to an independent adjudicator.

CONTACT DETAILS:

Maintenance:

Telephone:

Email: