

Landlord & Tenant Responsibilities

In general, tenants are expected to look after the property as if it were their own home. We're always here to help you out if you get stuck though!

Tenant Responsibilities

Keeping the property / garden clean & tidy: Please ensure that the property is kept clean and tidy at all times especially all communal areas such as kitchens, hallways and bathrooms. If the property is found to be unclean and in a filthy state you may incur cleaning charges. (A filthy property will attract Pest such as bed bugs, rats, mice & insects)

Parties, large gatherings & drugs: Please do not hold any uncontrollable gathering or parties that may lead to anti-social behavior at the property or around the neighborhood or cause a nuisance to the neighboring residents. If you are having a party that you feel may cause a slight disturbance to your neighbors it is your responsibility to inform your neighbors of any potential disturbances on that particular day. The use/storage of illegal drugs/substances is NOT permitted in your property and if found will be reported to the police.

Light bulbs: If a light bulb goes during your tenancy (and it was working when you moved in), it is your responsibility to replace this. You can buy bulbs in DIY shops or supermarkets.

Checking your washing machine filter: If your washer starts to fill with water and spins a little then stops, or just won't open and is full of water, it is very likely that your filter is blocked. On the bottom right of the washing machine, you should see a flap and behind this, a screw cap. If you unscrew this, it should drain your machine and you will be able to pull the filter out. Chances are you will find a 5p coin or a hair clip, if you pull anything out and pop it back in, it should start going again. BE CAREFUL: if there is water in the machine it will drain out when you unscrew the cap so make sure you have trays and towels handy.

Looking after your keys: If you lose your keys during office hours, there is a call out charge of **£45.00**. If you lock yourself out when we're closed, we will try and get someone out, there is a charge for this as it's out of hours of **£60.00**. There may be occasions where no one can attend and you may have to wait until the morning.

Programming your heating: Your heating often has a timer whether it be on the boiler itself or a separate programmer. We can't come out to show you how to work this but if you email us with your boiler/time make and model number, we will send over an instruction manual if there isn't already one at your property.

Gardens: If you don't have stipulated in your contract that garden maintenance is included, then it is your responsibility to keep the garden in a good state. If there are no tools to do so, please notify us and we can advise further. If you're not sure whether your garden is maintained or not, feel free to call and we can advise you.

Contents insurance: Please ensure that you have taken out a suitable contents insurance policy to protect and insure your goods against any thefts or damages. The landlord's insurance does not cover your personal belongings.

Blocked Sinks, Showers, Baths, Toilets & Drains - Please ensure that you do not put anything down these that will cause blockages such as Oil, Rice or Wipes. If there is an issue and the known cause is of such nature you will be liable to pay for the unblocking and cleaning of this.

Bins & Waste Disposal - Please ensure that all waste and garbage is disposed of on regular basis, it is your responsibility to put the bins out/in on collection days and to use the correct bins. please ensure rubbish is not left in the garden or on the public pathways.

Landlord Responsibilities

Smoke/Co2 alarm batteries: These will get tested during property inspections but should your battery run out (it will start to beep), give us a call and we can pop over.

Specialist light bulbs: When you have any specialist light fittings (such as in bathrooms), we will replace bulbs in this situation.

Guttering/roof issues/maintenance: If you discover a leak in your property (this mainly happens when it rains unfortunately), please notify us and we can arrange for a roofer to visit your house. If the appliances supplied with your property are not functioning or for any other issues relating to this properly, please report this to us.