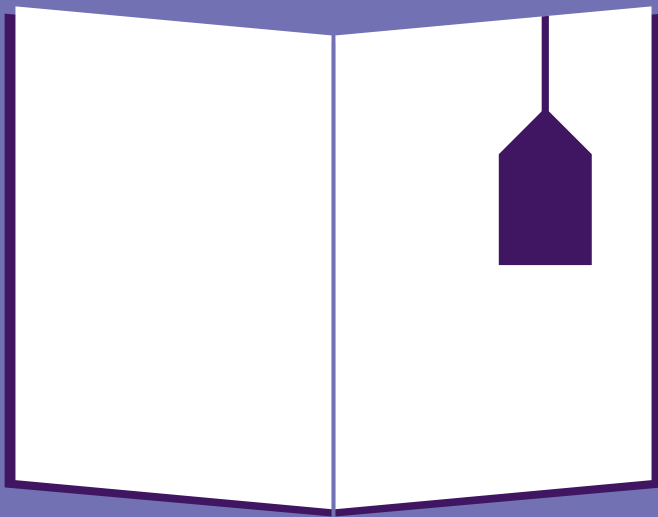


2018
Edition

The Let Leeds Student Tenant Handbook

All you need to know
about renting with us.



**LET
LEEDS**

Welcome.

Welcome to your Let Leeds student property!
We hope you're going to have a wonderful
time here and enjoy making it your home.

This is your Tenant Handbook. Pour yourself a cuppa and have a good read through it because it's got some important info inside. Then put it somewhere safe because it will definitely come in handy when you have questions.

In this handbook we've covered the basics about the property, paying your rent, what your responsibilities are as a Tenant and how to report things like maintenance issues.

Hopefully we've covered most of what you need to know, but if you've got any further questions just give your Property Manager a call.



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Your Tenancy Agreement.

Your Tenancy Agreement is a legally binding contract, so it's really important that you read it thoroughly because breaking the terms of the agreement will result in action being taken and can incur charges.

In brief, the contract means that you agree to:

- Pay rent to Let Leeds, on time, for the agreed length of your Tenancy.
- Never withhold your rent, even if you have a maintenance problem. It could cause more problems and possibly lead to an eviction.
- Keep the property in the same condition it was in when you arrived (apart from reasonable wear and tear).
- Share joint responsibility with your housemates for any obligations, rents and repairs.
- Not smoke in the property at any time.
- Report all maintenance issues through our website.
- Report any problems or queries to Let Leeds.
- Let us know if your property is going to be vacant for more than 21 days (e.g. over summer).
- Move out at the end of the Tenancy, unless a renewal is agreed.

An up to date list of charges and fees can be found on our website: <http://www.student-let-leeds.com/student-letting-fees-leeds/>

Paying rent.

Your rent is due either monthly or quarterly, depending on what it says in your Tenancy Agreement.

It's really important your rent is paid on time for the entire length of your Tenancy or otherwise you may incur late payment charges.

Payment should be made by standing order. Setting one up is free and this is the simplest and easiest way to make sure your rent is always on time. You should have done this already but if not, it's really easy to set it up yourself online directly with your bank.

Your rent needs to go to the following account:

Let Leeds

Sort code: 30-65-22

Account number: 72471668

When you make your payment it's important you use your individual reference number so we can allocate it correctly. It is made up of your property details and your initials and you will find this in your Tenancy Agreement.

We cannot take rent payments over the phone, so a standing order is essential.

If you have any problems setting up your standing order, or if you think you are going to have difficulty paying your rent on time, then it's really important that you let your Property Manager know as soon as possible.

TOP TIP

Make sure you cancel the standing order after your final rent payment has gone out.

Bills & utilities.

Let Leeds offers all of our Tenants bills-inclusive tenancies, which takes all the hassle out of paying your bills. For more information about this speak to your Property Manager.

Many of our students this year have gone for our all-inclusive hassle free home but if you've elected to sort your own then it's up to you to get all your utilities set up and pay the bills promptly. This includes council tax, gas, electricity, water, TV licence, telephone and internet.

When you first move in, take your meter readings from your inventory then get in touch with the relevant companies to register with them and get an account opened.

TOP TIP

Use price comparison websites to find the best deals from energy companies.

You'll also need to get in touch with Leeds City Council about your council tax. Full time students are exempt from paying council tax but you'll still need to contact LCC and get an Exemption Certificate. We will need to see this certificate at the end of your Tenancy before giving you your bond back to make sure there are no outstanding bills associated with the property.

You can find out who your current utility suppliers are by calling the following numbers:

Gas supplier – Contact National Grid UK Meter Helpline on **0870 608 1524**

Electricity supplier – Contact the MPAS Consumer Helpline on **0845 601 3268**

Time for an inspection or viewing? We always give you 24 hours' notice any time we need access to the property.



Contacting Let Leeds.

We think every Tenant deserves a personal and knowledgeable service. You'll be given a dedicated Property Manager, which means you'll be talking to someone who knows you and your home every time you get in touch.

Your Property Manager knows you, your property and your Landlord the best, so get in touch with them first about any general queries or issues.

To find out more about your Property Manager and the rest of the Let Leeds team go to www.student-let-leeds.com/meet-the-team/

For maintenance issues (see also page 22) log any request on our 24 hour online reporting system FIXFLO. www.student-let-leeds.com/report-repair/

Accounts queries should also be directed to your Property Manager in the first instance, and they can put you in touch with our Accounts Team if required.

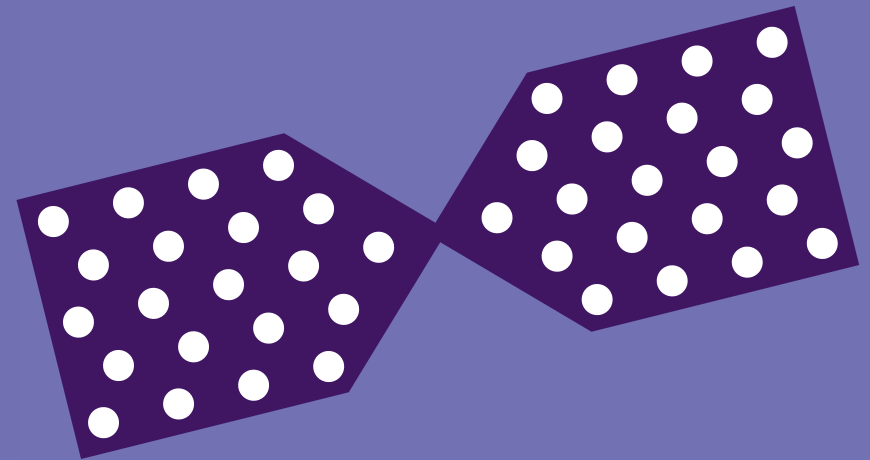
The News Section of our website is full of handy blogs and guides to help you throughout your Tenancy with us. www.student-let-leeds.com/news

Let Leeds
www.student-let-leeds.com

Student Team
0113 322 9324

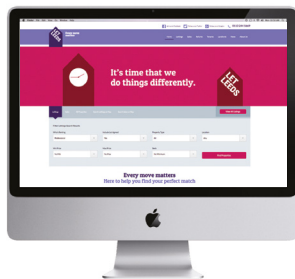
Make a note of your Property Manager's details for easy reference here:

Say hello to the smarter way to rent with our all-inclusive bills packages.



Useful contacts.

Leeds City Council Council Tax Bins & Recycling	www.leeds.gov.uk 0113 222 4404 0113 222 4406
Yorkshire Water	www.yorkshirewater.com 0345 1 24 24 24
BT	www.bt.com 0800 800 150
TV Licensing	www.tvlicensing.co.uk
Gas National Grid UK Meter Helpline	0870 608 1524
Electric MPAS Consumer Helpline	0845 601 3268



Useful info about your new home.

Speak to your Property Manager to help fill this in.

Electricity Meter	
Gas Meter	
Burglar Alarm	
Gas Stop Tap	
Water Stop Tap	
Electric Consumer Unit	

Your (green bin) recycling day is:

Your (black bin) general waste collection day is:

Your alarm code is:

Who to notify when moving.

Ready to move? Take a look at our handy guide to who you should notify when you're moving home.

<p>Services, utilities & health</p> <ul style="list-style-type: none"> Gas company Electricity provider Yorkshire water Mobile telephone company Landline telephone company Internet provider TV licensing Doctor Optician Dentist 	<p>Financial</p> <ul style="list-style-type: none"> Your bank Credit card companies Store cards / loyalty cards Your employer Leeds City Council – council tax department
<p>Others</p> <ul style="list-style-type: none"> Sports clubs and gyms Friends and relatives Schools, colleges and universities Magazine subscriptions 	<p>Motoring & insurances</p> <ul style="list-style-type: none"> DVLA Vehicle registration Vehicle insurance Breakdown Recovery Car insurance Home insurance

Moving in.

Today's the day! Here's a quick rundown of what you can expect on the day you move in.

Pick your keys up from our office, remembering to bring your ID with you. Each Tenant will have their own set and we'll give all sets to the first Tenant that picks up their keys. Before we give the keys out, we'll have to double check that all the paperwork is in order and that the first rent instalment has been collected. It's a good idea to test all the keys when you get to the property to make sure they all work correctly.

You'll be given an inventory.

This is a full list of everything in the property and the condition it is in. We'll ask you to sign to say you have received it, and then you will have 14 days to go through it and respond.

When you get to the property check the inventory thoroughly and let us know if there are any problems, any additional damage not already noted, or any discrepancies.

Personal Property Induction.

1st July is our busiest day of the year but if you are not moving in on that day, we can offer you a personal check-in service and go through the inventory with you to ensure everything is in order.

TOP TIP

Don't forget to test your appliances all work as they should and report any issues within 14 days so you don't become liable for the damage.

Your responsibilities.

Here's a list of the things that you are responsible for during your Tenancy. Make sure you keep on top of these as we'll check on many of these as part of the check-out process.

- Replacing light bulbs.
- Bleeding the radiators.
- Unblocking sinks and drains and keeping them clear.
- Testing smoke detectors and replacing batteries.
- Resetting any 'trip' switches.
- Reading your appliance manuals to make sure you are using them correctly (you can find copies to download online).
- Re-lighting pilot lights on the boiler.
- Keeping the pressure topped up on the boiler.
- Ensuring external drains are kept clear of debris.
- Unblocking vacuums and changing/cleaning filters.
- Cleaning the windows (inside and out).
- Looking after your keys and keeping the property secure.
- Any damage other than that which has already been noted on the Inventory or fair wear and tear.
- Keeping the property clear of rubbish and using the appropriate bins for refuse.
- Ventilation, especially in kitchen and bathroom, to avoid condensation and damp.
- Keeping outside areas clean, tidy and weeded.
- Return any post for the previous occupants to sender - just write 'RTS' on the front and pop it back in the postbox.

TOP TIP

YouTube has loads of step-by-step guides on many of these things or email your Property Manager if you get stuck.

Legionnaires' disease.

Legionnaires' disease is a serious lung infection caused by Legionella bacteria that can be found in stagnant water.

It is very rare in the UK (just 284 reported cases in 2013), but if your property has been vacant for an extended period (e.g. over summer) it's important to take steps to minimise any risk of it being in the water system.

Below are some simple tips for Tenants to minimise the risk of exposure to Legionella:

- When you first move in make sure that you flush out the water system. Firstly flush your toilet, then run the kitchen and bathroom taps for at least two minutes to let both hot and cold water pass through. Then run the shower in the same way, along with any other taps in the house.
- Running all taps for 2 minutes when you move in will allow fresh water through the system.
- Regularly clean and disinfect shower heads.
- Inform Let Leeds or the Landlord the hot water is not heating properly or there are any other problems with the system.

It is important that water is not allowed to stagnate within the water system, therefore if the property has been left vacant for an extended period during the tenancy, it is important that the water is drained from the system by turning off the stop tap and running the taps until the system has completely drained.

Furniture.

You can re-arrange the furniture within the property to suit you, but you will need to return it to its original position when it's time to move out.

However, you mustn't remove any furniture from the property or store it in a cellar, shed or outhouse without permission from us first, as we'll need to clear it with the Landlord.

If you're using any of your own furniture, make sure it's safe and complies with the Furniture and Furnishings (Fire Safety) Regulations 1988.

Posters.

Take special care when putting up anything on walls like pictures and posters.

If any damage is caused by decorations or putting things up the Landlord may charge you for any redecoration required.

Only use White-Tack for posters and pictures as Blu-Tack is oily and will leave marks.



Cleaning.

Taking care of your property is essential and cleaning is a big part of this. We want you to get your full deposit back, so please do make the effort to maintain your home well.

- Vacuum all the floors on a regular basis and wipe down skirting boards.
 - Clean the cooker after use (and invest in some Oven Pride!)
 - Fridges and freezers should be checked regularly for out of date foods etc. and wiped regularly.
 - Bathroom areas must be kept clean and shower curtains washed to prevent mould.
 - Clean any spills/stains on carpets and upholstery immediately to prevent permanent damage.
- If we notice things aren't up to scratch when we come round for an inspection or property viewing, we'll let you know and arrange a re-inspection to make sure things get back on track. If there's no improvement, the Landlord will ask to send in professional cleaners, and this bill would go against your deposit.

Drains and sinks often become blocked because grease, food scraps or other solid waste has been poured down them. Pouring a cupful of washing soda followed by boiling water down drains/sinks should help, but you may have to repeat for severe blockages.

TOP TIP

Invest in a plunger for blocked drains, sinks and toilets. It's not only useful, but can be quite a lot of fun too!

Condensation.

It's important to keep your property well ventilated to avoid condensation as it leads to mould and damp.

Here are a few tips to help you reduce the amount of condensation in your home:

- Open your windows daily to allow moist air to escape.
- Use extractor fans and open windows when using the kitchen or bathroom and close the doors to stop the moisture going into other rooms.
- Leave a small gap between walls and furniture (especially when it's a cold wall) so the air can flow around it.
- It's best to dry clothes outside but if you can't, make sure it's done in a well-ventilated room with an open window.
- If you've got a tumble dryer with a vent pipe, make sure it runs outside your property (e.g. through a window).
- Make sure airways are not blocked, such as chimneys and air bricks.
- Keep heating levels at a constant temperature, especially in the winter.

For more useful information about keeping mould and condensation at bay have a read of the following PDF from Leeds City Council: www.leeds.gov.uk/docs/condensation%20mould.pdf

Respect your neighbours.

Having your own place is great and it's only natural that you'll want to have friends over from time to time to make the most of it.

Now that you are living as part of a community you need to be sensitive to the people living around you. Noise can be a real bone of contention between neighbours so follow these simple guidelines and stay considerate:

- Keep the volume of your music down, particularly after 11pm.
- Let your neighbours know you don't mind turning down the volume if they ask.
- If you are having friends over, keep it to Friday or Saturday nights when your neighbours are less likely to have early starts in the morning.

Remember, anyone you invite into your property is your responsibility, along with anything that gets broken by them.

We encourage you to be very considerate neighbours and avoid parties. These can not only cause complaints but also damage to your property, which you as the Tenant will be liable for.

Need to report a repair? Use our fully automated online system, 24 hours a day.



Maintenance.

If you have any kind of maintenance issue, or need to report a repair, just use our 24 hour online reporting system.

To keep things as efficient as possible, we can only handle online requests. Go to <https://let-leeds-com.fixflo.com> to log your request online. It's an automated system called FIXFLO that allows us to communicate between the Landlord and the Contractor accordingly.

Until a request is logged online, we cannot send anyone out to deal with the issue.

Once you have logged your issue, we'll be in touch to discuss the next steps and, if required, arrange for a contractor to come out and see you.

We only use a handful of trusted contractors to do repairs and they prioritise the urgency of the work and will respond accordingly. Here's an idea of the timeframes that they will aim to work to wherever possible:

	Example	Contact	Visit
Emergency	Flood/Burglary/Gas Leak	ASAP	Within 24 working hours
High	No heating/hot water	Same day	Within 24 working hours
Medium	Other maintenance issues	Within 3 days	Within 30 days

What to do in an emergency.

In an emergency situation, we prioritise our maintenance requests and will get back to you as soon as possible and aim to get out to the property within 24 working hours.

When there is an emergency, we ask you to log your request on FIXFLO in the normal way but also ring to speak with your Property Manager directly.

If there has been a break-in at the property, be sure to ring the police.

If you smell gas, ring **Transco** on **0800 111 999**.

If you lose power or water, then please contact your utility provider in the first instance.

If you are calling out of hours and the office is closed, we have pre-recorded emergency details for you to follow. Just call the office number: **0113 320 2000**.

Lost keys.

Make sure you look after your keys carefully at all times.

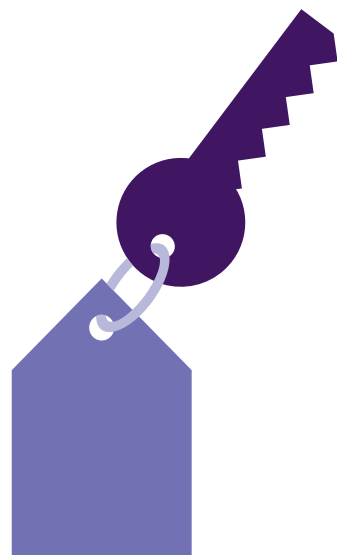
If you happen to find yourself locked out and it is during office hours, we do provide a call out service to come and let you in with our spare key. There is a charge for this.

If it is out of hours, please call the office, which will provide you with the emergency contact numbers.

Security is obviously a very serious matter. If any keys are lost or stolen during the Tenancy or not returned at the end of the Tenancy, we will need to replace the locks entirely and supply any replacement keys, which will be charged back to you – so please keep them safe! We will also need to replace the lock or if it has been forced.

Remember, you are not permitted to fit or change any internal locks yourself. If you do, you may be breaking fire safety regulations and a charge for removing the locks will be made.

Details for charges relating to lost keys can be found in your Tenancy Agreement.



Want to stay for another year? Celebrate with no renewal fees to pay.



Access to the property.

There are a number of reasons that we might need access to the property.

1) Property Inspections

Your Property Manager will arrange an inspection of your property with you every three months or at least once in every Tenancy term; also if should you decide to renew or if you are in arrears.

This is just to check that everything is as it should be, so we can help head off any issues before they become more serious. We do send a copy of the inspection report to the Landlord, so it's a good idea to make sure everything is clean and tidy before we come round. We also have to do certain safety checks on a regular basis, as required by law.

2) Viewings

We'll give you 24 hours' notice and will always carry viewings out at reasonable times during the day. Viewing are always accompanied by one of our team.

3) Maintenance, Landlord Visits & Mortgage Appraisals

We may also need to enter the property to carry out any of the above, but will always give you 24 hour advance notice of this.

Renewing your Tenancy.

If you are a student, we'll contact you between October and November to ask whether you want to stay at the property for a further 12 months.

It might seem a bit soon, but because of the way the student market works, we need to make a start re-marketing it for the next year's potential Tenants.

If you want to stay:

- Let your Property Manager know and they will arrange for a new contract to be drawn up.
- Until the new Tenancy Agreement is signed, please be aware we'll still need to arrange for viewings to take place.

We love good Tenants in our properties – so much so, there will be **no renewal fee to pay** if you all decide to stay on another year.

If some Tenants want to leave and some stay, give Property Manager a call to discuss the options.

If you do not wish to stay:

- We will complete a form called 'Section 21: Notice to Quit' which we will post to you between 2 – 4 months before the end of your Tenancy.
- We'll also start marketing the property for let and get new viewings underway immediately. We'll always give you 24 hours' notice of any viewing.

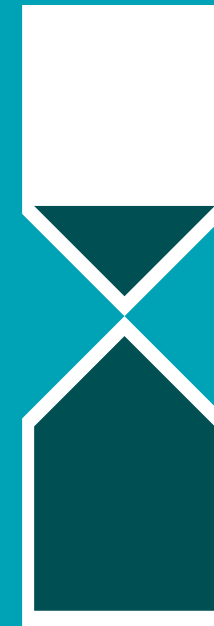
Staying with Let Leeds.

Finding good Tenants is something we don't take lightly and we'd love you to stay with us!

Maybe you need to downsize to a 3 bed instead of a 4 bed next year, or have found a new best friend and want to take a 5 bed instead of a 3.... Whatever you are looking for next year, let your Property Manager know and we'll do our very best to match you to a new home.

Speak to your Property Manager to find out more.

Time to move? Rent another Let Leeds property and we'll fill your fridge with beers as a thank you!



Referrals.

If you think we are good at what we do, then why not refer us? We'll say thank you with a referral fee.

Friends

Recommend us to your friends, and if they take a managed property with Let Leeds then we'll give you a cash reward of £100!

Landlords

We're always on the lookout for new Landlords with the hottest properties. If you know someone who is looking to rent out their house, flat or apartment put us in touch and if they take us on, we'll give you a £100 referral fee.

For more information about referrals, please contact your Property Manager.

Reviews.

Your opinion matters to us and we'd love to hear your feedback on your service with Let Leeds.

We're proud holders of Feefo Trusted Service award which is an independent seal of excellence that recognises businesses for delivering exceptional service, as rated by real customers. You may well get an email from Feefo asking you what you thought of the service you received from us and we'd be grateful for your comments.

If you have a Google account and want to leave us a Google review we would appreciate it. Just go to [Google.com](https://www.google.com) or the Google Maps app (if on mobile) and search for: [Let Leeds](#). Click the 'Write a review' button (in the right-hand sidebar). Or, if you're on your phone click 'Let Leeds' and scroll down until you see the 'Reviews' section.

Moving out.

When it's time to go, here's a quick checklist of what you'll need to do:

- You must be out of the property and return all keys to the office before 11am on the date your contract ends.
- Leave the property in the same condition it was when you found it – clean, tidy and all furniture back in its original position.
- Every property is professionally cleaned at the start of each Tenancy and this is the standard you need to match. We will book a professional cleaning contractor to visit the property once you move out, as per the Tenancy Agreement. The cleaners will charge on an hourly rate, so essentially, the cleaner you leave the property, the less this will cost you.
- Make sure you have been through and fulfilled your list of responsibilities (see page 14).
- Log any maintenance issues on FIXFLO (see page 22).
- Remove all your possessions and any rubbish from the property.
- Notify all the relevant parties of your new address (see page 12 for a list).
- Contact all your utility companies and request final bills to cover up to (and including) the last day of your Tenancy.
- Re-direct post to your new address.

It's really important that you cancel your standing order with your bank straight after your last rental payment. This does not happen automatically! It's not easy for us to get any overpayment back to you right away and there are also charges for returning overpaid rent.

For more details about the End of Tenancy process visit:
www.student-let-leeds.com/end-of-tenancy.php

Check-out inspections.

Once you have completely moved out we'll do a check-out inspection to review the property thoroughly.

Your contract states that you must leave the property in the same condition you found it in, apart from fair wear and tear. Have a look at our check-out form online at www.student-let-leeds.com/check-in-out-form.pdf to see a full list of what we inspect. Here is an overview:

- Vacuum all floors and carpets and clean any marks or stains.
- Thoroughly wash any hard floor surfaces.
- Make sure the oven, hob and extractor fan are clean.
- Move the fridge out and clean the area behind it.
- Defrost freezers and clean dishwashers.
- Clean all cupboards, drawers, shelves - inside and out.
- Clean shower cubicles, baths and sinks are to be free of soap residue and mould.
- Clean the toilets inside and out.
- Clean washing machines and don't forget the soap draw.
- If there's any mildew, this will need to be cleaned.
- Wipe down walls and woodwork – don't forget the tops of skirting boards and window sills.
- Light fittings, ledges, tops of doors also need to be dust free.
- Check and clean under beds, sofas and all other furniture.
- Put all rubbish in the outside bins and leave the outside area tidy.
- Take meter readings.
- Replace any missing or broken light bulbs or we have to charge £5 per bulb for our handyman to do it.
- Replace batteries in smoke alarms.
- Empty Hoover bags.

How do I get my deposit back?

If you've been living at one of our managed properties, it's not the Landlord that holds your deposit, it is a third party called the Deposit Protection Service (DPS).

You can contact the DPS on 0844 4727 000 when you are ready to get your deposit back. You will need your Deposit ID and your Repayment ID for this.

We obviously have to do our checks first, to make sure that the property is clean, tidy and left in the same condition it was in at the start of the Tenancy; but if you've been thorough and all looks good, once we've given the property the all-clear and you've completed the process below, your deposit is usually paid back to you ASAP.

1. Find your Deposit ID

- This will have been sent from the DPS to the 'Primary Tenant' via email at the start of your Tenancy.
- You can request your Deposit Repayment ID by calling the DPS on 0844 4727 000.

2. Find your Repayment ID

- Again, this will have been sent to you from the DPS via email at the start of your Tenancy, normally via email.
- We do not keep a copy of your repayment ID as it's your PIN number to get your deposit back!
- You can request your Deposit Repayment ID by calling the DPS on 0844 4727 000. They will send this through via email to the Primary Tenant's email address.

3. Deposit Repayment

- Before we start this bit, we will need to have completed a Tenancy Check-Out. That means that everyone has moved out of the property and keys are returned.
- Once you have your Deposit ID and Repayment ID, log into the DPS at www.depositprotection.com and insert your Deposit ID and Repayment ID online.
- You can agree to the deposit repayment or request a repayment.
- As long as the Landlord and Tenants are in agreement about any possible deductions from your deposit (e.g. late payment fees, damage to the property or unpaid rent) then the deposit will usually be repaid directly to your bank account between 5 – 10 days.

Air a grudge.

If you have a grudge about any element of the service we have provided to you, please let us know so we can help.

Email us at management@let-leeds.com and we will look into this for you and do our best to sort it.

Let Leeds is a member of both ARLA and the Property Ombudsman. We promise to serve our Landlords and Tenants with the highest levels of good practice, fairness and always with the best of integrity.

Let Leeds operates using best practice, and ensure that all of our staff are fully trained and fully aware of their legal responsibilities. Our staff will maintain professional and appropriate contact with our customers and are trained to deal with day to day operational complaints and enquiries.

However, if you would like to make a formal complaint due to unacceptable work or conduct, we have set out the a formal complaint procedure to ensure that your interests are safeguarded.

Please go to www.let-leeds.com/customer-complaint.php

Selling your property.

Sometimes the Landlord may want to sell the property you are currently renting.

Don't panic if this happens! A new owner cannot break your Tenancy Agreement so you, as Tenants, will most likely remain in the property, it just means a new owner will be taking over as Landlord.

If we need to conduct viewings at the property, we will always give you 24 hours' notice.

Thank you.

Thanks for taking the time to read through this handbook. We really hope you find it useful during your time with us.

We're so pleased you chose to let your property through Let Leeds. If you've any further queries that we can help you with, just get in touch with your Property Manager.

As a licenced member of ARLA, the Association of Residential Letting Agents, and the Property Ombudsman for Lettings, Let Leeds adheres to best practice governing the way we operate and carry out our Business.

Wishing you all the best for a happy stay at your new home and we hope you will consider using us again.

Best wishes

Let Leeds
Every move matters.

**Creating happy homes is
at the heart of our business.
Because when Tenants feel
good, Landlords feel good.
And when they're both happy,
we feel good too.**

**That's why we put so
much energy into matching
people with their perfect
property and making them
feel right at home.**

To us, every move matters.

2018

Edition

STUDENT TEAM

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student@let-leeds.com

Let Leeds

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Leeds, LS3 1JY

www.student-let-leeds.com

Every move matters.

**LET
LEEDS**