



montrose
P R O P E R T I E S

Notes for Your New Tenancy Managed By Montrose

Thank-you for deciding to rent through Montrose Properties. We hope you find your stay in your new home pleasant and trouble free.

For properties not managed by us, you should now contact your landlord directly with any problems you may have. The details of the landlord will be on your tenancy agreement. We are still available to you for any advice you may require. We hope you are satisfied with our service and that you will consider using us again for any future rental property requirements.

For our managed properties, please find below some notes that we think will help you settle in. These notes should be read in conjunction with your tenancy agreement.

Contacts

- You can contact our office by telephone during office hours on 0161 445 7000.
- All written correspondence should be sent to our office, 20a Lapwing Lane, West Didsbury, Manchester M20 2WS.
- If you have any **urgent** problems **outside office hours that cannot wait until we are next open**, with gas, water or electricity, you may contact John Dunn Plumbing & Heating Services on 0161 491 1955.
- If you have any **urgent** problems **outside office hours** regarding access or security, please contact 07970 091 991. There may be a call out charge however if the problem is caused by yourself.

Moving In

- When moving in, confirm the gas and electricity meter readings with the gas and electricity supplier and give them your details. The water company and the council tax office have been notified by us of your occupancy although you should contact them directly should you not hear from them promptly. All of these will be checked for accuracy at the end of your tenancy.

Some useful contacts are:

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| • United Utilities (The areas water company) | 0800 056 7693 |
| • Manchester Council Tax Office | 0161 907 9400 |
| • Stockport Council Tax Office | 0161 480 4949 |
| • Transco (If you Suspect a Gas Leak) | 0800 111 999 |
| • Transco (to find out your gas supplier) | 0870 6081 524 |
| • Electricity NW (for your electricity supplier) | 0870 751 0093 |
| • Manchester Refuse and Rubbish Dep't | 0161 954 9000 |
| • Montrose Properties Maintenance
maintenance@montroseproperties.co.uk | 0161 445 7000/7373 or e-mail |



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email: info@montroseproperties.co.uk V.A.T. REG. NO. 560 8099 27 REGISTERED IN ENGLAND NO. 3432778



OUR SERVICE WILL "ACCOMMODATE" YOU

Tenancy Agreement

- If more than one person has signed the agreement, please remember that you are jointly responsible to pay the rent as a whole.
- If you wish to decorate, you will need permission in writing.
- The landlord's furniture must not be removed from the property.
- Please do not use 'sticky fixers' to put up posters etc. They **DO** mark!
- At the end of your fixed period your tenancy will continue unless you have given appropriate notice to leave. You cannot give notice to leave before the end of the fixed period. (Usually 6 months)

Rent

- Please make sure you have sufficient funds in your account on the first of each month so you can meet your rental obligations.
- If you have difficulties in any way in paying your rent, please talk to us! We will always try and agree other arrangements.
- If you change banks, please again remember to let us know. We will need you to set up a new direct debit.
- If a rent payment is not honoured, a charge is usually made.

Moving Out

- In most cases we ask for **two months notice** to end a tenancy.
- Please ring the council with any excess rubbish you need to have taken away. **Tel. 0161 954 9000.** (Manchester) The council will require at least 2 weeks notice for this service.
- De-frost fridge/freezer a day or two before you leave and mop up any water that may leak onto the floor.
- If you prefer to pay a cleaner please ask and we will recommend one.
- Contact us to make an appointment for '**Check Out**'. We will meet you to check the inventory, agree any dilapidations if any, and for you to return the keys.
- Please make sure you leave the property clean for new tenants.
- Contact the relevant utility companies with **Final Meter Readings** on the day of departure.
- Perhaps use **Royal Mails re-direction service.** Tel. 0845 774 0740

Return of Deposit

You will need to have adhered to all the terms of your tenancy agreement including providing proof that all utilities and council tax are paid. Once confirmation that all this is done, deposits are refunded within 10 days by cheque. **Please let us have your forwarding address!** Your deposit will be de-registered with the relevant deposit scheme.

We hope you find this information useful. If you have any queries, please contact us.