



# Tenancy Information Pack

This document contains information that you may find helpful during your tenancy. Please read through it and if you have any questions, don't hesitate to contact us.

## Tenant Information Pack

Thank you for renting a property from **The Landlords Letting Company**. We act as agents on behalf of the landlord of your property. As agents, we have an obligation to the landlord to ensure the tenancy runs as smoothly as possible, the rent is paid promptly and the property is maintained to the same standard as the day the tenancy began. Therefore, we would request that in the event of any issues arising during your occupation of the property, you contact us as soon as possible.

This document is a very brief summary of certain points in your agreement and contains information that will ensure that your tenancy of the property will be as comfortable as possible.

**PLEASE TAKE SOME TIME TO READ YOUR AGREEMENT. IT CONTAINS IMPORTANT INFORMATION THAT YOU SHOULD BE AWARE OF WHILST RESIDING AT THE PROPERTY.**

### The Tenancy Agreement

The agreement you have signed is a legal contract between the landlord of the property and yourself. You should read the agreement carefully and ensure you understand it fully and if in doubt consult a solicitor or another qualified person. The tenancy agreement places legal obligations on you, some of which are explained below.



### Term

The agreement is an Assured Shorthold Tenancy Agreement, which means that you can stay in the property for the period of the lease, provided you meet all the obligations of the tenancy. You have the right to an initial minimum term of six months.



### **Notice Period**

If the landlord wishes to end the tenancy at or after six months, we will serve what is known as a Section 21 Notice, which gives you two months' notice before you have to leave the property.

## Early Surrender

Due to the terms of the agreement, you are contracted to remain at the property until the end of the period stated in the agreement. Should you decide to leave at the end of the period stated in the agreement, you must notify us in writing, giving a minimum of one month's notice prior to the end of the period.

**Please Note:** Should you vacate the property prior to the end of the contracted period, whether or not you give a month's notice you will be liable for all rent payments due until the end of the contracted period, or until we are able to find a replacement tenant. You will also be liable for the landlord's re-letting fee for the new tenancy.

## Sharers

Every adult that moves into the property (eighteen years old and above) must be named on, and must sign the tenancy agreement.

Please be aware that it will be a breach of the agreement should anybody else move into the property during your tenancy without express written permission from the landlord. Should permission be granted, a new tenancy agreement will be drafted and must be signed by all adults.



## **Property Inspections**

We conduct regular inspections of all tenanted accommodation, normally every two to three months. The purpose of the visit is to check to ensure there are no maintenance issues that need attention and also to check the property is being maintained in a fair manner.



Each visit will normally take less than twenty minutes, and we will contact you beforehand giving you notice of our intention, with an appointment date and time. If for any reason the appointment is inconvenient, please contact us immediately so that we can reschedule the date.

## **Faults & Repairs**

If a fault becomes apparent at the property, you must inform us immediately. Failure to do so may mean that you are held responsible for any further deterioration as a result of the delay. Once we have



been informed of a fault we will contact the landlord and act upon their instructions.

**Please Note:** You must not instruct a contractor to undertake any work without our permission. The cost of any works carried out without our permission will become your responsibility.

### Smoke/Fire & Carbon Monoxide Detectors



When any smoke detectors are fitted in the property, under the terms of your agreement, you are obliged to ensure they are checked regularly and are kept in good working order. *This is for your safety and the safety of your family.* We recommend a daily check. However, they must be checked at least once a week. If you become aware of a fault you must notify us immediately.

### Decorating



Should you wish to make any changes to the property, you must inform us in writing and wait until written permission is given before any work commences. Permission will not be withheld unreasonably. However, should the redecoration be anything garish, at the end of your tenancy we may insist that the property is repainted to the same standard as when your tenancy began.

### Gardening

If your property has a garden it is your responsibility to ensure the lawns are cut regularly and the borders are kept weed-free. In addition, the gardens must be kept tidy and free from refuse.



### Deposits

We require a deposit for every tenancy. This deposit is refundable only after you have vacated the property and provided that:



- Your rent is paid up to date.
- All utility bills relating to the tenancy have been paid.
- The property has been well maintained.
- Any items listed on the inventory are all present and in good condition.

The landlord must be satisfied with the property before the deposit is refunded. As long as the points above are satisfactory, the deposit will normally be refunded within two weeks, by company cheque, and sent to your forwarding address.

## Rent

Tenants are responsible for ensuring the rent is paid in full and on time. Paid by standing order, rent is deducted from your bank and should reach our account by the rent-due day. This saves you the worry of taking the trouble of bringing the rent to our office, and protects you from the potential of a bad payment history, should the rent be brought in late.



If you are in receipt of Housing Benefits you have an obligation to ensure that payments are made as quickly as possible. Please note, we will liaise with the Housing Benefits Office prior to issuing you the tenancy, to ensure your application has been confirmed.

**Please Note:** Should we incur any costs as a result of a late payment in rent, this cost may be passed on to you.

## Insurance

The landlord is responsible for insuring the property and any items owned by them and left in the property. You are responsible for arranging your own insurance for your possessions. The landlord or the agent cannot be held responsible for any loss suffered by you, whatever the circumstances.



## Going Away?

If you are going to be away from the property for more than two weeks at any one time you must inform us. The property being unoccupied for a period may affect the house insurance and we may have to take steps to protect the property.



## Vacating

You must vacate the property on the agreed date (usually the last day of the tenancy agreement). We will make an appointment to meet you at the property where we will take meter readings and take the keys. We will require a forwarding address and will contact you at this address when we are able to release the deposit.

## **Pets**

You must gain written permission from the landlord before introducing pets into the property. You must consult us prior to introducing a pet and submit a written request which must include the age, type and breed. Permission will not be withheld unreasonably. However please be aware that the introduction of some animals may cause an increase in the amount of deposit we hold.



## **Emergency Numbers**

**For all emergencies, contact your local Police Force, Ambulance Service or Fire Service, on 999 or 112.**

**For gas leaks or suspected gas leaks, call the British Gas Emergency line on 0800 111 999.**

## **Finally**

We do hope you will be happy in the property. If we can help in any way please do not hesitate to contact us.



## Tenant Move Our Check List

- Have you booked your move out inspection with us? 
- Have you compared the property to the move in inventory? Are there any discrepancies? 
- Have you completely emptied the property of all its contents including the storage areas? 
- Have you cleaned the property including all flooring, oven and all cupboards? 
- Is the garden well maintained and ready for the next tenants? 
- Are all the bins empty? 
- Do you have your bond repayment ID? 
- Are there any issues to report? 
- Do you have all the keys to hand back? 
- Are there light bulbs in each light fixing and working? 
- Smoke alarms in place and working? 
- Have you changed your address or set up a post forwarding service with Royal Mail? 
- Have you cancelled your standing order at the bank? 



## **REPAIR NOTICE TO TENANTS**

Please note that this property is being managed by The Landlords Letting Company Ltd

Therefore, should you have any problems with the tenancy or the property, please contact us at the address below:

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103 Talbot Road, Talbot Green, Pontyclun, R.C.T CF72 8AE

**Tel 01443 800560 Fax 01443 800560**

For out of hours emergencies call the above number and select option 2

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Please note that you must not authorise repairs to the property or incur any unauthorised expenses without the express written permission of the agent detailed above. The cost of any work authorised by you or someone acting on your behalf without such written authority will not be reimbursed.