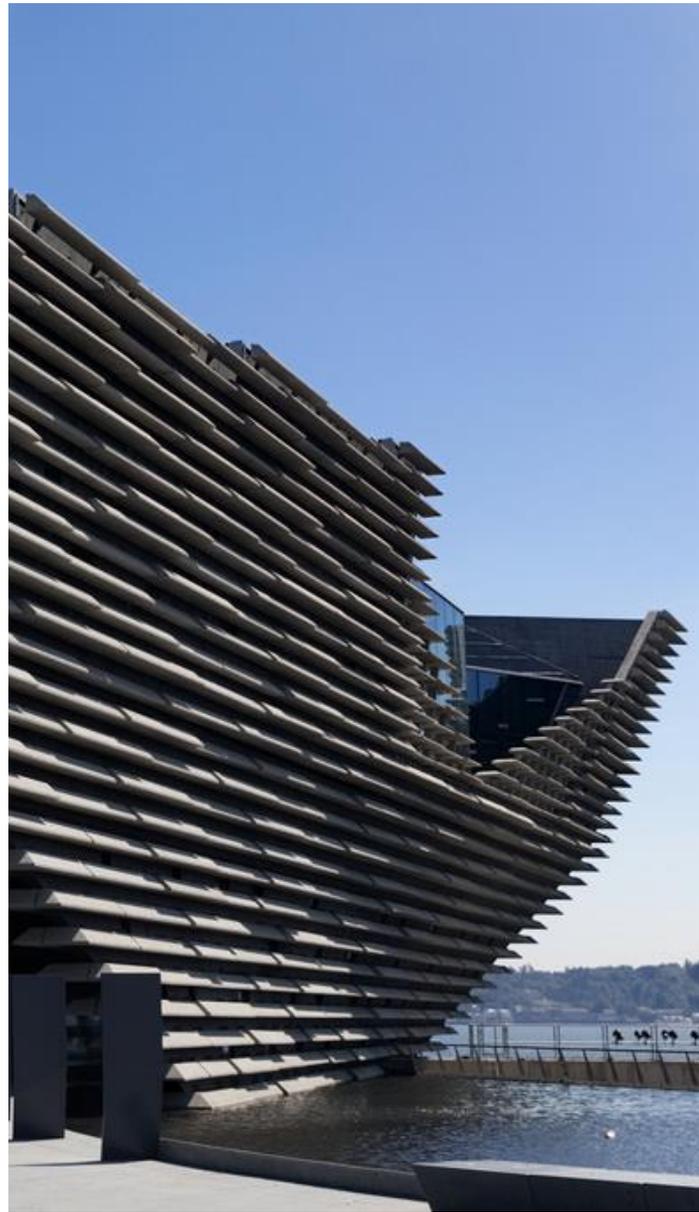


Move In Pack

For new tenants

Please refer to this document for your property and lease queries.

Whilst efforts are made to ensure things do not change mid-tenancy, if they do then the most up-to-date information can be found on our website: www.easylets.co.uk



Information and links in this booklet are correct as of January 2021.

Easylets Ltd





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Scottish Government tenancy guides & useful links

PRT Lease agreement

On 1st December 2017, the Scottish Government launched a new type of tenancy agreement called the Private Residential Tenancy (PRT). The purpose of the new tenancy scheme was to improve security for you as a tenant whilst also providing safeguards for the landlord.

The clauses of the lease are categorised as either mandatory (which are set by the Scottish Government and cannot be amended) or discretionary (which the landlord can choose to include or exclude from the tenancy agreement).

You should use the links below for more advice from the Scottish Government giving information about the PRT lease agreement and what it means for you, prior to signing your lease agreement.

The model copy of the PRT lease agreement provided by the Scottish government can be found here: www.gov.scot/publications/scottish-government-model-private-residential-tenancy-agreement

Easy Read Notes and Statutory Terms

By law, we must provide you with either the 'Easy read notes for the Scottish Government model tenancy agreement' or the 'Private Residential Tenancy Statutory Terms Supporting Notes'.

Links to both are below.

These notes will help you to understand the terms of your tenancy and your rights and responsibilities during your tenancy:

www.gov.scot/publications/easy-read-notes-scottish-government-model-private-residential-tenancy-agreement

www.gov.scot/publications/private-residential-tenancy-statutory-terms-supporting-notes-essential-housing-information

Legionella information

Legionnaires' disease is a potentially fatal form of pneumonia caused by ingesting contaminated water containing Legionella bacterium.

All man-made hot and cold water systems can provide an environment where Legionella can grow.

Where conditions are favourable (i.e. suitable growth temperature range; areas of rust, sludge, scale, biofilm etc) then the bacteria may multiply thus increasing the risk of exposure.



Advice to tenants

In order to limit the chances of legionella bacteria in your water systems, tenants should be advised in particular that they should:

- advise landlord if they believe the cold-water temperature is above 20°C
- inform the landlord if they believe the hot water temperature is below 50°C or the hot water boiler / water heater is defective in any way
- not adjust the temperature of the hot water
- flush through little used outlets for 2 minutes at least once a week
- clean, disinfect and descale shower heads at least once every 6 months
- notify the landlord if they notice any debris or discolouration in the hot or cold water

SAL Condensation / Damp prevention guide



All houses can be affected by condensation and it can cause mould, leave a musty smell and damage clothes, furnishings and decoration. The advice below should help you prevent condensation before it becomes a problem and identify the differences between condensation and damp.

What is condensation?

Condensation occurs when moisture in the air gets cooler and tiny water droplets appear on surfaces e.g. when your mirror mists over after you have a bath. It usually happens during cold weather and appears on cold surfaces and places where there is little movement of air; for example in corners of rooms, on or near windows and in or behind furniture. If left untreated black mould will begin to grow.

What causes condensation?

There are three main causes of condensation in a house:

- Rooms that are too cold and inadequately heated, creating lots of cold surfaces.
- The production of too much moisture from cooking, washing, showering, clothes drying etc. – all result in moisture laden warm air which will lead to condensation in the coldest parts of the house.
- Inadequate ventilation of the steam produced at source, which keeps it all in the sealed envelope of the house. Houses with double glazing and no open chimneys are effectively hermetically sealed boxes, with little or no ventilation to remove excess moisture when it is produced. Through the daily routine of showers, baths, boiling kettles, cooking, drying clothes and breathing a person will produce approximately 4 pints of water per day and ventilation is needed to remove this from the home.



How to prevent condensation

By following the simple steps below, you can considerably reduce condensation by producing less moisture and keeping your home well ventilated and heated:

- Maintain a minimum temperature in all your rooms, especially bedrooms and bathrooms – temperatures should not be allowed to fall below about 18°C. If you are out all day leave some heating on to keep the house warm.
- Minimise the amount of steam you produce when cooking and washing and always vent this to the outside, for example by opening a window or using the extractor fan if you have one. Always confine steam to the room it is produced in by keeping internal doors closed.
- Keep the bathroom door closed during and after bathing. Open the window (or use the extractor fan if you have one) straight after bathing, in order to get rid of the moisture.
- Dry clothes outside, or in a room with the window open and the door shut. Vent tumble driers outside if they're not condenser versions.
- Keep all rooms ventilated by slightly opening windows and keeping doors shut, particularly when the room is in use. Double glazed units often have trickle vents fitted which should be left open. This helps release any moisture and prevents it spreading around your home.
- Don't block airbricks or window vents.
- When going to bed, close the bedroom door and keep a small window ajar or when getting up, open the window and keep the door closed for a couple of hours to get rid of the moisture produced overnight.
- Wardrobes and other large items of furniture should not be placed directly against external walls. Pockets of trapped air can lead to serious surface condensation and mould growth on the walls and furniture. Leave space between the back of the furniture and the wall. Leave wardrobe doors open slightly. Put floor-mounted furniture on blocks to allow air to circulate underneath.
- Open a window and shut the doors of any rooms affected by condensation.
- Left untreated nuisance condensation can cause mould to grow. If this happens you must remove mould by washing the surfaces affected with a fungicidal mould remover, following the manufacturer's instructions.

What is damp?

Damp is different from condensation. Damp occurs when a fault in the building's structure lets in water from outside. There are two main types of damp:

- Penetrating damp - this occurs if water is coming in through the walls or roof (for example, under a loose roof tile) or through cracks.
- Rising damp - this occurs if there is a problem with the damp proof course. This is a barrier built into floors and walls to stop moisture rising through the house from the ground.



Pre tenancy information

Paying your deposit & where it will be registered

Once your application has been accepted, we will ask you to pay a deposit. The property will not be held for you until a deposit is received so it is important you transfer the agreed balance as soon as possible.

Your deposit should be paid using the account details below using your name or the property address as a payment reference:

Bank: Royal Bank of Scotland

Account name: Easylets Property A/c

Sort code: 161285

Account number: 00251561

Once received, the deposit will be transferred by Easylets Ltd into a Deposit Guarantee Scheme within 30 working days from the start date of your tenancy and will remain there for the duration of your tenancy.

Once the deposit is registered by us, you will be contacted by the Deposit Guarantee Scheme via email (Usually this will be 'Safe Deposits Scotland') with a note of your Deposit Repayment Number (DRN). This number is unique to you so do not share it with anyone.

Using the DRN number you must log in to the Safe Deposit Scotland website and set up your online account. From there you can download your Deposit Protection Certificate and Prescribed Information Document.

At the time of your first log in you will also be given your Deposit Account Number (DAN). You must keep a note of your DRN & DAN numbers. It is important you keep this information saved as you will need it again when you move out of the property to claim back your deposit at the end of your tenancy.

You can log in to your deposit account at any time using these numbers and get more information about the Deposit Guarantee Scheme at the following link (If your deposit has been registered with a Deposit Guarantee Scheme other than Safe Deposit Scotland the process may vary):

<https://www.safedepositsscotland.com>



Signing the lease agreement

The lease agreement will be sent to you via email and can be signed electronically using our e-signature software.

You will be sent a copy of the lease to check over via email and will then be prompted to accept the terms of the document. The lease will then be stamped with a digital signature of the date and time you accepted the terms. Once all relevant tenants have accepted the terms of the agreement a final copy of the lease will be emailed to you.

Instructions on how to use the e-signature software will be sent to you along with the lease agreement.

The lease agreement is a legal document, so it is important you take the time to read through it carefully and understand all the terms and obligations you are agreeing to. Advice about the PRT lease agreement can be found using the *Scottish Government tenancy guides and useful links* section earlier in this pack, but you should also take independent legal advice before signing if you feel it is necessary.

Setting up your rent payments

Your rent payments should be made by monthly standing order using the account details below:

Bank: Royal Bank of Scotland

Account name: Easylets Property A/c

Sort code: 161285

Account number: 00251561

We cannot instruct this payment on your behalf, so it is important you contact your bank and set up the necessary payments and use the correct reference number for all payments. Unless instructed otherwise your payment reference should contain either your name or your property address (or both if possible).

Generally, rent payments are due on the 1st of each month and so your first months' rent payment may be more / less than the usual monthly rent payment depending on what date you are moving in. You should check the rent payment schedule in your lease agreement before setting up any payments as this will outline exactly what payments you are expected to make and when.

Setting up your key collection appointment

Once your deposit is paid, your lease is signed, and you have agreed a move in date with us, we will book a key collection appointment time with you.

Generally, these appointments will be available from 12noon-4pm on weekdays.



We will contact you to book this appointment. If you have not been contacted at least 5 days before your planned move in date/key collection date, then please contact the office to book an appointment.

You should ensure you have made arrangements to make your first month's rent payment on or before the start date of your tenancy as keys will not be handed out if this payment is not received.



Move in day

Collecting your keys

Key collections are by appointment only so be sure you have an appointment booked in advance of the day you plan to collect your keys.

You do not need to collect your keys on the day your tenancy begins but if you are collecting your keys later than the tenancy start date you will still be responsible for the property rent and utility bills from the start date of the tenancy.

On the day of your key collection appointment, you should visit our offices at 121 Nethergate, Dundee, DD1 4DW. Please be sure to arrive on time for your appointment. If we have a busy day and you miss your appointment you may need to come back later.

Before your key collection appointment, you should make sure you have already signed your lease and paid your first month's rent.

If you are entering into a joint tenancy, then all tenants will have to have signed the lease agreement and paid their share of the first months rent before keys can be collected.

Only one tenant requires to attend for collecting the keys. We will give that person your move in pack along with all sets of property keys.

Arriving at the property

It is important that when you arrive at your new property you familiarise yourself with the building. It is likely you will have been in the property before, during a viewing, but now it's time to make sure you know where everything is and how it all works.

First things first, check your keys work and you know which key goes with each lock. There may be multiple locks on the same door and they do not always turn the same way.

Next, using the inventory provided you should locate your utility meters and the emergency shut off points for water, gas (if applicable) and the fuse box for your electrics.

You should also look for any switches for your water heater/ boiler/ kitchen appliances/ shower etc. which may have been turned off while the property was vacant.

The earlier you do these checks the better, so you can alert us to any issues. If you need to contact us outside of office hours, we may not be able to help you until the next working day.

I can't find my electric meter!

Check your inventory. The location of your utility meters will be on the front page. Sometimes the inventory may only give the room where you will find the meter so if you are in that room and still cannot see it - check in cupboards, look behind furniture or in high up storage boxes.

If your meter is located outside and there is more than 1 meter in the same location – use the meter serial number provided on the inventory to double check you have found the right meter for your property.



Checking your inventory and making amendments

Now you have familiarised yourself with the property it is time to check over the inventory.

Our inventories are a best possible reflection of the property, its contents, and their condition – so far as can be fit into 1 or 2 lines per item! It is therefore important to note that the inventory document itself is not exhaustive and that we also take photographs before your move in to back up the written document.

Due to the number of photographs taken it is impractical to share them for each tenancy, so we encourage you to take your own photographs of the property when you move in, particularly of any marks or damages, for your own record.

We do not need you to send any photographs you take showing marks on walls or on furniture but if there are any significant mistakes on the inventory (e.g. the inventory lists 1 red fabric sofa when in fact there are 2 black leather sofas) then please mark these changes on your copy of the inventory. The marked copy should be returned to our office and photographs of the amended item(s) emailed to us within the first 7 days of your move in date. Otherwise we will keep the original copy of the inventory as a true reflection of the property and its contents at the time of your move in.

Whilst most of our tenants move in without any problems, there are occasions where tenants will arrive and find that a property needs maintenance work. If that is the case do not mark these issues on the inventory. If maintenance is required, we need to book in the work to have the issue fixed. Please see our reporting maintenance section for how to make us aware of any issues.

Utility accounts / Council tax / Internet & TV Licensing

Utility accounts

You (and those you share a tenancy with) are responsible for setting up your accounts with utility companies. You can find the property's current supplier by using the links below, but you do not need to contact them and can set up your account with any provider you like.

It is best to check online with a comparison website to see who has the best deals. We don't hold any information about previous tenants utility bills so although you may be asked by a comparison website how much usage the property is likely to use we won't be able to give you any figures.

My first bill was higher than expected!

When you receive your first utility bills check and make sure the units you have been charged for are correct. Often utility companies will use an estimated reading to make up your bills and this can be higher (or lower) than the correct amount of usage.

It is also important to check the dates of the bill are correct. You are liable for the utilities from the start date of your tenancy even if you did not move in until later. For most utility providers there is a daily 'standing charge' and that will be due even if you are not using any units.



Gas: www.findmysupplier.energy

Electric: www.ssen.co.uk/Whoisyoursupplier

If you want to change the utility meters that are in the property, e.g. from Pay-as-you-go style meters to a monthly billed one or if your new provider has asked to install a smart meter that's usually no problem at all. Please notify us in writing, by email, that you are requesting to do so, and we can get permission from the property owner for you.

A note on Pay as You Go (PAYG) utility meters

depending on the type of meter in your property you may need to top up the gas or electricity using a key or card. The top up key/card can be taken to any local shop which displays the PAYG logo and you simply ask the shop attendant to add credit to the key – you then insert the key back into the meter and you'll be topped up and ready to go!



Although the previous tenants top up key/cards may already be in the property you should contact the utility provider as soon as possible to get the account registered in your name. Sometimes the PAYG meters can have a hidden debt that will take money off of your top ups each week. By notifying the utility provider you have moved in and by registering the key in your name the hidden debt will be cleared.

Many PAYG meters have been replaced with 'smart meters' which follow the same principle as the top up key/cards. You can still top the meters up by going to a local shop and using your account number but many utility providers now also allow you to top up online.

Council Tax

We will notify the relevant Council that you have started a tenancy agreement at the property, but you should contact them after you have moved in to confirm the information they have for you is correct and to arrange to set up your council tax payments.

You may be eligible for a council tax reduction (for example if you are the sole resident in a property or if you are a student), but the discount will not be applied unless you notify the council of your circumstances.

If you leave council tax payments until the local authority contact you, you could be faced with a debt building up which will be back dated and will need to be paid, so the sooner you contact the council regarding council tax payments the better.

Internet & TV Licensing

It is your responsibility to set up these accounts to suit your requirements.



Not all properties are eligible for all internet providers services, so it is important you check with the internet provider you choose that they are able to supply your address with their service before taking out a contract.

The landlord is not responsible for the property phone line or internet connection points so any connections fees necessary for your chosen provider will be due to you.

Property contents insurance policies

It is recommended you take out a property contents insurance policy for your personal possessions. While it is the landlord's responsibility to ensure the building itself is insured, their policy will not cover any of your possessions should there be any damages, fire or flood in the building or items lost due to theft or a loss of food due to a power failure with refrigerated appliances.

Waste collection / Bin days

The rubbish collection schedule for your property will vary depending on where you live. Different councils all have different schedules. This information can be found on each of the Council's websites:

Dundee City Council: https://my.dundee.gov.uk/service/Bin_Collection_Calendar

Angus Council: https://www.angus.gov.uk/bins_calendar

Perth & Kinross Council: <https://www.pkc.gov.uk/kerbsiderecycling>

Fife Council: <https://www.fife.gov.uk/services/bin-calendar>

Parking

It is important you make yourself familiar with the parking restrictions around your property. If there is restricted or private parking that you are eligible to use, you may need to obtain a permit from the relevant authority whether that be via the local council or a private parking firm. Often in properties with parking attended to by private parking meter companies a building or site Factor will be in place.

You can check for the relevant contact details of all factored sites in Scotland using the following link: www.propertyfactorregister.gov.scot

Alternatively, contact Easylets Ltd as it is likely we or the property owner will know if the building uses a property Factor.

It is your responsibility to ensure your vehicle is parked in the relevant space (if applicable) and that you have the necessary permit in place.



Mail for old tenants

If you receive mail addressed to previous tenants do not send it to us.

If the post is not junk mail, you should write 'RTS' (Return to Sender) on the front of the envelope and post it back through any Royal Mail letterbox. There is no cost to you to return mail.

If you keep receiving items for a previous tenant, even if it is annoyingly persistent, continue to return it to sender. The sender will eventually stop posting it to the address and the previous tenant can get in touch to rearrange delivery.

If you receive mail that it is addressed to Easylets Ltd please post or bring it to our office at 121 Nethergate, Dundee, DD1 4DW.



Visits and inspections

Annual safety testing visits

In every privately let property the landlord is responsible for the upkeep and maintenance of the property's services such as the electrical installation and the safety testing of gas appliances. This includes regular testing of the electrical installation, any portable appliances provided as part of the tenancy and gas appliances in the property including cookers, hobs and boilers.

If your property holds an HMO licence there are additional tests required to the emergency lighting system, the firefighting equipment and various other aspects of the property set out by the HMO licence guidelines.

The frequency each element requires testing varies and we will keep track of when tests and safety certificates are due for renewal. You will be provided with a copy of the property's current safety certificates at the time of your move in.

When these certificates are due for renewal, we will book on a contractor to attend and carry out the necessary tests. You will be notified in advance of the contractor's visit and they will often contact you directly to confirm appointments.

It is important you allow the contractors access to carry out this testing. Granting this access is a requirement of the terms of your lease. If you cannot be present for the contractor's visit, we can issue them keys for gaining access- with your permission.

It is your responsibility to ensure when the contractor attends the property, they can carry out their work. This includes keeping areas they may need to access clear of obstructions and (in the case of PAYG utility meters) ensuring the properties electricity and gas meters are in credit when they attend. If the contractor attends and cannot complete their tests due to negligence on your part or because you refuse them access parts of the property you may be charged for their call out.

Interim inspections

Easylets Ltd will carry out routine inspections of the property on behalf of the landlord. There will usually be one inspection during the first 3-6 months of the tenancy and then annually thereafter but can be more/less frequent as we deem necessary.

You will be contacted in advance of the inspection taking place and we can arrange access by keys if you are not able to be present during the visit.

As with the safety testing visits, we ask that properties are clean and clear for the inspection and that PAYG meters are in credit so lighting/appliances etc can be checked over.



Monthly fire alarm testing

Your fire alarm system needs regular testing by you, and you should ensure you check it is functioning correctly on at least a monthly basis.

Most alarm systems can be tested by pressing and holding the 'test' button on one of the detector heads.

If your property has more than 1 detector/sounder, they will be interlinked. This means that by pressing test on one detector and holding the button for a few seconds – the other detectors in the property will also sound.

Many smoke alarms are hardwired and have a backup battery in case of a power cut and from time-to-time these batteries need to be replaced. The detector will beep once every minute when the battery is running low. It is your responsibility to replace the back up batteries in the property smoke detectors.

If you need help replacing the batteries in any of your smoke alarms, see the guide on how to report maintenance issue to us. As replacing batteries is your responsibility, if we need to instruct a contractor to do it for you, you may be charged for their call out.

If you stay in a House of Multiple Occupation (HMO) licenced property, then frequent checks on your alarm system are required.

A separate guide will be issued to you outlining your obligations when staying in an HMO property.

Updating your contact information

We predominantly use email and phone numbers to contact you and so it is very important you contact us and make us aware of any changes to your contact details.

If we cannot contact you and we need to arrange access to your property, discuss your rental account or for any other reason and a home visit or letter is required because the contact details you provided are not up to date, you may be charged an administration fee for our time.

You can update your contact information by emailing our office or phoning during working hours.



Property maintenance

Reporting a maintenance issue

During the time in your property, you may encounter maintenance issues that need addressing. It may be something as minor as a broken kettle or as severe as a leak in the property. If any issues arise then our property management team can help you.

We understand that sometimes things break and a lot of the time no one is to blame, so please don't put off letting us know about maintenance. The longer you leave it the worse it may get!

The best way to report a maintenance issue is using our online portal:

Visit: www.easylets.co.uk/tenants/maintenance

From here you can use the drop-down menus to troubleshoot common maintenance problems and first see if the issue is something you can fix yourself.

If you still need to report the problem to us, you can use the portal to give us a description of the issue and attach photographs to help us diagnose the problem.

If the problem is urgent then you should contact us by phone on 01382 202008.

If there is an emergency and you need to contact us outside of office hours you should phone the same number. You may need to leave a voice message, and somebody will get back to you.

An emergency situation as when an incident is dangerous, life threatening, may result in personal injury or cause severe deterioration of the property.

For emergencies we would normally expect you to attempt to stop the problem temporarily to avoid any risk to yourself or your neighbours and prevent any further damage to the property while we arrange for a contractor to visit.

For example, if there is a leak in the property overnight, we would ask that you switch off the water using the water shut off point and we will arrange for the plumber to attend during normal hours the next day. A plumber can then attend, fix the leak and switch the water back on.

Once you report a maintenance issue to us, we will notify your landlord that a maintenance request has been placed. It is then up to the landlord whether to approve the work or not. Whilst there are some things that landlords must fix by law, there are certain things that they are not required to fix and in these cases it is up to the landlord whether they wish to do so or not. We will keep you updated with the landlord's instruction.



Lost keys & common maintenance issues

We have listed some of the most common maintenance issues in this guide. Our online maintenance portal gives examples of many more maintenance issues you may find. Often these are problems which can be resolved yourself so please take time to look through the options and see if the maintenance issue you are having is something you can fix.

I'm Locked out!

Should you misplace your keys or lock yourself out of your property during office hours, please call our office and we can give you a set of keys temporarily to let yourself in. To take a set of keys away from our office you will need to provide ID and leave a deposit which will be returned to you when you bring back the keys.

If you cannot get a replacement set of keys cut yourself, we can do this for you, but you will be charged for the new keys and the time for the contractor to do this for you.

What maintenance am I expected to fix?

You are expected to carry out minor maintenance repairs at the property yourself. For example, you are expected to replace light bulbs when they fail and to replace batteries in smoke alarms if they start beeping.

Tightening screws is something else that a tenant would be expected to do, such as if a door handle becomes loose.

If you have a blocked sink/bath/toilet, you would be expected to unblock it. For this type of domestic blockage, we suggest you try using an unblocking chemical that can be purchased at supermarkets or a plunger. If this is unsuccessful then we will be happy to recommend a plumber.

If you are locked out of your property outside of office hours, then we would suggest you contact your housemates or find alternative overnight accommodation and come to our offices the next morning.

If this is not an option, please call the emergency number. Please be aware that if we need to meet you to give you keys outside of office hours there will be a callout charge that you will be expected to pay.

I can smell gas!

If you smell gas inside your property, switch off the gas at the shut off point (noted on your inventory - usually by your gas meter), open windows and avoid using electrical appliances or switching on lights. You should contact our office and we can book on an engineer to attend.

If you can still smell gas or you think the smell is coming from outside or another property, then call the National Grid emergency line on 0800 111 999 (this is a 24-hour line). National Grid will come and switch off any part of the gas system they think may be causing a problem. If the issue is within your property, they will not carry out a repair and so you should make us aware the gas has been shut off so we can arrange for a gas engineer to attend.

There is a water leak coming from above!

If you have another property above you, you should go up and make the occupants above aware of the leak immediately. Ask them to switch off their water or stop using the appliance which is causing



the leak. Establish if the occupants own the property or if they are renting and then get contact information for the occupier or their landlord which you can then pass on to us.

If the water is coming in due to a roof leak and it is still raining, then unfortunately we normally need to wait until the rain has stopped before it is safe for a roofing contractor to access the roof. You should contact us within working hours to make us aware of the issue and do your best to limit any water damage in the property with towels or basins while it is still raining.

My electricity has gone off!

Firstly, do you have a Pay-As-You-Go meter? If so, this may need topping up (contact your supplier if you are not sure how to top up the meter).

If you do not have a PAYG meter or this has still not solved the issue, check to see if your neighbours have no electricity too.

If your neighbours also have no power, please contact SSEN to check if there is a power cut in the area. You can do this via their website (www.ssen.co.uk/Powertrack) or by calling them on their emergency line: 0800 300 999 or 105.

If there is not a power cut in the area, then go to your fuse-box and re-set any switches which have tripped to off. If when resetting the fuses they keep tripping off then switch off all the fuses and make sure they are pressed all the way down. Then, unplug all electrical appliances in the house especially kettles, irons, hair straighteners, phone chargers and washing machines. You should then be able to reset the fuse box.

By plugging each appliance back in individually you will see which item is tripping the fuses.

If it is an appliance provided as part of your tenancy, get in touch via our maintenance portal to let us know the appliance is faulty.

My boiler won't switch on!

First, if you have a PAYG gas meter, make sure the meter is in credit.

Next, check the boiler is switched on and that the boiler fuse in your fuse box has not tripped. Often there will be a plug or switch near the appliance.

If you have a gas supply and the boiler is switched on, check the boiler pressure is topped up. Usually there will be a pressure gauge on the front of the boiler. If the pressure is below 1 then sometimes the boiler may not be able to start up properly.

Check the boilers make and model online to see if topping up can be done by yourself. You will find most boilers will have YouTube tutorials or manual downloads which will allow you to do this yourself. If you are uncomfortable topping up the boiler or cannot find how to do it online, then report the issue to Easylets Ltd.

If you find you are topping up the boiler pressure frequently, make us aware as this can be an indicator there is a leak somewhere on the heating system.

If the problem is not related to a gas supply issue, the power supply to the boiler or the boiler pressure report the issue to Easylets Ltd.



Emergency contact details

In the event of an emergency at your property, below is a list of contact numbers for the emergency services and other useful local authority numbers to use.

Firstly, you will need to decide if the emergency needs to be dealt with by the emergency services. If it is not an issue for the emergency services and relates to an issue in the property; then you should next try to and isolate the problem. For example, by switching off the water if there is a leak. You can then report the issue to us the next day during normal office hours.

If you have an out of hours emergency maintenance issue that cannot be isolated until the next working day, you can contact the Easylets Ltd 24hr number. It is the same as our normal office number but will be diverted to an Easylets Ltd member of staff. If they do not pick up, it is important you ring more than once. Do not leave a message as they can only be picked up at our offices and won't be noticed until the next working day.

EMERGENCY	
POLICE	999
FIRE	999
AMBULANCE	999
GAS	0800 111 999
ELECTRIC	0800 300 999
WATER	0845 600 8855

NON EMERGENCY	
POLICE	0300 111 2222
NHS 24	08454 242424
ASBO TEAM	0800 169 3845
NIGHT NOISE TEAM	0300 111 2222
WASTE MANAGEMENT	Collections 01382 432777 Special uplifts 01382 432750 Discarded Needle uplift 01382 433063
PRIVATE SECTOR SERVICES UNIT	0800 085 3638

EMERGENCY LANDLORD / AGENT CONTACT	
MAIN CONTACT NAME	Easylets Ltd
24 HOURS	01382 202008



Emergency Contractor List

If you have an out of hours emergency maintenance issue that cannot be isolated until the next working day and you cannot get through to somebody on the Easylets Ltd emergency contact number and nobody has yet returned your call; below is a list of our approved emergency contractors contact details.

You should always contact Easylets Ltd to report any maintenance issues first and only use the numbers below as a last resort. If you book an emergency appointment and the issue was not an emergency, then you will be liable for the emergency call out charge, which depending on the contractor, can be over £100.

TYPE	CONTRACTOR	PHONE NO
GAS	APH	07951 782285
ELECTRIC	C.A.R.E Ltd.	07949 229590
PLUMBER	APH	07951 782285
HEATING	APH	07951 782285
SECURITY ALARM	ELECTRO GUARD SECURITY SYSTEMS	01382 818480
GLAZIER	THE WINDOW MAN	07739 724554
JOINER	TRADES24	07779 807217
LOCKSMITH	LOCK SHOP & SECURITY SERVICES LTD	01382 816168
FIRE EXINGUISHER MAINTENANCE	STEWART RAMSAY LTD	01382 731199
FIRE ALARM	ELECTRO GUARD SECURITY SYSTEMS	01382 818480

Neighbour issues

If you have anti-social neighbours it is important to report any incidents to the police, the night noise team or the ASBO team using the numbers provided. You should also contact Easylets Ltd to make us aware of the issue. If the neighbours you are experiencing issues with are renting, we may be able to contact their letting agency or landlord. If the tenants are renting another property managed by Easylets Ltd we will be able to contact them directly to try resolve the issue.



Moving out

Giving correct notice to leave

All notices to leave must be given in writing, preferably by email.

You should email your property manager or our general email account (info@easylets.co.uk) giving the relevant notice as stated in your lease.

The minimum notice period you are required to give will be dependent on the type of lease agreement you signed, but for the majority of tenancies this will be a PRT Lease agreement (all tenancies signed after December 2017 are PRT lease agreements).

With the PRT lease agreement you must give a minimum of 28 days' notice. Per the terms of the lease agreement, you must also allow a maximum of 48hrs for the notice to be received and acknowledged by us so please allow for this period of time when factoring in the final date of your tenancy.

On receipt of your written notice to leave we will send an acknowledgement confirming the final date of your tenancy and the final rent payment you will be due to make.

Final rent payment and cancelling your future rent payments

Once your notice to leave has been received you will be sent an acknowledgement giving information about your final rent payment. If you are leaving mid-way through a month, your final rent payment will be less than a full month's rent and will be calculated on a pro-rata daily basis.

The last month's payment will be due on the 1st day of the month you are leaving.

It is your responsibility to arrange to make this payment with your bank and to cancel any monthly standing order payment you have set up for future month's rent. We cannot do this on your behalf.

If in the event you make an overpayment in rent or do not cancel a standing order and a reimbursement of a payment is due to you, you may be charged an administration fee for us organising the return of your overpayment.

Leaving your property / Returning keys / Property final inspection

The property should be returned in a condition that is suitable for Easylets Ltd to re-let. Thus, the property must be cleaned to a professional standard, paying particular attention to the kitchen and bathroom, and ensuring all carpets and other floor coverings are cleaned. If you are short of time, or are unable to carry this out yourself, we can provide you with a list of local, reliable cleaning firms who would be able to carry this out on your behalf.



If you plan to use a cleaner at the end of your tenancy and would like to use one of our recommended firms, you should get in touch at least 3 weeks in advance of your tenancy end date so you can book in the company to attend prior to the last day of your tenancy. You will be responsible for arranging the visit and paying the firm directly.

Please note, any cleaning costs incurred by Easylets Ltd to bring the property up to the required standard needed for re-letting at the end of your tenancy will be deducted from your Security Deposit.

You should ensure that all light fittings throughout have working bulbs and that no personal belongings, unwanted items or items not listed on your Move in Inventory are left in the property. You should ensure all storerooms, wardrobes, shelves, and kitchen cupboards are emptied and cleaned.

Easylets Ltd reserves the right to charge for replacing any missing lightbulbs and disposing of any unwanted items left behind in the property.

All sets of keys, fobs and parking permits (if applicable) for the property must be handed back to our office before 12noon on the final day of your tenancy.

In the event of keys/fobs/parking permits being returned late, a daily penalty charge will be applicable. If keys/fobs/parking permits are not returned to our office or are lost, Easylets Ltd reserves the right to arrange for replacement copies to be made or for locks to be changed, with any costs involved being recoverable from you.

It is recommended you return your keys in person to our offices but if you cannot do this and you need to return your keys by post, then ensure they are sent in a suitable envelope that cannot be ripped by the sharp edges of the keys. You must also ensure you include a note with your name and your contact details in the envelope with the keys, so we know who they are from.

A final property inspection will be carried out by Easylets Ltd once the property has been vacated and the property keys have been returned.

Closing Utility accounts / Redirecting your mail

At the end of your tenancy, it is your responsibility to close all utility accounts held in your name for the property, inclusive of; Gas & Electric accounts, TV & Broadband accounts, landline phone connections and any other subscriptions which are specific to you at the property address.

You should contact the relevant utility providers prior to moving out to ensure you are aware of any notice period you are required to give for closing your accounts.



You should ensure you are aware of any closing fees relevant for each account and take with you any hardware you are required to return at the end of your contract (e.g. Wi-Fi routers or tv boxes). Any items left behind in the property will be removed and disposed of.

When closing accounts for gas and electricity it is important you provide the energy supplier with accurate closing meter readings. If your bills have been based on estimated readings during your tenancy you may have a final payment to make or a credit due back to you.

If you are leaving the property before the last day of your tenancy, you must not close your gas and electricity accounts until the final date of your notice to leave (even if you are no longer living in the property) as you will still be liable to the standing charge for the remaining days of the tenancy while the property is vacant.

After leaving the property, you are also responsible for changing your address with banks, the DVLA and any other relevant parties that may write to you.

Royal mail provides a mail redirection service which can be set up for 3, 6 or 12 months to allow you time to change your address with the relevant companies. More information about the service and a guide on how you can set up mail redirection can be found using the following link:

<https://www.royalmail.com/start-your-redirection>

Deposit returns

You can only begin your deposit return claim after the end date of your tenancy.

After this date, either party (you or Easylets Ltd) can begin the claim. Once the first party has started the claim the second will have 30 working days to respond.

Once we have carried out a property final inspection we will be in touch and will submit our deposit return claim.

If there are any deposit deductions proposed these will be noted on the claim. Where there are significant deductions, we will try to contact you prior to submitting the claim to discuss this with you.

More information can be found by logging into the Deposit Guarantee Scheme your deposit is registered with. You will have been sent your log in details directly from the relevant Deposit Guarantee Scheme around the start of your tenancy.