



Welcome to your new home!

Although we try our best to make sure that everything goes smoothly, if you do experience any problems or maintenance issues, please let us know by simply contacting us via our website:
www.shortland-horne.co.uk/report-maintenance-issue/

Please take time to read through the following information pack before calling – if you do have an emergency and our office is closed, then there is an emergency guide inside to help you.

Moving In



You will receive the original tenancy agreement signed by your landlord. **Please keep this in a safe place.** (If you need another copy you will be charged at £25 + VAT per copy.)

INVENTORY

At the time you take possession of the property we, or your landlord, will have arranged for the inventory to be checked with you. A copy will be given to you when you collect your keys. In which case, you will be asked to sign the report to indicate your agreement to it. Should you subsequently have any queries you should notify us in writing within the first week of the tenancy, write on the inventory and return to us.

UTILITY PROVIDERS

We will notify the utility providers on your name in date and supply meter readings to them:

Gas, electricity & water: Please chase your suppliers if you haven't received your welcome letters after 3 weeks.

If you choose to change the supplier of any utility during the tenancy, other than as above, you must

check the terms of your tenancy agreement and immediately notify us with the new details. Please see section 'Utility Meter Readings'.

If there is a land-line telephone service provided, the supplier will probably charge you their standard transfer fee when you take over the service.

BIN COLLECTION

In regards to the arrangements for the storage and disposal of refuse waste, please contact your Local Authority, who will be able to advise for your local area.

Coventry:

Bins: <https://www.coventry.gov.uk/binday>

Recycling: <https://www.coventry.gov.uk/rubbish-recycling>

Warwickshire; North Warwickshire, Nuneaton & Bedworth, Rugby, Stratford-on-Avon & Warwick:

<https://www.warwickshire.gov.uk/kerbside>

RENT

You must pay your rent on or before the ????

Moving In

You should insure your own personal belongings as these will not be covered under your landlord's insurance policy. Please note we recommend this.

You will be responsible for the television licence if there is a set in the property (either your own or left by the landlord). If a licence is already in place when you move in, you will be responsible for renewing it when it falls due.

If you intend to leave the property unoccupied for any length of time during the tenancy you should check the terms of your agreement, advise the landlord/managing agent and make your own arrangements for the property to be checked on a regular basis - so as not to invalidate the landlord's insurance policy. You might like to leave a contact address or telephone number in case of an emergency. In particular, please see section 'Frost Prevention'.

You are responsible for the care of the property you are renting. If you have any problems which you do not think are your responsibility to fix, then you have a duty to advise the landlord/managing agent. You are responsible for minor repairs such as changing fuses, batteries and light bulbs, unblocking drains, etc. Please see section 'Care of Appliances'.

You can report any issues visiting our website www.shortland-horne.co.uk; on the top menu go to TENANTS and on the dropdown "REPORT MAINTENANCE ISSUE."

The landlord/managing agent may wish to **visit** the property from time to time. They will give you notice of when they intend to visit (except in an emergency). If you agree to the visit in your absence, you should ensure that they are able to gain access to all parts of the property.



Moving Out



UTILITY PROVIDERS

You should advise the **utility providers** the date the tenancy is to end, provide them with forwarding addresses and arrange for the meters to be read in order to settle your accounts. You should give the landlord's name (c/o ourselves) as the next occupant, unless you have been advised otherwise. It is **essential** that you give your landlord or us the supplier details for any service where the supplier has been changed during the tenancy. Please see section 'Utility Meter Readings'.

POST

You should arrange for your **post** to be redirected by the post office. We are unable to forward post to you and you should not expect your landlord or the next tenant to do so.

CHECK YOUR INVENTORY

Before the day of departure you should make your own **check** of all items in the property against the inventory. It is in your interest to replace any broken or missing items at this stage. If this has to be done after you have left you may be charged for the cost of the item as well as a fee to arrange for its replacement. Leave your property fully

cleaned. Make sure that the property and all its contents are properly cleaned, including curtains, carpets, etc. in line with the terms of your tenancy agreement, the inventory and check-in report. We will provide a checkout letter to you which will include recommended ? to assist you with your cleaning. This then helps to ensure that your deposit can be returned to you along with the property being in good repair and undamaged.

Fridge/freezers should be switched off, defrosted and the doors left open. Don't forget to check inside washing machines and dishwashers, clean the soap drawers and leave the doors ajar. The landlord may ask that during winter months the central heating is left on at a minimum setting.

CHECKOUT

On the last day of your tenancy an appointment will have been made for the **inventory** clerk (or the landlord) to re-visit the property and check the inventory (the 'check-out'). All your personal belongings should have been removed by this stage. Once the check-out has been completed **you will not be able to remain in the property**.

A report will be prepared from the notes made during the check-out and supplied to you and the landlord.

Moving Out

RETURN OF KEYS

All keys must be returned to Shortland Horne offices on the last day of your tenancy. If keys are not returned payment for rent will still be demanded as is your responsibility to get the keys back to Shortland Horne.

DEDUCTIONS FROM YOUR DEPOSIT

Deductions may be charged against your deposit if there are any missing or damaged items, or if the property requires additional cleaning etc. You will not be allowed access to the property again to carry out further cleaning or repairs, or to replace missing items. – so make sure you do this before the check-out takes place.

If we are holding your deposit via tenancy deposit schem TDS/DPS, it can only be released once we have received written agreement from both you and the landlord. Settlement of the deposit may be

delayed if any items on the inventory require repair or replacing, or additional cleaning is needed.

If you have a shared tenancy we will release the deposit to the first named person on an agreement, unless we receive your written request for us to do otherwise. We will need your forwarding address to contact you and details of your bank account so we can forward the monies. Payments will be made by BACS directly into your bank account.

Please remember to instruct your bank to cancel your standing order at the end of the tenancy; we are unable to do this on your behalf. If we have to refund overpayments of rent to you, there will be a charge of £25 + VAT on each occasion money has to be returned.



Utility Meter Readings

This form is a reminder to help you to comply with the terms of your agreement.

Under the terms of our tenancy agreement you are required to inform the utility supplier of your tenancy so that the services can be put into your name; you must also provide them with meter readings. If your water is not metered, you are still required to notify the supplier of your tenancy and liability.

AT THE END OF THE TENANCY

This will also be done by inventory checks and detailed checkout letter which all be supplied to you and your landlord.

We suggest that you enter the meter readings in the boxes below and keep this form together with your other documents as a reminder for the end of your tenancy.



Electric Supplier

Gas Supplier

Water Supplier

Gas Safety

Under the Gas Safety (Installation and Use) Regulations 1998, where gas is supplied to a property, all gas appliances in that property must be inspected at least once in every 12 months. The gas appliances at the property will have already been inspected within the previous 12 months and the Gas Safety Record will either be at the property ready for you, or given to you at the start of the tenancy. If the annual inspection becomes due during the term of your tenancy, then your landlord/managing agent will arrange for a GasSafe engineer to attend the property and carry out the safety check.

The Regulations were brought in to protect you from carbon monoxide poisoning and it is imperative that you allow access to the engineer to carry out this very important safety check.

Your landlord/managing agent will need to arrange to remedy any defect, fault or repair found to be necessary following the safety check.

SHOULD YOU SUSPECT A GAS LEAK AT ANY TIME RING TRANSCO IMMEDIATELY ON 0800 111999 – DO NOT WAIT

SHOULD YOU SUSPECT A CARBON MONOXIDE LEAK AT ANY TIME RING TRANSCO IMMEDIATELY ON 0800 111999 AND SEEK MEDICAL ADVICE STRAIGHT AWAY DO NOT WAIT CARBON MONOXIDE POISONING

Carbon Monoxide can be given off by appliances that burn fossil fuels such as coal, coke, charcoal, wood or oil. It is not just confined to gas fires or boilers. It is odourless, colourless and tasteless which makes it difficult to detect, but the effects are deadly.

If the suspected leak is from a gas appliance **RING TRANSCO IMMEDIATELY ON 0800 111999. DO NOT WAIT.**

Please check that:

- There is adequate ventilation in the room that houses the appliance and this ventilation is not sealed or blocked up
- Doors and windows are not “draught proofed” so as to prevent ventilation
- If the room has double glazing there is adequate ventilation
- Chimneys and flues are professionally swept on a regular basis
- The throat plate is cleaned monthly
- Ash is removed regularly
- Appliances and flues are professionally serviced on an annual basis
- The flame in an appliance is blue and is not an orange or yellow colour
- There are no sooty stains on or just above appliances
- Coal or wood fires are not burning slowly or going out
- The fire is not difficult to light
- There is no smoke in the room
- Flueless portable heaters have adequate ventilation

If you suffer unexplained symptoms such as:

- Drowsiness
- Headaches
- Chest pains
- Giddiness
- Sickness
- Diarrhoea
- Stomach Pains

you could be suffering from carbon monoxide poisoning. Switch off your appliances and see your doctor at once.

Reporting Faults

In order that we may maintain a fast and efficient service, please report any maintenance issues following the guide below:

Check if there is a British Gas contract (or similar) in place relating to the central heating or hot water system for the property. Your Property Manager will be able to advise you of this, but often a sticker will be attached to the boiler.

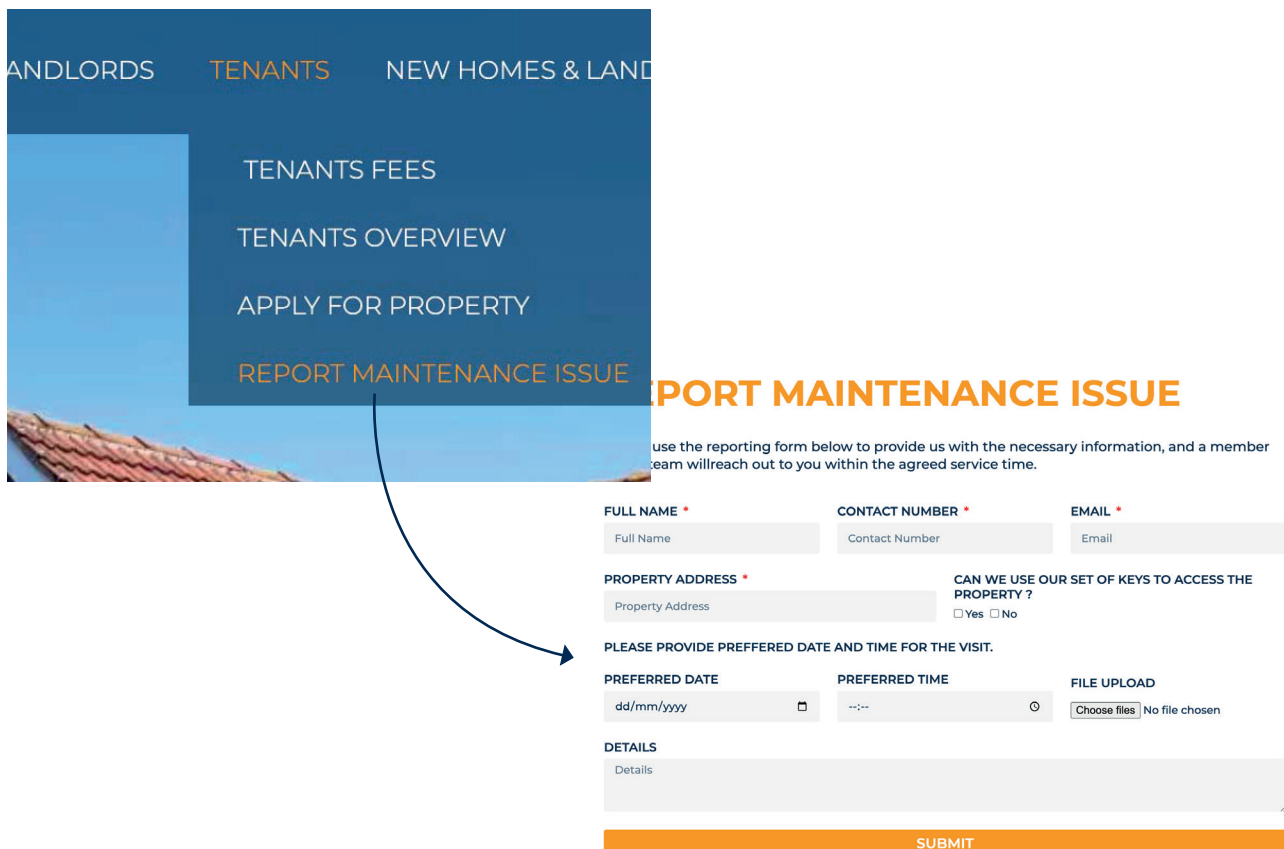
When reporting a fault to a domestic appliance please make sure you are aware of the make, type and if possible model/serial number. If the appliance is under guarantee/warranty we will need to instruct the manufacturer's own recommended service engineer in order not to invalidate the guarantee/warranty. Please remember we cannot stipulate appointments with them. Some appliances may need a specialist to carry out the repair (as the spare

parts may only be made available to recommended engineers) and you may experience a delay in an engineer calling to repair this type of appliance.

If the fault reported is found to be your responsibility under the terms and conditions of your tenancy agreement, then you will be asked to settle the contractor's account immediately he has finished the repair.

Many contractors carry spare parts, but it may be necessary to order a part from the supplier or manufacturer, which may result in a delay in having the fault rectified.

If, for any reason, the contractor does not call at the appointed time, please contact your Property Manager immediately.



The image shows a screenshot of a web application. On the left, a dark blue navigation menu is overlaid on a background image of a roof. The menu has the following items: 'LANDLORDS', 'TENANTS' (highlighted in orange), and 'NEW HOMES & LAND'. Under the 'TENANTS' section, there are four options: 'TENANTS FEES', 'TENANTS OVERVIEW', 'APPLY FOR PROPERTY', and 'REPORT MAINTENANCE ISSUE' (highlighted in orange). A blue arrow points from the 'REPORT MAINTENANCE ISSUE' menu item to the form on the right. The form is titled 'REPORT MAINTENANCE ISSUE' in orange. Below the title, there is a paragraph of text: 'Use the reporting form below to provide us with the necessary information, and a member of our team will reach out to you within the agreed service time.' The form contains several input fields and sections: 'FULL NAME *' with a text input field; 'CONTACT NUMBER *' with a text input field; 'EMAIL *' with a text input field; 'PROPERTY ADDRESS *' with a text input field; 'CAN WE USE OUR SET OF KEYS TO ACCESS THE PROPERTY?' with radio buttons for 'Yes' and 'No'; 'PLEASE PROVIDE PREFERRED DATE AND TIME FOR THE VISIT.' with two sections: 'PREFERRED DATE' with a date input field (dd/mm/yyyy) and a calendar icon, and 'PREFERRED TIME' with a time input field (--:--); 'FILE UPLOAD' with a 'Choose files' button and 'No file chosen' text; 'DETAILS' with a large text area; and a 'SUBMIT' button at the bottom.

LANDLORDS TENANTS NEW HOMES & LAND

TENANTS FEES

TENANTS OVERVIEW

APPLY FOR PROPERTY

REPORT MAINTENANCE ISSUE

REPORT MAINTENANCE ISSUE

Use the reporting form below to provide us with the necessary information, and a member of our team will reach out to you within the agreed service time.

FULL NAME *

CONTACT NUMBER *

EMAIL *

PROPERTY ADDRESS *

CAN WE USE OUR SET OF KEYS TO ACCESS THE PROPERTY ?
☐ Yes ☐ No

PLEASE PROVIDE PREFERRED DATE AND TIME FOR THE VISIT.

PREFERRED DATE

PREFERRED TIME

FILE UPLOAD No file chosen

DETAILS

SUBMIT

Emergency Repairs

We recognise that in some rare and particular circumstances it may be necessary for you to call a contractor outside of normal office hours.

As this will potentially involve extra expense for our client/your landlord, we have a duty to ensure that best practice is adopted and that all actions are fair and reasonable. Both we as agents and you as tenants, need to ensure that call outs are for **GENUINE EMERGENCY WORKS ONLY**.

If you suspect a gas or a carbon monoxide leak - contact **TRANSCO** on **0800 111 999 IMMEDIATELY**.

For emergency services (fire, ambulance, police) ring **999**

We must stress that our client will only accept responsibility for out-of-hours repairs in a genuine and clear emergency that cannot wait until the next working day and where the invoice is reasonable. We reserve the right to challenge any unsubstantiated call-outs and associated costs incurred on our client's behalf.

Before instructing a contractor you should check that he hold the necessary qualification for the job (e.g. for gas works the contractor must be registered with the GasSafe Register, for electrical works he should be NICEIC-qualified, etc) and has current Public Liability Insurance cover. You will need to find out the hourly 'out-of-hours' rate for the works and assess if this is reasonable.

If you need to call out an emergency contractor you must report this to us at the first opportunity the following working day.

The contractor should only be instructed to carry out a temporary job/sufficient work, to stop the cause of the problem (e.g. stop a flood, but not carry out works to make-good the surroundings), as your Property Co-Ordinator can instruct one of our regular contractors to carry out these remedial works during normal hours and at a lesser rate.

The purpose of these guidelines is to ensure that you understand what we consider to be an emergency and needs to be dealt with immediately and those matters considered to be non-emergency and can be carried out as urgent or routine maintenance during normal working hours.

With the specific exception of the emergency services (e.g. fire brigade) all repairs must be reported to us, as managing agents, in the first instance.

Please make all of your decisions in the full knowledge of the above and the following definitions:

What Is An Emergency?

For the purposes of this guide an emergency is deemed to have occurred when an unforeseen circumstance arises that, if not dealt with quickly, would ;

- Damage or lead to significant further damage to the property.
- Endanger the occupant or cause them unreasonable discomfort.
- Render the property unfit or unsafe for habitation or insecure.

Condensation



Condensation occurs where moist air comes into contact with air, or a surface, which is at a lower temperature. Warm air holds more moisture than cold air, so when moist air comes into contact with either colder air or a colder surface, the air is unable to retain the same amount of moisture and the water is released to form condensation in the air or on the surface.

Condensation is generally noticeable where it forms on non-absorbent surfaces (e.g. windows or tiles) but it can form on any surface and it may not be noticed until mould growth or rotting of material occurs.

In Britain, condensation in houses is mainly a winter problem, particularly where warm, moist air is generated in living areas and then penetrates to the colder parts of the building. Intermittent heating causes condensation to gather as the air and surfaces cool. Properties that are unoccupied and unheated throughout most of the day, allow the fabric of the building to cool down and condensation forms whilst the property is warming up (usually mornings and evenings).

Condensation is made worse by keeping moist air in the property. You should always use extractor fans, if fitted, when cooking, washing clothes and bathing. Doors and windows should be kept closed when using the fan and should be left running until any mist clears from the windows.

Ventilation is only effective if it is consistent throughout the property. Condensation is encouraged by poor air circulation and stagnant air pockets form (behind furniture and cupboards) – the first evidence is often mould growth.

Tumble dryers (other than condensing types) for laundry should have the moist air ducted to the outside.

New buildings often take a long time before they are fully dried out and may need extra heat and ventilation.

To Minimise Condensation

- Keep all rooms warm and ventilated with an even temperature throughout, including kitchens and bathrooms
- If possible keep some heating on at all times during cold weather
- Keep kitchen doors closed when cooking, washing or drying clothes. Open the window or use the extractor fan, where fitted
- Keep the bathroom door closed when bathing/showering. Open the window or use the extractor fan, where fitted
- Avoid the use of paraffin heaters and flueless gas heaters in unventilated rooms (note - paraffin produces a volume of water equal to the amount of fuel used)
- Dry clothes outdoors or in a cool area of the property
- Hang wet outdoor clothes outside the living area, such as a porch, if possible
- Consider using a dehumidifier

If Condensation Occurs

- Heat the room
- Mop up as much as possible
- Open the window a little
- Keep doors shut

REMEMBER: WARMTH AND VENTILATION HELP PREVENT CONDENSATION

Frost Precaution

It is essential that every precaution be taken to avoid frost damage and burst pipes during cold weather.

If you:

- Leave a property vacant and/or
- Have rooms or buildings which are cold/exposed and they contain water services pipes or plumbing then you are advised to:
- Drain all water systems and central heating radiators

or

- Leave the central heating system on at an adequate level to maintain a proper room temperature

Colossal Damage Can Be Caused By Neglect

Do not underestimate the onset of a severe cold spell. We must stress that if repair costs arise from damage or default on the part of the occupant to take proper precautions, then the landlord will not be expected to pay for reinstatement and repairs – nor possibly will his insurers.

If a hot water system is drained down – particularly where an electric immersion heater is installed - please ensure that the heater is switched off and the water reinstated prior to switching on again.

Please contact us for advice.

Caring For Appliances



Under the terms and conditions of your tenancy agreement you will be looking after the landlord's contents. Here are a few basic instructions for the care of the appliances, to help prolong their life and assist you in a trouble free tenancy.

Read the instruction booklet carefully before use. If one has not been provided you should contact your landlord or his managing agent. Check to see that the machine is plugged in.

Washing Machine - make sure that all items are removed from pockets of clothes before putting into the machine, otherwise this can result in a blockage and the machine may not empty. Also check the soap dispenser drawer is kept clean and not clogged up.

Tumble Dryer - ensure that all items are removed from the pockets of clothes. Make sure the filter is kept free from fluff and fibres. Using a tumble dryer when the filter is clogged can result in burnt clothes and seizure of the motor.

Dishwasher - the machine will need regular filling up with special dishwasher salt, which can be obtained from any local supermarket. You will also need to regularly fill the machine with 'rinse' fluid. Again this can be obtained from any local supermarket.

Make sure that the filter is cleaned regularly. Do not put cutlery with 'bone' handles into the dishwasher as they will crack and eventually disintegrate.

Vacuum Cleaner - if the appliance uses an internal 'dust' bag ensure that you only use the type recommended for that particular model and that the bag is changed regularly. Routinely check for hair and thread winding around the suction head of the machine and remove if necessary. Only use a domestic vacuum cleaner for normal every day use.

Waste Disposal Unit -the operation of waste disposal units vary with different appliances. However, nearly all will require running water during use. Before using do ensure that the unit is free from any item other than food. Paper, cutlery or anything plastic or metal will jam (and possibly break) the appliance.

Water Softener - you will need to ensure the water softener is regularly topped up with a special type of salt; this can usually be obtained from the supplier.

Radiators - you are advised not to place damp or wet items of clothing over the radiators, as this can cause the radiators to rust and for any wallpaper behind the radiator to lift. This causes condensation and mould.

Inventory Procedures

Where an inventory of the property has been compiled this should be updated in between tenancies and therefore at the time of the 'check-in' should represent a true picture of the condition of the property.

The check-in is usually carried out on the day the tenancy starts regardless of whether or not you are moving in at that time. Once the check-in is completed you, or your representative, may be asked to sign a 'schedule of condition' to reflect a general synopsis of the property taking into account the various notations made against each item during check-in.

It is usual for the landlord to pay for the compilation of the inventory, and for the landlord and tenant to equally share the cost of the inventory check-in and check-out, but please check your tenancy agreement. The purpose of the inventory and check-in is to accurately record the state and condition of the property and its contents when you took responsibility for the tenancy. A copy of these documents will be sent to you.

At the end of the tenancy the inventory clerk will attend the property again with the original inventory containing all the notations made at check-in. The inventory clerk will then go through all the items listed on the inventory and make a note of any difference found. Whilst the inventory clerk may make a note of any comments you may make during this procedure he/she will not enter into any discussion as to responsibility. It is in your interest to ensure that all the furniture and contents of the property are still in their original places. This is because the inventory clerk will not search for items and if they are not seen in their original places they could be marked as 'missing'.

Once the 'check-out' has been completed you will be asked to sign the schedule of condition. The

inventory clerk will then prepare a check-out report, this will be sent to the Property Co-Ordinator who, in turn, will send a copy to you and a copy to your landlord. The Property Co-Ordinator will prepare a 'schedule of costs' on behalf of the landlord indicating what proportion of the dilapidations/ damage is your responsibility, what proportion is the landlord's responsibility and what proportion is classified as 'fair wear and tear' which is allowable under your tenancy agreement. Once we have received instructions from your landlord agreeing to the suggested schedule of costs, we will send a copy for you to agree so that settlement of your deposit can be finalised. Please note that where it is necessary to replace missing or broken items at the property there is an administrative charge, which varies according to the number and type of articles being replaced.

If we hold the deposit we cannot make any refund without the written consent of both parties. Usually this is straightforward, but occasionally there may be disagreement. If we hold the deposit, the tenancy is an assured shorthold and you cannot reach agreement with the landlord as to its settlement, then we, you or the landlord can submit a claim to the Tenancy Deposit Scheme (TDS) for independent adjudication. If this is the case, the TDS will ask us to forward to them the deposit we still hold and we will have no further involvement with its settlement. Details of this scheme can be found within and attached to your tenancy agreement, or on www.thedisputeservice.co.uk

If your landlord (or another party on the landlord's behalf) holds your deposit, then you must contact him/her direct for details as to which scheme protects it and the rules for settling any dispute at the end of the tenancy.