

Managed by Montrose Properties

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, or John Dunn Plumbing and Heating is not available, please contact 07900 921 704
- There is a MINIMUM call out charge to use our out of hours service of £60.00+vat. This is refundable however if the problem is the Landlords responsibility.

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 | 0161 445 7000/7373 |
- or e-mail maintenance@montroseproperties.co.uk

Inventory

- An inventory is a report that not only lists the contents of a property but is an accurate description of the fixtures and fittings. It is compiled shortly before the commencement of a tenancy and checked at termination for any defects or dilapidations which may have accrued.
- Consideration is taken with fair wear and tear for the period of the tenancy. You may be responsible for the cost of repairs or correction if such dilapidations are beyond fair wear and tear or the property is not left in the same condition as at the start of the tenancy. This includes cleanliness, decor and possibly the condition of the garden if you are responsible for the garden according to the terms of the tenancy agreement.

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 Blue Tac or '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 paying your rent, please talk to us! We will always try and agree other arrangements.
- If you change banks, again please 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.

Property inspections

- Periodically, we may contact you to arrange an inspection of the property. This is not only to check that you are caring for the property, but to also check that there are no repair issues that you may not have noticed and informed us about.
- Please endeavour to tell us of any repair issues even if they are not affecting your enjoyment of the property. Small problems are easily rectified but could become major problems if ignored. It is a term of the tenancy agreement that you tell us of any maintenance issues and you could be liable if you don't.

Looking after your property

- Please contact us regarding any repairs and maintenance required in your property, it will be dealt with as soon as possible. Our targets to deal with repairs and maintenance are:
- **All Emergency Repairs** (faults that could cause danger to the occupants) within 24 hrs
- **Urgent Repairs** (faults that are essential to the basic standards of living within the property that could cause further damage if ignored,) within 7 days.
- **All Other Requests** within 30 days.
- When you contact our office with your request, please ask for your job number and keep a record of it to refer to in the future.
- If your request is for an improvement to be made rather than a repair, i.e. furniture to supply or remove, or something that had not been agreed in writing at the time of agreeing the tenancy, permission will have to be sought from your Landlord. If the Landlord does not agree we would unfortunately have to decline the request.
- Arrangements are made for access to your property either by appointment or key access with your permission.
- Ideally please report maintenance issues either in writing or to maintenance@montroseproperties.co.uk If it's an emergency, please telephone our office.
- As a responsible tenant, you have a duty to care for the property and to take precautions against damaging it, knowingly or unknowingly. One common problem is **MOULD AND DAMP** caused by **CONDENSATION**.
- **What is Condensation?** Air can only hold a certain amount of water vapour- the warmer it is the more it can hold. If it is cooled by contact with a cold surface such as a mirror, window or wall, the water vapour will turn into droplets of water, this is condensation. In theory the warmer you keep your home the less likely you are to get condensation, providing there is ventilation.

Looking after your property cont.

- **When is Condensation a Problem?** When lots of steam is being produced, for instance when cooking, bathing and drying laundry. It is common to find your bedroom windows misted up the morning after a cold night. There is nothing much you can do about this although leaving a window open during the night will reduce it. A temporary fix is to wipe down your window glass with washing up liquid to the point where you can no longer see through the glass. Allow it to dry and you should be condensation free for a few days. **Always wipe up any pools of water that may have run off especially if water runs onto sill and down the wall.**
- **How do you know it is condensation?** Other kinds of damp usually leave a tidemark. Condensation is often found on cold North facing walls, in corners, cupboards, behind furniture that is against an outside wall, in fact wherever it is cold and there is little air movement. If you are not sure please call us and we will investigate.
- **What can you do about it?** The way you use your home affects the amount of condensation you get. Ventilation is an important factor. This does not mean you should alter your habits drastically, just bear in mind the following tips.
- **Do not dry laundry on radiators**, or at least confine this to one room and keep the windows open and close the door to prevent the condensation spreading to the rest of the property.
- **Keep the kitchen door closed and the windows open** when cooking or simply boiling a kettle. Do not over boil kettles or pans.
- **Keep the bathroom door closed when showering** or bathing with the window open. Leave the door closed with the window open when finished.
- **Open ALL the windows to the property regularly** to 'change all the air' to the property.
- **Keep furniture a little further away from the walls** to allow air flow.
- If security permits, **leave top windows open, especially at night**, when the outside temperature drops and the indoor temperature rises as the heating kicks in.
- **Do not fill cupboards and wardrobes to bursting point**, again, allow the air to flow.
- **Ensure any tumble dryers are vented to outside.**
- Let us know if there are any extractor fans not working.
- **Wipe down walls** and other surfaces regularly.
- **First steps against mould.** If you deal with the basic problem of condensation and damp, mould should not appear. However, without care, mould and mildew can appear. This can be hazardous to health and should be treated without delay.
- To kill and remove mould, wipe down walls and window frames with diluted bleach or fungicidal wash. Dry clean mildewed clothes and shampoo carpets. Do not brush mould away - use a vacuum cleaner.
- The only lasting way of avoiding severe mould is to eliminate condensation.
- **Vacuum Cleaners.** Be sure to empty the dust bag or container regularly to avoid blocking. Avoid vacuuming up match sticks, hair grips or long pieces of string, hair or similar to avoid blocking the tubes.
- **Tumble Dryer.** If you have a tumble dryer, please empty the filter after every use. Instructions are usually on the inside door of the appliance. Failure to do this could cause fire!
- **Do not block the kitchen sink** with food waste. Pour down hot water and bleach regularly to keep the pipes clear. Also check outside grids are free from food waste and leaves etc that may have blown in.
- **Washing Machine** - avoid leaving coins or objects in pockets that may block the pump. Repairs of this nature are chargeable.
- **Light Bulbs** It is your responsibility to replace light bulbs inside your property. If you live in an apartment, it is the Landlord or the Management Companies responsibility to replace light bulbs in common areas like hallways etc.
- These precautions are covered in the tenant obligations section of your tenancy agreement. You may be liable to pay for repairs if you are neglectful.

Moving Out

- In most cases we ask for two months notice to end a tenancy. Your notice to leave should be in writing.
- Please arrange for a check out appointment allowing us at least one weeks notice. We will meet you at the property to go through the inventory and agree any dilapidations. If you do not do this we will assess the dilapidations without you there the cost of which may come from your deposit. It is very important that you are present so the cost of correcting any dilapidations can be agreed.
- Please arrange for the removal of any rubbish placed outside the property that is not in a council waste bin before you leave. There will be a charge to remove and tip this rubbish. The local council may provide this service by appointment free of charge. (usually 2 weeks notice is required). Tel. 0161 954 9000. (Manchester Council)
- De-frost the 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.
- It is your responsibility to leave the property clean throughout. You will be charged for the cost of any cleaning from your deposit.
- Contact the relevant utility companies, including water with Final Meter Readings on the day of departure and request a copy of the final bill. We will need to see this as evidence of you finalizing your accounts.
- Royal Mail will provide a re-direction service for a small fee to have your post forwarded on to you. Tel. 0845 774 0740
- Remember to return all keys

Return of Deposit

You will need to have adhered to all the terms of your tenancy agreement. We request that you provide proof that all utilities and council tax are paid. Once confirmation that all this is done, deposits are refunded within 10 days usually 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 give us a call!

Enjoy your new home!