

Grant Property

Tenant Information Booklet

A-Z Guide to your new tenancy



We are members of ARLA (Associated Letting Agents).
We follow the ARLA code of practice.



Welcome to your New Home!

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Alarms

All our developments are fitted with Burglar Alarms and the codes provided. Please change the Alarm Code during your tenancy and let us know the new code when you return your inventory. Get in touch with our city branch if you need any help.

Boiler

When experiencing a fault with your boiler there are three main areas to check:

- 1) Do you have a gas pre-payment meter that requires credit to be added?
- 2) Is the pressure bar indicating that a top up is required? If so please view this instructional video:
https://www.youtube.com/watch?v=_JM3_hKbFDw
- 3) Look for an error code on the boiler display which advises of the fault being experienced

If you are ever unsure of a boiler issue, please contact us. We can advise on the best course of action and if required arrange a heating engineer to attend. If you ever smell gas ALWAYS phone the National Grid on 0800 111 999 in the first instance. Equally if your Carbon Monoxide Detector is sounding please also phone this number.

Change of flatmate

This is not allowed under any circumstances. It is important to operate through Grant Property for any tenancy issues.

Decoration

We want you to enjoy your tenancy and make the property feel like home during your stay.

Please follow these guidelines for decorating your property:

- You cannot use white tack
- Use pins not blue tack
- Moderation
- Command hooks

You are not permitted to carry out any alterations or redecoration to the property without the Landlord's permission. Should you wish to make any changes to the property, you must inform us in writing and wait until permission is confirmed before any work commences. If you do carry out alterations or redecoration without prior permission you will be charged for costs associated with returning the property to its original state.

Deposit

We require a deposit for every tenancy, which is equal to one month's rent plus the initial part payment of the deposit. This deposit may be subject to deductions should you fail to meet your obligations as per the Tenancy Agreement on its expiry date. If you live in Scotland, your deposit will be transferred to SafeDeposits Scotland. See www.safedepositsscotland.com for more information. If you live in England, your deposit will be registered with The Dispute Service. See www.thedisputeservice.co.uk for more information.

Deposit Return

Your property is inspected after you leave by a Grant Property representative. Deductions may be made from your deposit to cover breakages, repairs, cleaning, damage caused to fixtures and fittings, any non-returned keys (leading to lock changes) and replacement items from the inventory.

To make sure you get as much of your deposit back as possible you should:

- Attend to all cleaning required
- Ensure all items listed on the inventory are present, in good condition and in the original location.
- Note end meter readings



- Provide forwarding address

We will email a Move-Out Pack to you closer to your move out date.

Direct Debits

Your rent payment will leave your bank account on the **last working day** of the month. Please ensure that funds are available in your account and that the correct amount has been deducted from your account on the correct day. If you want to change your direct debit account please contact your property manager.

Emergency Repairs

Use of the out of hour emergency call out service is for genuine emergencies only. Emergencies include boiler leaks, broken locks and windows. If you need to report an emergency repair outside the office hours of 9am-5.30pm, Monday to Friday, you should call: 0131 220 6360 then follow the instructions. All other repairs should be reported to your City Branch Property Manager on 0131 220 6360, then follow the instructions to be put through to the right team. Non urgent repairs reported as an emergency, may result in call out costs being charged to you, the tenant. If you smell gas you must call NATIONAL GRID on 0800 111999.

Emergencies

Contact our Out of Hours line on 0131 220 6360 which directs you to our Out of Hours contractor who can assist with any problems you are experiencing with the property. Please make sure this is an emergency issue that requires immediate action and cannot be managed until the next working day. All other emergencies should of course be directed to the Emergency services number.

Fees

Grant Property do not charge fees to tenants; we are committed to providing free services to our tenants and supporting them throughout their stay.

Fire

The most important aspect of your tenancy is your safety. It is your responsibility to check all smoke detectors and carbon monoxide detectors on a monthly basis and change batteries, when required. If the property is a House in Multiple Occupation (HMO), tenants must also keep a record of these checks, and a log sheet is attached to your Tenancy Agreement for this purpose.

Garden

If you live in a house, main door flat or ground flat, there may be a garden that you can enjoy and will be responsible for maintaining, either yourselves, or through a maintenance company. Please note that even if the garden is not directly attached to your property, there may still be an obligation for you to pay a part share of its upkeep or take your turn with general maintenance (i.e. a communal garden).

Holidays

If the property will be completely unoccupied for more than 14 days at any one time, you must let us know in an email. This may affect the landlord's Buildings and Contents Insurance, and we may need to take additional steps to protect the property. During winter months (Nov-Mar), your heating should be left on a constant setting, at a minimum of 5 degrees, to avoid burst pipes. You can email your City Branch Property Manager. See the email contact list at the end of this document.

Internet

Many tenants want to install Broadband internet into their property. Please contact your local provider or take advantage of our partnership with Virgin Media. Contact us directly for the latest money saving offers!

Inventory

We will provide you with an inventory when you move into the property. This should be checked carefully and returned to us within 5 working days. The inventory is an important document and we use it to at the end of your tenancy to assess any the condition and contents of the property. Please note that an incomplete or missing inventory may affect the release of your deposit.

Inspections

We have a duty to carry out regular inspections of all our tenanted properties, normally every three to four months. We do this to ensure that the terms and conditions of your tenancy agreement are being fulfilled. We will give you notification prior to an inspection being carried out.

Insurance



We strongly advise that you arrange your own insurance to cover your personal possessions and any accidental damage you may cause to the landlord's property, furniture, fixtures or fittings. Please note that landlord insurance does not cover tenancy belongings under any circumstance.

Joint and Several Liability

All tenants are **jointly and severally liable** for the total amount of rent under the terms of the Tenancy Agreement. This means that any tenant can be held liable for the actions and full obligations under the tenancy agreement, including payment of rent. It is important that all tenants in the property are aware of this agreement.

Keys

Each tenant will receive one full set of keys which must be returned at the end of the tenancy. Under no circumstances should locks be changed or additional locks added without our permission. Failure to comply with this will result in additional costs. All keys should be returned to your local office or agent by 12 noon on or before the last day of your agreement, together with your alarm code. If you fail to do so, the locks **will** be changed, and the cost of doing so charged to you. Please see our Move Out pack for further information.

Landlord References

We are happy to supply your new landlord or Mortgagee with written references. Please contact your property manager to arrange this.

Lead Tenant

We ask that each property appoint a lead tenant who will be responsible for communicating information to all tenants. Grant Property will initially contact this tenant regarding all tenant matters. This arrangement does not obligate this person in any way. Safe deposit Scotland will also refund the deposit to lead tenant.

Lease: Your Tenancy Agreement

The Tenancy Agreement you sign is a legal document that constitutes a contract between the owner of the property (The Landlord) and yourself (The Tenant). Grant Property acts as the Agent on behalf of the Landlord. You must read the contents of the Tenancy Agreement carefully and ensure you understand your obligations before signing. Everyone living at the property over the age of 18 must be named on the Tenancy Agreement.

Mice and Vermin

If you have mice in the property, please report this immediately to your City Branch Property Manager. In the first instance lay traps and poison. If the problem persists, contact us again.

Move Out

You will receive a Move-Out Information Pack before the date you are due to leave the property. You must move out on the agreed date (usually the last day of the lease) and provide us with a forwarding address, which we will pass to SafeDeposits Scotland or The Dispute Services, to enable your deposit release to be processed. It is rarely possible to end a tenancy before the end of the Tenancy Agreement term, because it is a legally binding contract.

Neighbours

Please consider your neighbours, especially if you live in a communal tenement. If a stair cleaning or garden rota is in place, it is vital you fulfil your duties or pay any monies due.

Noise and Nuisance

Tenants must live respectfully in the property, ensuring neighbours and other residents nearby are not disturbed. You are also responsible for the conduct and behaviour of any visitor to the property. Grant Property takes complaints very seriously, and in extreme cases are obliged to act on neighbours' complaints, which can result in to eviction from the property. The main complaints received by Local Authorities concern door slamming, shouting, using washing machines after 10pm, pounding bass from hi-fi equipment, hard shoes on laminated floors. Rubbish disposal is also a contentious issue. If you are planning a party, ensure your neighbours are informed in writing and give a reasonable finishing time. Local Authorities have increased powers and night enforcement teams, who can issue on the spot fines and seize equipment. Equally, you may feel the need to call them out if your neighbours are causing the problem. Please contact the local council if you have complaints and the non-emergency police service on 111.

Part Payment of Deposit

When you viewed the property we asked for part payment of the deposit. This makes up part of the total deposit you have paid. This will be returned to you at the end of your tenancy providing no deductions are required.

Pets



You may only keep a pet in the property with the express written consent of the Landlord and generally permission will only be given on longer lets. Any damage or cleaning as a result of keeping a pet may affect your deposit. There may also be an additional deposit required if you have a pet in the property.

Queries

We are keen to help. Please don't hesitate to contact your property or branch manager with any queries.

Rent

You are responsible for ensuring the rent is paid in full, on time and by Direct Debit. We operate a zero tolerance policy on rent arrears. Failure to maintain rental payments may result in Debt Collectors being appointed and this could adversely affect your credit rating. Your Direct Debit should not be cancelled during the term of the Tenancy Agreement without prior agreement with Grant Property.

Re-sign

If you wish to continue your tenancy at the end of the Tenancy Agreement, please contact your City Branch Property Manager and we can make the necessary arrangements. Please do this well in advance of the end of your tenancy agreement. Property may be re advertised if you don't tell us you want to stay.

Rubbish

It is your responsibility to dispose of all rubbish in an appropriate manner. Tenants must ensure rubbish is never left in any common area and is disposed of correctly on the day it is to be collected. Contact your local council office for details.

Repairs

If there is a repair required, it is important that you inform us immediately in order for us to act quickly to resolve this. It is a condition of your tenancy agreement to do so, and failure may mean that you could be held partially responsible, should the delay result in added deterioration or damage. Contact details at the end of this document. Once you have informed us of any repairs, faults or problems, we will contact your landlord and act upon their instructions. Please note: while we have a 24 hour service, only emergency repairs will be carried out within a 24 hour period. A guideline to repair time is as follows:

Urgent Repairs		Non-Urgent Repairs (*working days)	
24h – 48hrs	48 hrs – 72 hrs*	4 days – 7 days*	7 days – 14 days*
Heating	Cookers	Minor electrical repairs	Minor joinery repairs
Hot Water	Radiators	Washing machine	Small appliances
Major Electrical Faults	Major joinery repairs	Replace seals	Window repairs
Security Issues	Showers	Secure tiles	Interiors items
Leaks	Fridge freezer	Cracked window	Gardening
	Minor plumbing repairs	Dishwasher	Door entry systems / bells

These are standard callout times. If still under warranty or parts are required these timescales do not apply. We always have to seek authorisation for any cosmetic requests which are at the discretion of the landlord.

Grant Property does not have authority to carry out repairs without your Landlord's permission, and this, plus quotations, may add time to the guideline timescales above. We ask that you DO **NOT** instruct a contractor to undertake any work. If you do, it will normally be at your own expense.

If we need to contact the manufacturer for any items covered by a guarantee or warranty, this may take some time. Unfortunately there may be times where we have no control over when they will attend to a repair. If you are willing to allow contractors access to carry out a repair while you are not present in the property, we will ask you if we may give keys to them.

If you have agreed to be at home to give a contractor access to take delivery of an item, but are not there when they call, you may be charged for the call out. If a repair is due to any tenant negligence, the tenant will be required to pay the cost of this at the time. Outstanding balances may be deducted from your deposit.

We will undertake to have repairs carried out as quickly as possible; however the contractor appointed may set their own timescale for completing the repair, depending on how urgent it is. Please inform us if you are experiencing any lengthy delays



after a contractor has been appointed. We will also be happy to provide the contractor's details, if you believe a repair is taking longer than necessary. Tenants are themselves responsible for carrying out some small repairs and maintenance to the property such as changing light bulbs, fuses and re pressuring the boiler etc. We may ask you to replace smaller, broken items yourselves and reimburse you to prevent delays.

Smoking Policy

All our flats are non-smoking. Any damage caused by tenants or tenants' visitors who smoke in the property, such as damage, repainting or specialist cleaning, may be deducted from your deposit.

Telephone/Television (Cable & Satellite)

As a tenant you are responsible for telephone and television connections. If you have a TV in your property, whether your own or part of the inventory, it is your responsibility to purchase a TV licence. Satellite and cable TV is not permitted without written approval from the Landlord. In some cases planning permission is also required. In this circumstance, you may be required to contact your local council.

Utilities

At the start of the lease, gas and electricity will be provided or will be in the process of being provided by Spark Energy Supply Limited ("SparkEnergy"). This will not prevent you from changing to a different energy provider if desired however should you wish to change provider at any later point, you must inform us in writing. Failure to do so may result in you being invoiced directly for any charges incurred by Grant Property. Please take meter readings for your gas and electricity when you move into the property, and again when you move out. It is your responsibility to contact your providers and advise them of these readings. You must also supply meter readings to Grant Property on vacating a property.

Ventilation, Condensation & Mould

It is a tenant's responsibility to take reasonable steps to deal with condensation and ensure that the property is being heated and ventilated throughout. Condensation will not usually occur in areas that are both well ventilated and warm. In cold weather, people are understandably reluctant to open windows and let heat escape, but some level of effective ventilation must be maintained. Property must also be heated in order to help keep condensation levels at a minimum. Wipe and remove any condensation regularly, especially around windows to avoid a mould build up.

- Always use extractor fans and open any windows in bathrooms and kitchens whilst carrying out any cooking, washing or drying activities. Leave fans on and windows open until the visible steam has left the air.
- Always place lids on saucepans during cooking and turn the heat down as required.
- If you are unable to dry washing outside or in a properly ventilated dryer, choose a room that can be heated and ventilated safely and shut it off from the rest of the home.
- Never dry clothes over doors or on radiators.
- Keep furniture away from walls where possible.
- Keep a small window ajar and any window trickle vents (small vent at the top of the double glazed units) open.
- Keep any room vents open.
- Ensure the heating system is set to constant and maintaining heat at 5 degrees over winter, especially if the property is unoccupied.
- If unsure how to use the heating system in your property:
 1. Read the instructions
 2. Search for advice online

Viewings

If you wish to move out of your property at the end of your tenancy, we will be required to allow prospective tenants to view the property. Alternatively, you may opt to hold an open viewing. One of our City Branch Viewing Representatives will accompany any prospective tenants who wish to view the property. We will notify you of any prospective viewings and ask that you make the property presentable. There may be incentives on offer for help with this. For more information, call our Letting Support on 0845 230 2288.

Window Cleaning

It is your responsibility to make sure that your windows are regularly cleaned inside and out. If you are in a tenement block and your windows open inside the property, we ask that you clean both the inside and outside. If you have windows in a tenement block that are not accessible because of height, and which do not open inside (i.e. sash cord) preventing you from cleaning them externally, it is your responsibility to have these cleaned by a window cleaner.

Your responsibilities



It is important to keep your property in excellent condition, clean and in good working order as the property was at the start of the tenancy agreement. We expect our tenants to be outstanding neighbours, courteous and considerate.

Zero Tolerance

Our property managers work very hard to make sure your tenancy is comfortable and well-organised, and we have a zero tolerance policy of any abusive or aggressive behaviour towards our staff.

Useful Contacts

Please see City Branch details below. Advice and help on line, take a look at: www.grantpropertyhelp.com.

Edinburgh Branch
14 Coates Crescent
Edinburgh EH3 7AF
T: 0131 220 6360
E: Edinburgh@grantproperty.com

Glasgow Branch
685 Great Western Road
Glasgow G12 8RA
T: 0141 330 9820
E: Glasgow@grantproperty.com

Dundee Branch
20A Whitehall Crescent
Dundee DD 1 4AU
T: 01382 203838
E: Dundee@grantproperty.com

Stirling Branch
26 Upper Craigs
Stirling FK8 2DG
T: 01786 463646
E: stirling@grantproperty.com

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14 Coates Crescent
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