

TENANT INFORMATION

This document is a reference guide to help you enjoy a long and happy tenancy with Harcar. If your question is not answered in this document, please do not hesitate to contact us.

ARLA (Association of Residential Letting Agents)

We always have an ARLA member on hand at Harcar to ensure that your tenancy runs smoothly and most importantly that you can enjoy every minute of your time in a Harcar property. We pride ourselves on providing a truly unique quality of service, adding those personal little touches and going that extra distance to keep you, our clients, smiling throughout your tenancy with us.

Boiler

If at any point your boiler fails to work, we will instruct a repair immediately. However, contractors have their own timescales and we are unable to perform miracles. We will provide electric heaters when necessary (if repair takes longer than 3 days) in the winter months and please be advised that showers are electric and that your property also has a dishwasher so you should not be too inconvenienced.

Change of Tenants

It's a fact of life that sometimes your circumstances will change through no fault of your own. Harcar appreciates this so we offer our tenants the opportunity to find a new tenant to take over their room/ property if exceptional circumstances arise making them unable to fulfil their tenancy obligations.

Please note that a lease is a legal document and the tenant is bound by this agreement until the final day of the tenancy. All new tenants must go through the application and referencing procedure prior to any changes being made to the lease so it is the exiting tenant's responsibility to ensure that all relevant information is provided. They are still liable for the rent and any tenancy issues until the new tenant has been accepted and has signed a lease.

There is an administration charge of £50 per change of tenant.

Children

It is your responsibility to ensure that any children living in the property are safe and secure.

Please also ensure that any little finger prints or art (!) on the walls or any other part of the property are dealt with prior to you leaving the property.

Christmas Holidays

Please note that our offices close from 12pm on 21st December 2007 until 9am on 3rd January 2008.

Contact Details

It is your responsibility to ensure that Harcar always have up-to-date contact telephone numbers in case we need to reach you in an emergency or if there is a repair required at your property.

Decoration

Tenants must not decorate or change any part of the property without express permission from the landlord. Any damage must be fully rectified by the tenant. Any damage that is not rectified will put your deposit at risk.

If you do wish to make any changes, you must request this in writing to us and we will inform you if permission is granted.

Deposit

Your deposit is equal to one month's rent plus a holding deposit of £150. The holding deposit is required to secure the property and the remaining deposit is payable prior to lease signing.

Deposit Return

Harcar or a company instructed by us will inspect your property when you leave. Any breakages or missing items (replacement items or repairs), damage or cleaning required will be charged to your deposit. Please ensure that you leave the property in a spotless condition, as you found it at move in. The windows must also be cleaned. We employ professional cleaners and you will be charged for their full invoice.

All keys must be returned to us by 12pm on your lease end date. If we need to change the locks, this will be charged to your deposit.

You must advise your utility providers of the final meter readings and you must pay your final bills and provide us with proof of payment as soon as possible – this could delay your deposit return.

Your deposit is held for damages, not rent. We will inform you of your final month's rent amount in your move out information and this must be paid in full. Failure to do this may result in a collection agency pursuing you and this may affect your credit rating.

We will aim to return deposits within 1 month of departure. By ensuring that the above is attended to, we will be able to return your deposit more quickly.

Harcar's decision on deposit deductions is final.

Emergency

In the case of a real emergency, out of office hours, please contact the relevant contractor can also be found at the end of this document. IF YOU INSTRUCT AN EMERGENCY CONTRACTOR AND THE SITUATION IS NOT DEEMED AN EMERGENCY YOU WILL BE CHARGED FOR THIS.

Fire

It is your responsibility to check all smoke detectors on a monthly basis and change batteries as required.

Furnishing

All of our properties meet all safety requirements regarding furnishings.

Gas Safety

You will be provided with a gas safety certificate at move in.

If at any time during your tenancy you smell gas, you must call National Grid on 0800 111 999 immediately. Please familiarise yourself with what to do in a gas emergency. DON'T create a flame or operate electrical switches; DO put out flames, open windows and doors, keep people away from the area and turn the gas off at the control valve. More details can be found on their website.

Guests

We are happy for you to have the odd overnight guest, however, please do not have people to stay for prolonged periods of time. Please respect your house mates by limiting the amount of traffic you have in the property.

Please note that sub-letting is strictly forbidden.

Holding Deposit

A holding deposit of £150 is payable to secure a property. This is refundable at the end of your tenancy.

If you do not proceed with a tenancy, you forfeit this deposit and are not entitled to any refund.

Holidays

You must inform us if your property will be unoccupied for more than 3 weeks at any one time. During winter months, please ensure that your heating is left on to avoid burst pipes. Any damage caused by negligence is your responsibility and will be invoiced accordingly. If you are unsure what to do, give us a call and we'd be happy to help.

HMO (Houses in Multiple Occupation)

You may or may not know that properties with 5 or more tenants across 3 or more floors are now regulated and must meet HMO safety requirements. To put your mind at ease, all of our properties meet these strict requirements including our smaller properties.

Inspections

Harcar will carry out at least 2 inspections per tenancy at your property to ensure that it is being kept well and that there are no repairs required. We will notify you when an inspection is due. You do not need to be present as we hold keys.

Insurance

Each tenant must insure their property for loss or damage of all personal possessions and also accidental damage caused to the furniture, fixtures and fittings within the property. Harcar can advise on such a policy.

Inventory

We will provide you with an inventory at the point of move in. You must check this and return a signed copy to us within 7 days of move in. No changes can be made after this point.

Junk Mail

If you do subscribe to any junk mail providers, please ensure that you cancel any subscriptions or provide them with forwarding details when you leave. Junk mail can build up and cause future tenants inconvenience.

Keys

Every care must be taken to ensure that keys are safe at all times. If security is compromised and new locks are required, the cost will be invoiced directly to you. The same will apply if any locks are changed or added to a property. Tenants must ensure that all sets of keys (each tenant will be provided with one full set) are returned by the specified time at the end of the tenancy.

Lease

Please read your lease carefully. It is a legally binding document. Please also note that your lease is between yourselves and your landlord, not between yourselves and Harcar.

Mail

We do not forward on tenants' mail. Please ensure that you have a set up an adequate mail redirection service.

If you receive mail for previous tenants, please write 'gone away' on the envelope and put it back in the post.

If you do receive any mail for the landlord, please contact us and we will arrange to pick this up from you.

Mice

Help to prevent infestations of mice and other vermin by ensuring that your property is clean and that food is not left lying around. Unfortunately, no property is mouse proof though, so if you do occasionally come across a mouse, we recommend trying mouse traps or poison in the first instance.

Moving In

- We will provide you with one set of keys per tenant. Keep them safe and return all keys at the end of the tenancy.
- Return fully completed standing order forms to us prior to signing your lease.
- Advise all the utility companies and us of meter readings at entry.
- Advise the council tax dept that you are a tenant and about any exemptions.
- Check and return signed inventory to us.

Moving Out

Harcar will provide you with information regarding moving out of your property 2 months before your lease end date.

Neighbours and Noise

Please respect your neighbours. Do not play music before 8am or after 11pm and you must take real care to never disturb those living nearby by keeping noise at an acceptable level. Harcar must treat all neighbour complaints seriously and persistent antisocial behaviour may result in eviction and the costs thereof.

If you have problems with noise or antisocial behaviour by your neighbours, please contact the environmental health team at the council or call 101. Never put yourself at risk.

Next of Kin

You must provide us with next of kin contact details in case of an emergency. Please ensure that these are kept up to date.

Outdoor Areas

If your property has a garden/ yard, it is your responsibility to maintain it. If you require tools to undertake these duties, please let us know.

Pets

You can not keep pets, however small or cute, in the property unless the landlord has given written permission.

Public Holidays

Please note that our office will be closed on all public holidays.

Quality Service

If at any point you feel that you have not received an excellent standard of service from us, please let us know immediately so that we can take steps to rectify it.

Referrals

If you've enjoyed what we do, please tell your friends and family about us. If you refer a tenant to us that moves into one of our properties, you will be rewarded with a bonus of £50! If you refer an investor to us that goes on to buy a property with us, we will thank you by giving you £250!

Reference fee

We charge a flat fee of £70 inclusive of VAT per tenant to cover all our administrative costs involved in referencing you and your guarantors. This is a one off charge.

Rubbish

It is the tenants' responsibility to dispose of all rubbish in an appropriate manner. You should contact the council to arrange access to a wheelie bin and to find out when household rubbish is collected.

Renewing your Lease

You will be contacted in November (if applicable) to discuss renewing your lease. If choose not to renew it at this time, the property will be marketed and rented from the end of your lease date. Please give this some real consideration before this time. We offer bonuses for any tenants being introduced to us (if they rent a property from us) and also offer gift vouchers if you choose to renew.

Rent

Rent is payable in advance by **standing order only** on the 1st day of each month. If at any point you pay by another method, a charge of £25 + VAT is payable.

If rent is late and has not been agreed with us, an administration charge of £100 plus VAT per person, per late payment is payable.

Repairs

You must notify us immediately of any repairs required at your property. We will then arrange the repair for you. If you fail to notify us and this leads to added deterioration, you will be held partially responsible.

You must not instruct a contractor to carry out any repairs as there may be warranties or insurance in place. Failure to comply may result in you being liable for the bill. Similarly, if you instruct a repair and there is no fault or the repair is caused by misuse, you will be charged for the call out or repair.

We will always undertake to have the repair carried out as quickly as possible, however the appointed contractors work to their own timescales, and we have no control over these.

Renting a flat is not the same as staying in a hotel, the tenant must carry out small jobs such as changing fuses or light bulbs, unblocking sinks, cleaning chimneys where necessary, cleaning windows, reigniting boiler pilot lights or repressurising boilers, vacuum cleaner filters/ belts, washing machine repairs due to negligence such as coins in the filter. This list is not exhaustive.

Roof repairs

Now and again, when it rains, roof leaks happen. Usually it is simply down to a slate or tile coming loose. Although we need you to report this to us, please be advised that a roofer will not be able to repair it until the rain has stopped and please do be patient – you will not be the only one that has discovered a leak during a period of bad weather!

Smoking Policy

Harcar has a strict no smoking policy in all of our properties. Any damage caused by smoke will put your deposit at risk.

Standing Orders

Harcar will provide a standing order form which must be completed and returned to us prior to lease signing. You must supply us with your banks address so that we can set it up on your behalf.

Telephone/ television

Telephone and television connections are your responsibility. The owner is not responsible for any bad TV reception.

TV Licence/ Cable/ Satellite

It is your legal obligation to ensure that there is a valid TV licence for the property if you have or have had a television in the property at any time during the tenancy. Please note that satellite and cable TV is not permitted without written approval by the landlord and it is your responsibility to ensure that it is legally allowed in your property – the council should be able to help.

Utilities

It is your responsibility to advise the utility companies (including water provider) and council that you have moved in/ left in writing and to provide appropriate meter readings or exemption certificates.

Please be advised that your deposit will not be returned until we receive proof of payment of final bills so please finalise these immediately to avoid delay.

Welcome Packs

Harcar provide welcome packs in all properties. It is our way of giving you a warm welcome into the fold and helping you settle into your property quickly and easily without the need to run to the shops immediately!

All products are used at the tenants own risk and Harcar accepts no responsibility for any damage or accidents caused. Please always read instructions to ensure safe usage. Always drink alcohol responsibly.

We want you to have a fantastic time with Harcar. If you have any questions, please don't hesitate to contact us.

USEFUL TELEPHONE NUMBERS

Newcastle City Council: 0191 232 8520 – council tax

NPower: 0845 602 6363 – gas and electricity

Powergen: 0800 404 5065 – gas and electricity

British Gas: 0845 600 5122 – gas and electricity

Southern Electric: 0845 7444555 – gas and electricity

Northumbrian Water: 0845 7171100 - water

National Grid (gas emergencies or to find out gas supplier): (0)845 605 6677

MPAS (to find out electricity supplier): 0845 6030618

Emergency locksmith, plumber or electrician: 0800 328 4125 (Safe & Secure Services Ltd)

Emergency services: 999

Non-emergency services (noise etc): 101