



peterkins



A Guide To Leasing For Tenants



Your New Home

Inventory

An Inventory will be carried out at the start of the lease by a professional Inventory Clerk. The purpose of the Inventory is to document the condition (including cleanliness) and contents of the property at the beginning and end of the lease. We will provide you with a copy of the Inventory within 3 working days of the start of the lease. You will then have 7 working days to advise us of any amendments you wish to make or the Inventory will be deemed to be correct. After this period the Inventory clerk will be unable to take any of your comments into account.

At the end of the lease the Inventory check-out report will be carried out and it will determine the sum (if any) to be deducted from your deposit to cover the cost of any damage or missing items and any cleaning or gardening required. Fair wear and tear is to be expected and will always be taken into consideration when deducting any costs.

At the end of the lease you will be given the opportunity to dispute any costs you deem to be unfair directly with the tenancy deposit scheme holding your deposit.

Please note that your liability to the landlord may not be restricted to the amount of deposit held.

Rent

All rental payments must be made by standing order and should be made at least 3 working days prior to the due date to allow the funds to clear on time each month. Should the rent not be paid on time then a rent arrears notice will be served.

Utilities

We will advise your utility providers (gas & electricity) of the lease of the change in tenancy and any meter readings. You may wish to contact them directly to set up a Direct Debit as you will often find this is the cheaper payment method. The full payment of all Utility bills is your responsibility. You are welcome to change the gas or electricity supplier throughout the duration of your tenancy if you wish.

Council Tax

As the tenant you are also responsible for the payment of Council Tax for the property. We will notify the local council of your tenancy and they will issue a bill directly to you. You may wish to contact them directly to set up any Direct Debit payments.

Telephone, Broadband, TV Subscriptions

If you wish to install a SKY dish at the property prior authorisation must be sought from your landlord before proceeding or you may be charged for its removal / repair to walls. All telephone, broadband and TV connections / subscriptions are your responsibility to set up, maintain, pay, and disconnect at the end of the tenancy.

Notice

You must provide 28 days notice in writing to us with your intention to terminate the tenancy agreement. Failure to do so will result in the tenancy continuing. Notice must come from each individual named on the tenancy agreement. Please check the terms detailed within your tenancy agreement.

Insurance

It is your responsibility to ensure that you take out adequate contents insurance for your own contents and possessions that you take into the property. Neither we nor the landlord are liable for this. As part of the credit referencing process your details may be passed to an insurer to offer contents insurance to you. The landlords insurance will cover the building and their possessions only.

Property Inspections

The Property will be inspected by a property manager on a quarterly basis. We will write to you prior to this to provide at least 48 hours notice of any access required. The landlord or their agent do have the right to enter the property to attend to emergency issues at shorter or no notice. Images may be taken to assist us.

Tenant's responsibilities

As the tenant you will be responsible for minor and day to day maintenance of the property. This includes changing light bulbs, cleaning, upkeep of the grounds and gardens, heating control, tightening screws etc. If the property is located in a communal tenement, you are also responsible for your share of the communal area cleaning, gardening, and following any tenement rules. Any maintenance issues must be reported to Peterkins Leasing department as soon as possible. You are responsible for any damage to the property or its contents. This also includes, but is not limited to, minor pest control, dampness/mould/mildew as a result of lack of ventilation, drying clothes in the property or the heating not being used efficiently.

Oil & Gas Tanks (if relevant)

The landlord is responsible for the leasing of any fuel tank, if applicable. However, it is the tenant's responsibility to ensure that any tanks such as this remain topped up throughout the tenancy and that they are returned at the same level at the end of the lease. Failure to do so will result in you being charged for the fuel used.

Private Water Supplies and Septic Tanks (if relevant)

If the property has a private water supply, your landlord is responsible to test the supply to ensure that the supply is fit for human consumption. It is the tenants responsibility to ensure that any defect's or issues are reported to allow any potential issues to be resolved. It is the Tenants responsibility to ensure that any filters or UV light sections are changed by the tenants or their chosen contractors periodically or annually where recommended at their own cost.

In the event that the property is not connected to mains drainage and relies upon a septic tank, it is the Tenants responsibility to ensure that this is maintained, kept free of any blockages and to ensure that this is emptied or cleaned if required.

Anti Social Behaviour

We do not tolerate any sort of anti-social behaviour from any of our tenants. If you are having issues with anti-social behaviour please contact the police and local authorities. Please make Peterkins Leasing department aware as soon as practically possible.

Access

We will always give at least 48 hours notice for any access requirements as per the terms of your lease agreement unless the issue is deemed serious or an emergency. In the event of an emergency issue, you will be made aware of any access arrangement's or access taken as soon as practically possible.

Repairs or damage

If your property is fully managed by us you must report any damage caused to the property for whatever reason to us immediately. Peterkins Leasing department will then be able to arrange a repair and provide advice.

Complaints

We want your tenancy to run as smoothly as possible. We encourage you to tell us what you think of the service we provide to allow us to improve it. If you do have a complaint or concern, please discuss this in the first instance with our leasing department. If you do not wish to discuss this with them, please feel free to discuss the matter with our Head of Residential Leasing. Any issues will always be investigated as soon as possible.



What to do.....

Upon Arrival to the let property

Check the meter readings for any gas or electricity supplies. Ensure these are the same as noted within the Inventory Report.

Should the property have and LPG gas tanks or oil tanks, check their levels. You are responsible to ensure they are returned to the same level at the end of the tenancy.

Check the Stop Cock location. This is useful to know in the event of any emergencies, burst pipes or plumbing issues.

Check the Fuse board / RCD board location. This is useful to know in the event of any emergencies, electrical issues or in the event it needs re-setting

Loss of Power

If you have a pre-paid meter ensure that this has sufficient credit applied. Find out if there is a general loss of power in the area (check with neighbours). Contact Peterkins Leasing department if there are further issues.

Gas Leak

Switch off the gas supply to the property. Contact the National Grid on 0800 111 999 and advise Peterkins Leasing department.

Loss of Heating

Check the pressure gauge on the boiler, top up the pressure if it is too low / if required, and if it is possible to do so. Contact Peterkins Leasing department and an engineer will be instructed to attend as soon as they are available to do so.

Water Leak

Turn off the water supply to the property and contact Peterkins Leasing department who will instruct an engineer to attend.

No Water

Contact Peterkins Leasing department unless there has been a general loss of supply in the area (check with neighbours).

Lost Keys

The keys to the property are your responsibility to look after. If you have to change a lock Peterkins Leasing department must be notified and a copy of the new key must be supplied to us. If you require to borrow our security set of keys then a deposit of £25.00 will be required (which will be reimbursed to you upon safe return of the keys to us). We will not attend the property if the keys are lost out of normal business hours or if you have locked yourself out.

Break In's

Contact the police and obtain a crime reference number. Report to Peterkins Leasing department as soon as possible along with your insurance company.

Out of office hours Emergency

If you need to contact our Leasing Department out of office hours in an **emergency**, please contact us at leasing@peterkins.com or on 01224 428050 and leave a message with your name, property address, telephone number and details of the **emergency**.
*Please note we will monitor the inbox periodically and will only deal with issues out of office hours if the matter is deemed an **emergency**.

Police Emergency

999

Police Non-Emergency

101

Smell Gas?

Contact National Gas Emergency Services on 0800 111 999

Peterkins Property Leasing

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Aberdeen
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