



## montrose

P R O P E R T I E S

### Notes For Your New Tenancy With Montrose

Thank you for deciding to rent accommodation through Montrose Properties. We hope you will find the stay in your new home both pleasant and trouble free. Montrose is always here to help you and to listen to any problems you may have.

Please find below some notes that we think will help you settle into your new home. These notes should be read in conjunction with your tenancy agreement.

#### **Contacts**

1. If you have any problems you can contact Montrose during office hours on 0161 445 7000.
2. All correspondence should be sent to our head office at 20a Lapwing Lane.
3. If you have any problems outside our office hours with your gas, water or electric - you may contact our emergency number on 0161 491 1955.
4. If you have any problems outside our office hours gaining access to your property please contact 07970 091 991. There will be a charge if the problem is caused by yourself or your friends.

#### **Rent**

1. Please ensure you have sufficient funds in your account on the first of each month so you can meet your rental obligations.
2. If you have a problem with your rent please contact us immediately, so other arrangements can be made.
3. If you change banks, please remember to set up a new standing order. New forms are available from our office.
4. If a cheque bounces, a charge is normally made (see your tenancy agreement).

#### **Tenancy Agreement**

1. If more than one person has signed the agreement, please remember that you are all jointly liable for the total rent. This means that if one person does not pay their 'share' of the rent, the other people have to pay it.
2. If you wish to decorate any part of the property, please write to Montrose.
3. Furniture is not normally available to be removed from a property.
4. Please do not use 'Blu-Tak' etc. (see your tenancy agreement).
5. At the end of the fixed period, your tenancy **does not** end. It continues until either you or your landlord gives written notice. The period of notice must be at least two months and be given on the 1<sup>st</sup> of a month (rent due date). You cannot give notice to move out before the end of the fixed period (see your tenancy agreement).

## **Moving In**

1. When moving into your new home take relevant meter readings. These may include gas, water and electric.
2. Contact all the utilities and put your name(s) on the bills. These utilities usually include services for gas, water, electric, telephone, council tax and television.
3. Useful numbers are:
  - PowerGen - 0800 195 0101
  - British Gas - 0845 609 1122
  - Transco (gas leaks) - 0800 111 999
  - Transco (to find out your gas supplier) - 08706 081 524
  - United Utilities (Water) - 01925 461100
  - M/cr Council Tax - 0161 953 8333
  - British Telecom - 0800 800 150
  - United Utilities (to find out your electricity supplier) - 0870 751 0093
4. If you change your gas or electricity supplier please let Montrose know.
5. Please let Montrose know your telephone number once it is connected. If your telephone number changes during your tenancy please let Montrose know.

## **Moving Out**

1. When moving out, again take meter readings and contact the relevant utilities.
2. You may like to use Royal Mail's postal redirection service. Telephone 08457 740 740 for more information.
3. Make sure you leave the property clean.
4. Defrost the fridge / freezer a few days before moving out, and mop up any water that leaks onto the floor.
5. Make sure all the property's contents are present and intact.
6. Hand your keys into Montrose on the correct day. Do not leave keys in the property. If you post keys through our door, please put keys in an envelope with your name. If you post keys with Royal Mail, etc. please use a strong padded envelope. Do not enclose the address of the property, in case the keys get lost.
7. If Montrose receive your keys late, then your landlord may decide to charge you rent on the whole property, for the extra period.

## **Return of Deposit**

1. Before your deposit is returned you will be required to prove that you have met all your contractual obligations. This means that you will need to produce receipted final bills for each utility. Also, all keys must have been returned to Montrose.
2. Once you have fulfilled all your tenancy obligations Montrose will post your deposit to you within twenty-eight days (see your tenancy agreement). Please let Montrose know your forwarding address

We hope that you find the above information useful. If you have any queries please contact us at the address below. Thank you.

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***OUR SERVICE WILL "ACCOMMODATE" YOU***