

BEVAN & CO

We would like to take this opportunity to thank you for choosing to rent your house through Bevan & Co. We look forward to offering you a reliable and efficient service.

This handbook contains important and useful information which you will need during your tenancy.

It must be returned to us along with all house keys and the enclosed radiator bleed key when your tenancy is complete.

Moving In

When you first enter your property there are a few things you must do:

- You must familiarise yourself with the location of the water stop tap, main gas shut-off tap and the fuse box;
- As stated in your contract, you must notify us if the previous tenants have not left the house clean and tidy within 48 hours of collecting the property keys. If the property needs cleaning then we will clean the house within 14 days of you letting us know. You must notify us of this by filling in and returning the cleaning request form enclosed in your moving in pack.
- You must also return an inventory form (with any changes) and the tenancy inspection form
- You must read the gas and electricity meters and inform the supplier of the readings. The supplier which the previous tenants used can be found by calling Transco on 08706 081524 for the gas supply and MPAS on 0845 6030618 for the electricity supply. We need informing of the supplier, this should only be done via e-mail to **info@bevanandco.com**.
- You will then be able to set up your account with this company or choose a new one for yourselves.

You **MUST** check the property for any maintenance issues, if there are any problems with the property then you must inform us.

This should be done via our web site under the maintenance section...this can be found at www.bevanandco.com then click the **Tenants** section then select the **Maintenance request**, please submit requests individually so that we can assess and deal with them accordingly.

If you fail to notify us of any issues then you could be held responsible for any problems inherited from the previous tenant(s)

Useful Numbers

Bevan and Co: 0113 274 44 30

Emergency No: 07971 691 154

For all non-emergency enquiries please call the office or e-mail the relevant department.

For all enquiries e-mail is the preferred method of contact.

Administration, rental payments and deposit returns, & lettings

E-mail **info@bevanandco.com**

Utilities

Transco (emergency only)	0800 111999
Yorkshire Electricity (power cuts)	0800 375675
Leeds City Council	0113 234 8080
British Gas	0845 606 5100
NPower Yorkshire	0800 073 3000
NPower Electricity	08457 145 1463
Yorkshire Water	0845 124 2424
B.T.	150

Others

Local Police Station (Weetwood) 0113 241 3459

West Yorkshire Police (non-emergency crime only) 0845 606 0606

National Express 08705 808 080

Rail Enquiries 08457 484 950

Metro (local bus/train times and routes) 0113 245 7676

Our office on Otley Road is open between 10.00 and 17.00 Monday to Friday, and Saturdays by appointment. You can call in and see us any time if you need to.

Maintenance Issues

Maintenance issues should be reported via the maintenance section on our web site. Please do not email us any maintenance requests as they may

not be Items need to be listed separately as they are added to our system automatically and are easier to be dealt with this way.

The emergency line provided should only be used for emergencies.

This would be a situation such as:

- A continuous water leak.
- Break in where the property cannot be secured by yourselves (the “tenants”) i.e a broken window or insecure door.
- Severe flooding.
- No heating (winter only).

If we are called out for an emergency and find that it is not an emergency you will be charged accordingly.

Whilst we appreciate that if you have locked yourself out of your house it is an emergency to you – call outs of this nature will be charged accordingly (please see section on Tenants Responsibilities).

For all other repairs please contact our Maintenance department via the Bevan & Co web-site.

We will then assess the issue and respond accordingly using the following response times as a guide:

Emergency repairs Any repairs required in order to avoid ‘danger to health’, risks to the safety of residents or serious damage to buildings or residents personal property;

Response time: 24 hours

Urgent repairs Repairs to defects which materially affect the comfort or convenience of the residents;

Response time: 5 days

Non-urgent repairs: Reactive repairs not falling within any of the above criteria;

Response time: 28 working days

N.B these timescales do not include weekends.

Viewings

Students begin their search early for their new property. It could be as early as January. We will write to you to notify you of the likely viewing times.

Obviously the better your house looks the more likely it is that it will be taken early, thus meaning less disruption for you.

Whilst we are conducting viewings please assist us by keeping your house looking in tip-top condition in order to get an early signing!!

If, however, you want to re-sign (stay another year) for your property, we will contact you to offer the opportunity to do so before we commence viewings.

Tenant Responsibilities

Cleaning

It is your responsibility to clean your house.

If you clean regularly, it will make the process more manageable.

Here are a few simple hints to ensure that your house stays in good condition which will make keeping on top of things easier:

- Regular cleaning of the toilet prevents a build-up of limescale. Bleach or limescale removers are both very effective when used regularly;
- Bathrooms need airing regularly, constant use of baths and showers create a lot of steam. If a bathroom is not aired then a build-up of “black-spot” mould will occur. This is unsightly and its presence could result in some of your deposit being withheld. By simply opening the bathroom window or leaving the fan working for a short time after using the bathroom this can easily be prevented.

Please take care when using cleaning products, not all products are suitable for all surfaces; always check the instructions before use.

If your property is dirty and needs cleaning at the end of your tenancy then charges will be applied.

Light bulbs

You are responsible for maintaining all light bulbs throughout the property for the duration of the tenancy. If we find that you persistently do not replace your bulbs when they have expired and we have to write to you to request that you do so, this will incur a charge of £10 per tenant.

Light bulbs are particularly important during the time when we conduct viewings, if there is no light, it can create a health and safety hazard to you, potential

tenants and Bevan and Co employees. It is also important that potential tenants can SEE the rooms clearly.

Vacuum cleaner

If your vacuum cleaner is not working, please remember before calling us out, to check the bag – if it is full replace it. If the belt is broken – replace it. Also check the attachments and the fuse. If it is any the above items – you are responsible for replacing them. If the vacuum cleaner proves to be faulty and beyond economical repair we will replace it.

Cookers

Your cooker needs cleaning regularly, both inside and out, special products can be bought for this purpose, we recommend it is done every 2 months.

Drains and toilets

Drains are usually blocked by hair and food scraps. Please ensure that any foodstuffs are not put down the sink and that all plug holes are kept free of hair (it is recommended that you have a plunger in the property for such incidences). We will come out and repair these problems but if it becomes a constant matter you will be charged. Another major more serious cause of blockages is sanitary wear. Please make sure that you dispose of such waste in the correct manner as you will also be charged if we have to come round and unblock toilets due to this.

General household waste

All household waste must be bagged and put in the outside bins provided. If we call round and find that you are not doing this we will charge you. This charge is due to the fact that waste left in gardens can result in unwanted vermin and therefore can cause extra complications.

If you need to contact Leeds City Council to find out the bin collection days or to order a bin, they can be contacted on 0113 2348080.

Vermin

Occasionally we have reports that mice or rats are present in properties. The biggest cause of this is waste not being disposed of correctly both inside and outside the property.

All waste should be bagged and put in the outside wheelie bins provided; waste must not be allowed to build up in the property.

If we are called out to deal with such a problem and it is considered to be as a result of your actions, i.e. not disposing of rubbish in the correct manner, then charges will be made.

Electrical items

Items such as washing machines, dishwashers, fridge-freezers and microwaves are the property of Bevan & Co. If one of these items breaks down then you must inform us immediately you discover the breakdown in order that we can assess it for repair/replacement. If it becomes apparent that the fault is due to your misuse/abuse, then you will be charged for the total cost of the repair/replacement as well as any call-out charges.

Electrical blackout

Check the fuses (these can be found in the fuse box) – these should all be pointing upwards. If not they can easily be flipped back into position. If the electric power still does not come on, please contact your supplier to check if the problem affects the area. If it is none of the above, then please contact us on the appropriate number to report the problem.

TV licences

If you have a television you need a licence as you will not be covered by anyone else's licence. A licence is required for any type of television which is transmitting or receiving a signal. Information regarding T.V licenses can be found at www.tvlicensing.co.uk

Redecorating and pictures

If you wish to redecorate your house, you must get written permission from Bevan & Co As part of this written permission you will be asked to sign a form to accept any responsibility for any damage caused to our property. If permission is granted for repainting your rooms then you will be required to do it in a neutral colour and carry out the task to a good standard. If the room needs repainting by us once you leave charges will be made.

You are permitted to hang pictures, however you must use picture hooks. Nails are not permitted. If you use Blu-tack or tape you must ensure it is not going to damage the plasterwork or the finish of the wall. We recommend 'white-tac'

Lost your keys?

You are responsible for your keys. If you lose them, we will replace them for you at a charge of £40. This amount is charged if we are called out between the hours of:

Weekdays (Mon to Fri) between 9.00am and 9.00pm.

Weekends (Sat and Sun) between 10.00am and 6.00pm

If we are called outside of the above times there will be a charge of £85

ALL CHARGES MUST BE PAID FOR AT THE TIME OF THE CALLOUT!

Rental payments

Your rent must be paid on time as stated in your Tenancy Agreement. For late payment, bounced cheques or if we have to visit you to chase for non-payment, then charges will apply as stated in your contract.

Letter regarding outstanding rent.....	£10.00
Refer to drawer (where bank represent cheque).....	£5.00
Dishonoured Cheque.....	£20.00
Visit regarding non-payment of rent.....	£40.00
Other letters required due to breach of tenancy terms	£10.00

Deposits

Charges which you incur on your account are payable during the rental period, alternatively we will take charges from your deposit at the end of the tenancy

Broken windows

You will be financially responsible for replacement of any broken windows, unless it is the result of a break-in. In this instance you must provide us with the Crime Reference Number (given by the police on reporting the incident) and we must be satisfied that a break-in has taken place.

If a break-in has taken place and your windows need boarding up – you **MUST** contact **us** so that we can arrange the necessary repairs. Either on the office number during opening hours or the emergency number after hours; if the emergency line is not answered please leave a message leaving details as messages will always be picked up.

Noise

Please show consideration and respect for your neighbours when playing music. If you intend to have a party it is courteous to let them know beforehand (you could even invite them!!!).

Bevan & Co would like to take this opportunity to thank you & look forward to offering you a reliable and friendly service.