



L | LEADERS

Tenant Completion Manual
Enjoy your New Home

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Enjoy your New Home

We would like to take this opportunity to welcome you to your new home. We hope that you will find your Property comfortable and your stay will be a pleasant one.

Inventory and Schedule of Condition

Please ensure that you thoroughly check your Inventory and Schedule of Condition as soon as you move into the Property. This document confirms the condition of the Property at the commencement of your Tenancy. Where possible, this will be provided electronically.

If you wish to make any comments with respect to the Inventory and Schedule of Condition, they must be in writing and made within five days of the commencement of the Tenancy otherwise the inventory will be deemed as correct.

Keep your Inventory & Schedule of Condition in a safe place.

Insurance

You are responsible for insuring your possessions during the term of the Tenancy. The Landlord will take no responsibility for any damage or loss to Tenant's possessions.

It is recommended the cover includes accidental damage caused to the Landlord's contents, buildings, furniture, fixtures and fittings. Standard contents insurance policies may not always include this cover. Bode Insurance Services provide a specialist policy which complies with your Tenancy Agreement.

Leaders Limited is an introducer appointed representative of Bode Insurance Solutions Limited which is authorised and regulated by the Financial Conduct Authority (FCA) under firm reference 313541.

Gas, Electric and Council Tax etc

You will be responsible for paying the following bills*:

- Gas
- Electric
- Council tax **
- Water
- Phone, and any reconnection fee
- Broadband
- Television License and other subscriptions (please check the property yourself to see what's available)

On commencement of the Tenancy the intention will be for the gas and/or electricity to be provided by OVO Energy. However, this will not prevent you (the Tenant) from changing to a different energy supplier if desired.

Important: It is the Tenant's responsibility to ensure the relevant transfers are accurately made. You may be charged by the utility provider if any utility is cut off during the Tenancy term.

**Subject to the terms of your Tenancy Agreement*

***Students must apply for their own Council Tax Exemption. This cannot be done by the Agent or Landlord.*

Electric Vehicle Charging

In the interests of fire safety in your new home, please note that the electric supply and installations in the property are only for normal domestic use, and as per the terms of your tenancy, must not be used to charge electric vehicles, including electric scooters and bicycles. These items should be stored in external buildings, such as sheds or garages, and must not be brought inside the property for storage or charging at any time.

Electric cars must only be charged from suitable electric car charging points.

If you wish to install or change an electric charging point at the property, this must first be agreed with your landlord.

If your property is managed by Leaders you must let us know so that we can seek agreement from your Landlord. Should your Landlord approve, the charging point must be installed by an accredited installer. Terms and conditions will apply.

If your Landlord manages the property, please contact them directly.

Telephone Suppliers and Television Licence

Telephone suppliers will not accept our instructions. You will need to advise them direct. The Landlord is liable to provide and maintain a working television aerial to receive standard terrestrial television. You are responsible for obtaining a TV licence.

This can be obtained either at a Post Office or online. Should you wish to install Satellite or Cable TV at the property, please contact your local office as we can arrange contact for you as well as requesting consent from your Landlord should it be required.

Right to Rent

In accordance with the Immigration Act 2014 and 2016 either Leaders or the Landlord may be required to carry out further Right to Rent Checks during the course of the tenancy. Further checks are required where a tenant has a time limit on their leave to remain in the UK.

Energy Performance Certificate (EPC)

You will be issued with an Energy Performance Certificate which provides information on both the energy efficiency and environmental impact rating of the Property.

Energy Saving light bulbs and efficient use of the heating and lighting system will assist in reducing energy bills.

Mail

If you receive any mail for the Landlord or for the ex-Tenants, please either drop this off at your local branch or re-direct through the postal system.

Future Rent Payments

Always refer to your Tenancy Agreement to confirm how and when future rent payments are to be made. You will need to set up a standing order mandate with your bank for future rent payments to Leaders. Please refer to the Tenancy Particulars for the bank account details. The standing order mandate should be dated three days prior to the rent due date to allow for the transfer of funds to reach our account on the correct date.

A Standing Order is your instruction to your bank to make a payment and remains your responsibility throughout the Tenancy term. You are the only person who can change, amend or cancel a Standing Order Mandate payment.

Please check your Standing Order has been set up with your bank.

Safety Certificates

In order to comply with the requirements of existing safety regulations, current certificates/records will be available (where relevant) to you at the commencement of the Tenancy.

As and when these safety certificates are due for renewal, you will be contacted for access. Failure to allow access could result in you being reported to the Health and Safety Executive or Local Authority.

Contact Details

Please advise of any new contact details to ensure that your Landlord or Agent can contact you at all times.

Access Arrangements

Access to the Property will be required on occasions by your Landlord or Agent. If a set of keys is held, then you will be notified in advance of any prospective visit and permission will be gained for access. All keys and locks for the Property must be used at any time the Property is left vacant. After any visit by a contractor, the Landlord and the Landlord's Agent will always fully secure the Property.

HMO (House in Multiple Occupation)/Licensing

Should your tenancy be subject to HMO legislation, or Licensing that may be in use by your Local Authority, all occupants will be required to conform to any set requirements. Not to do so could be considered a breach of the Tenancy Agreement and further action may be taken. Click [here](#) for further information.

Maintenance

Property Managed by Leaders

If you have a maintenance problem please visit our online Report and Repair site to raise the issue (leaders.co.uk/report-repair). Our Property Management team will assess the situation and, where appropriate, a suitably qualified contractor will be instructed to attend the Property.

Your cooperation with respect to access is assumed. If the cause of any repair is found to be the responsibility of the

Tenant (refer to the Tenancy Agreement) or is as a result of negligence, you will be held responsible for the cost of the repair. If you are unable to report the issue via the link please contact your local Property Management team who will be happy to assist.

Managed by Landlord - Rent Collection / Introductory Only Properties

If the Property is managed by your Landlord, his contact details will be provided. You must speak to them directly if you have any maintenance issues.

Smoke and Carbon Monoxide Alarms

As the Tenant you are responsible for ensuring that all smoke and CO alarms in the property are in working order throughout the duration of your tenancy. You should check them when you move into the property, and thereafter periodically test them monthly.

Where possible, you should replace any batteries in the alarms should they be required. If you have reason to suspect an alarm in your property is faulty you must report this immediately.

General Tenant responsibilities

As defined by Lord Denning—'The Tenant must take proper care of the premises ... he must do the little jobs around the place which a reasonable Tenant would do'.

Regular and adequate ventilation and heating of a Property will prevent condensation and mould growth.

Fair Wear and Tear

A simple summary is; if it can be removed, it is not wear and tear.

Under the Terms of your Tenancy Agreement you are under an obligation to look after the Landlords' contents. Please read the instruction manual before using any equipment.

Emergencies

Certain emergencies such fire, a break-in or gas leak require that you immediately contact the appropriate public emergency service. Please use your judgement in such cases.

Going on Holiday

If the Property is to be left vacant for longer than 21 days please ensure that you advise your Landlord or Agent.

It is essential that every precaution is taken to avoid frost damage and burst pipes during cold weather. If the Property is to be left empty between the months of October to April please ensure the heating is left on a constant low setting in order to protect the pipes from freezing.

Portal

Please visit our online portal <https://portal.leaders.co.uk/login> to access key documents relating to your contract and helpful information about your tenancy. If you have not already created an account, you can do this here too.

When will the Tenancy Deposit be returned? (Where applicable)

Assured Shorthold Tenancy

If the Tenancy is an Assured Shorthold, the deposit will be protected under the Tenancy Deposit Protection Scheme.

The Tenancy Agreement and relevant scheme documentation will provide you with the statutory information relating to the protection of your Tenancy Deposit and what the Deposit can be used for. All Prescribed Information will be provided in accordance with the requirements of the scheme used. The Deposit is held as Stakeholder.

Common Law and Corporate Tenancies

Deposit is held as stakeholder, but not protected under the Tenancy Deposit Protection Scheme. REFER TO YOUR TENANCY AGREEMENT TO CONFIRM HOW YOUR DEPOSIT IS BEING HELD.

No Deposit Option (NDO)

If your tenancy is subject to the NDO any references made to charges against your tenancy deposit will be claimed directly to you for payment.

Arbitration Service – Only applicable for No Deposit Option Tenancies

If at the end of the Tenancy there is a dispute between the Landlord and a Tenant in relation to any dilapidations, a dispute will need to be raised by the Tenant with HF Resolution Ltd as part of the Alternative Dispute Resolution (ADR) service. HF Resolution Ltd are an Independent third party who specialise in resolving disputes in the property sector. Upon resolution of the dispute a full or partial apportionment (pro-rata) adjudication fee will be due in addition to the awarded amount, please see your Tenancy Agreement Terms and Conditions for more information.

Please note if a claim remains unresolved or you do not raise a formal dispute within 30 days of being advised of any such claim the matter will automatically proceed to a formal dispute.

Disclaimer:

Leaders' No Deposit Option (NDO) is part of the Residency membership. With this option, the tenant can pay a monthly membership subscription without the need to have a traditional deposit amount tied up for the duration of the tenancy. The monthly membership subscription is non-refundable. The tenant will still be liable for any damages at the end of the tenancy.

Renewal/Extension of Tenancy Agreement

Approximately 2.5 months before the expiry of your Tenancy, you will be contacted with a view to clarifying whether the Tenancy will be renewed or extended upon the expiry of the current term. Those Tenants who have paid rent in advance will be required to do so again upon any renewal.

Notice

PLEASE CHECK THE TERMS OF YOUR TENANCY BEFORE SERVING A NOTICE OF SURRENDER - IT WILL ONLY BE ACCEPTED IF SERVED IN ACCORDANCE WITH THE TERMS OF THE AGREEMENT.

Notice must be signed by all named Tenants.

If your Landlord has served Notice for possession of his Property please contact us for details of available Properties.

Pets

Pets cannot be kept at the Property without written permission from your Landlord. If such permission has been sought and received you will be required to sign a Variation of Contract and a fee of £50 including VAT will be payable.

Water Hygiene

At the start of the Tenancy please ensure all taps are run for a short period and WCs flushed.

Prior to taking the first shower, and when a shower is not being regularly used, please run on a hot setting for a reasonable period of time. After any absence from the Property, please ensure taps and showers are run and WCs flushed before use.

Tenant Check List

Helpful Information & Frequently Asked Questions

Inventory and Schedule of Condition

Will describe the condition of the Property, its contents, fixtures and fittings.

Tenancy Agreement

A legal document which confirms the terms under which the Landlord has let his Property and confirm how both parties must conduct themselves during the Tenancy term.

Guarantor

A Guarantor will sign a legally binding document which confirms he will accept the responsibility and liabilities of the Tenant to the Property should the Tenant default under the terms of the Tenancy Agreement.

Tenancy Deposit

Sum payable by the Tenant and held as Stakeholder against non-compliance by the Tenant with the terms of the Tenancy Agreement.

Rent

Must be paid in accordance with the terms of the Tenancy Agreement. Interest is due if the rent is not paid on time and the Landlord will seek repossession of the Property if rent is paid late.

No Deposit Option (NDO)

An alternative to a paid deposit. Not applicable to every tenancy.

Maintenance Tips

Economy & Other Off Peak Rates

Economy 7 electricity is supplied at a cheaper rate during off peak hours. If your Property has Economy 7 heating there will be 2 meters, one for normal supply and one for Economy 7. Do ensure that your main switches are on.

Gas Central Heating

If the radiators are not getting warm, check the thermostat on the wall or radiator and check the time clock. Never tamper with any gas appliance - a Gas Safe registered engineer is the only qualified person who can maintain and check gas appliances. IF YOU SMELL GAS, IMMEDIATELY CALL NATIONAL GRID ON 0800 111 999 AND SWITCH OFF ALL FORMS OF HEATING AND COOKING, OPEN WINDOWS AND DOORS.

Fuses

If you need to replace a fuse in any of your electrical appliances, always ensure the right sized fuse is used at all times.

Light Bulbs

Must be replaced as necessary during the term of the Tenancy.

Smoke Alarms

The smoke alarm should be fitted with a working battery at the commencement of the Tenancy - a fully working smoke alarm should be in place at all times and checked regularly.

Rubbish Removal

Check with your Local Authority to confirm how and when household rubbish is removed - there will probably also be a requirement to re-cycle many items.

New build

If you have moved into a brand new Property, you may find that an element of settlement will take place over a period of time. This may mean that the builder or the Landlord will need to gain access to the Property to undertake the standard snagging that is required in a new Property. Your co-operation is appreciated.

Oven not working

Have you checked first that it is not on automatic timer?

Appliances requiring salt

Water softener, dish washers and some washing machines may require to be topped up with salt - failure to do so could lead to a malfunction of the appliances which may be your responsibility

Keys and Security

Always ensure the Property is left fully secured and all keys are used at all times to avoid any potential for an insurance claim to be voided due to leaving the Property insecure. All contractors and the Landlord and Landlord's Agent will always fully secure the Property after any visit.



leaders.co.uk

Registered address: Crowthorne House
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Leaders is a member of Propertymark (which includes their Client Money Protection Scheme) and The Property Ombudsman, being the largest lettings redress scheme in the UK.

