



northleeds  
rentals.  
co.uk

# tenant guidance notes

**Property Address:**

  
  

**Managing Agents:**

**Tel No:**

**Meter Locations:**

**Binstore Location:**

**Access:**

We aim to provide you with a prompt and attentive service during your tenancy. In order to help us to do this please endeavour to use email to correspond with our Property Management team.

**Account Enquiries Faye Barker**

Email: [f.barker@cityliving.co.uk](mailto:f.barker@cityliving.co.uk) Tel: **0113 2615722**

**Maintenance Enquiries Jodie Sheppard**

Email: [j.sheppard@cityliving.co.uk](mailto:j.sheppard@cityliving.co.uk) Tel: **0113 261 5726**

**Tenancy Enquiries Rental Support**

Email: [customerservice@cityliving.co.uk](mailto:customerservice@cityliving.co.uk) Tel: **0113 261 5724**

## tips

- Although the property is checked on moving in please take time to have a quick look round and notify us of any issues which were not previously addressed. Any issued raised after the first 7 days of a tenancy will be deemed to be as a result of the current tenancy.
- Please inform the utility companies that you have moved in and provide them with meter readings

If you have any problems finding your electricity provider please contact MPAS on **0845 330 0889** and they will confirm the supplier and provide a supplier number.

## utility numbers

British **Gas 0845 850 0392**

NPower **0800 073 300**

NPower Midland **0845 714 5146**

Powergen **0800 363 363**

Scottish Power **0845 2700 700**

LCC (C Tax) **0113 398 4730**

Yorkshire Water **0845 1 24 24 25**

BT **0800 800 150**

NTL **0800 052 2000**

# maintenance / repairs

All repairs are categorised and prioritised according to their seriousness. We aim to attend to repairs according to the following categories and timescales:

<b>Category</b>	<b>Timescale</b>
Emergency	24 hours
Urgent Priority	5 working days but will highlight that this is urgent
Urgent	5 working days
Non urgent	28 days but will aim to complete within 10 working days

## emergency repairs

### **The only repairs which will be dealt with as emergencies are:**

“any repairs necessary to avoid a danger to the tenants health or well being or to avoid serious damage to the building or tenants belongings”

### **If you should experience such problems then you must follow this procedure:**

- In working hours contact Property Management as previously described.
- Out of office hours please refer to the following list:

<b>Emergency Type</b>	<b>Emergency Contractor</b>	<b>Contact Number</b>
Gas leaks British	Gas	<b>0800 111999</b>
Loss of electricity due to power cuts	Yorkshire Electric	<b>0800 375675</b>
Electrical faults – sparking, flickering, loss of electric if YEB reports no power cuts	All Maintenance Services	<b>07876 048566</b>
Loss of water	Yorkshire Water	<b>0845 1242424</b>
Serious water leaks & other gas issues	TM West	<b>0113 2471888</b>
Board ups	Julian Webb Property Services	<b>07786 431452</b>
Locked out (you will be liable for this charge)	All Maintenance Services	<b>07876 048566</b>

**If you use any other emergency contractor, we reserve the right to refuse to pay for the callout and any other costs.**

If your development is not listed overleaf please refer to our out of hours emergency list for the correct telephone numbers.

**Please refer again to the above repair definitions before taking action; any tenant calling out an out of hours contractor to attend to anything which is not categorised as an emergency will be liable for any costs associated with the call-out.**

## tenant responsibilities

For the duration of the tenancy, you will be responsible for the following;

- Light bulb replacement
- Hoover belt and bag replacement
- Replacement of plug fuses
- Blocked sinks and wastes
- Sticking locks
- Gardening
- Refuse removal
- Cleanliness to external areas if you live in a house
- Maintaining adequate ventilation, particularly in the kitchen and bathroom
- Broken windows (other than those caused maliciously in burglary etc)

## periodic inspections

We undertake periodic inspections of all our properties. Should you wish to be present at inspection please make our Property Management team aware otherwise prior notice will not be given.

**We would draw your attention to the following areas to which we pay particular attention:**

- Cleanliness and Condition of Property especially the kitchen and bathrooms
- Floor coverings

## keys

You will have been provided with a full set of keys to your property at the commencement of your tenancy, which you will have signed for at check in.

Should you lose your keys during the tenancy or do not return them within 24 hours of your tenancy ending, we will reserve the right to carry out a lock change, the cost of which will be borne by you. If you lock yourself out persistently, and we are called to let you in, there will be a nominal charge of £10 plus VAT or we will ask for a deposit of £20 before lending you a duplicate set of keys.

## section 21 – do you want to stay

You will receive a Section 21 Notice 10 weeks prior to the end of your tenancy advising you of your tenancy end date. At this point we will contact you and ask that you start thinking about whether you wish to re-sign your agreement.

If we have not heard from you 8 weeks prior to the end of the tenancy, the property will be placed back on our rentals list and viewings will commence. If you decide you need to renew your contract during this time it is imperative that you contact our Rentals Support dept to avoid losing the property.

## Tenancy End

**If you have decided that you wish to vacate the property at the end of your agreement, we would ask that you adhere to the end of tenancy procedure as follows:**

- The property should be left in a clean and tidy condition, particular attention being made to the kitchen and bathroom. Our professional cleaners will visit the property once you have vacated – the amount of this clean which is to be paid by you, the tenant, will be dependent on how long they have to spend in the property. The cost of this clean will be deducted from your bond.
- Please make sure that all carpets are left in a clean condition. If carpets are stained, we reserve the right to instruct a professional company to attend, any cost arising being deducted from your bond. In the event that stains cannot be removed, you may be responsible for the cost of a new carpet.
- All furniture should be left in the position you found it.
- All utility companies should be contacted and final bills requested. Please provide us with account reference numbers and forwarding address.
- All keys must be returned to one of our offices on the last day of your tenancy. In the event that keys are not returned within 24 hours of the end of the tenancy, we reserve the right to carry out a lock change. Any costs associated with a lock change will be charged directly to you and deducted from the bond.
- We will undertake an end of tenancy check at the property, either on the last day of your tenancy or as soon thereafter as possible. We would advise you to be present for this, to sign the check out form. You will be contacted by our Rentals Support department to arrange a mutually convenient time. Should you have any queries regarding your check-out time please email **customerservice@cityliving.co.uk**.

# **bond return**

**Providing that the criteria listed in the above procedure are met, and the final check has proved satisfactory, we will undertake to process your bond return within 4 weeks of the afore mentioned criteria being met via cheque - please ensure that we have your correct forwarding address.**