

tenancy handbook

and householder responsibilities

How to contact us

What to do when you first move in

Your responsibilities during your tenancy

How to report a maintenance issue

What to do in an emergency

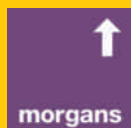
Building management issues

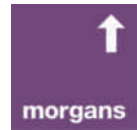
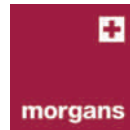
Routine and safety inspections

What happens towards the end of your tenancy

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Thank you for renting your new home through Morgans. Please take some time to read this guide at the start of your tenancy. We have included important information about the payment of your rent, what to do if you have a maintenance issue, your responsibilities as a householder and the end of tenancy procedure.

You will have been handed your copy of TREATS, which includes special offers at some of the city's finest bars, restaurants and shops – we hope you enjoy them.

Finally, please enjoy your new home.

The Morgans team

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How to contact us – email works best!

We have a Customer Services team, with each team member having different responsibilities. The most efficient way of contacting them is by sending an email – this ensures that both parties have a written record of the issues and that we are able to respond in a timely and appropriate manner.

Rental payment, arrears, bond queries and standing orders:

money@cityliving.co.uk

Maintenance issues and emergencies:

maintenance@cityliving.co.uk

New tenancy requests and re-sign information:

customerservice@cityliving.co.uk

We understand that you will need to call us sometimes.

The best way is by using the following numbers:

Customer Services – general	0113 261 5724
Maintenance	0113 261 5738
Referencing	0113 261 5724
Contract Renewal	0113 261 5731
Accounts	0113 261 5733

What to do when you first move in

1. Paying your rent

Your rent is due each month on the same day as your contract start date, and must be made by standing order. You can arrange to set up the standing order in one of two ways:

- a) By completing a form which we will give you, and which you need to give to your bank to instruct them to pay your rent each month. This is **not** a direct debit payment, and it is your responsibility to ensure that is correctly set up.
- b) By setting up the standing order online.

Whichever way you choose to set up the standing order, you will need our bank details, as follows:

Barclays Bank	Sort code 20-48-46
Account number	50835749
Account name	City Living (Leeds) Ltd T/a 'Morgans'
IBAN	GB82 BARC 2048 4650 8357 49
SWIFTBIC	BARCGB22

2. Paying your bills

It is essential that you let the utility companies supplying your property know that you have moved in and that you will be responsible for the household bills during your tenancy.

We are unable to provide mid-tenancy meter readings.

These are the main contact numbers for utility providers:

Electricity: Northern Power Grid	0845 330 0889 (to find out the electricity supplier) or www.northernpowergrid.com
Gas: British Gas	0800 048 0202
Council Tax: Leeds City Council	0113 222 4404
Water: Yorkshire Water	0845 124 2424
Telephone: BT	0800 800 150

Please note: it may take a few attempts to get through to the provider but it is essential that you persist.

To find out your BT telephone number, call 17070 from a handset when the phone is plugged in (this will only work if the phone line has previously been connected). If you are the first person to occupy a new property, your landlord will reimburse the initial installation cost of the BT line. Any re-connection charges, however, will be your responsibility.

If you are renting a property in North Leeds, you can search Virgin and Sky online with the property postcode to find out which TV services are available.

You may find it useful to record the meter readings at the start of your tenancy, which will be available on check-in or shortly afterwards:

Electricity:

Water:

Gas:

The following developments offer inclusive water charges so you will not need to register with the provider: Riverside Court, Crown Street Buildings, Langtons Wharf, Clarence Dock, City Central, Park House Apartments, 3 Whitehall Quay, Merchants Quay, Portland Place, Mackenzie, Magellan, McClintock, Crozier.

3. You have taken the property ‘as seen’, other than the conditions of tenancy.

If you notice anything that you think we have missed on check-in, please complete the form we will email you after check-in. You must do this within 7 days of check-in, or you may be charged for these items at the end of the tenancy. We cannot guarantee to record any issues which are not reported in writing.

Your responsibilities during your tenancy

During your tenancy you are responsible for the following:

- Light bulb replacement
- Hoover bag and belt replacement
- Replacement of plug fuses
- Blocked sinks, showers, baths (a drain unblocker will generally fix these) and washing machine filters
- Refuse removal
- Garden maintenance
- Broken windows
- Any damage other than that noted on check-in or within the first 7 days of the tenancy, or that which is deemed to be fair wear and tear
- Keeping the property secure
- All keys, fobs, beepers and permits handed to you. If you do lose any of the above, we reserve the right to change the lock and supply new keys, the cost of which will be charged to you. This can be as much as £100 +VAT.

Please note that you will be responsible for the costs of repairing or replacing any of the above at the end of your tenancy, even if you choose not to report them during the course of your tenancy.

You have certain responsibilities as a 'householder' and you will be charged at the end of your tenancy for any works which have to be carried out to resolve any issues caused by your failure to follow the guidelines below.

- It is your responsibility to take measures to control black mould and condensation – especially in bathrooms, on outside walls and in unventilated corners. These areas can be washed down with widely available products, but you can take measures to prevent any problems by closing the bathroom door when showering, making sure the ventilation system and fans are switched on, never drying clothes on racks, keeping trickle vents open and keeping rooms clear of clutter. See the tenant area of our website for more details.
- If your apartment has flat panelled electric heaters, do not switch these off at the wall, as this can flatten the integral battery, and you may be held liable for the cost of replacing it. Use the thermostat or on/off rocker switch on the side of the heater instead.
- Smoke detectors – it is your responsibility to replace the batteries in the smoke detectors but you must not interfere with them in any other way.

How to report a maintenance issue

Our Property Management team is available to provide you with an efficient response to any issues that may occur during your stay.

In order to properly prioritise our attendance to repairs and other issues, we categorise them according to urgency.

Our attendance guidelines are:

- Same day (emergency)
- 2-5 working days (urgent)
- 28 working days (routine and non-urgent)

Statistically, only a small minority of issues constitute an emergency and justify same day attendance.

Potential emergencies would include:

- No heating and no hot water at the same time
- A break-in
- A serious leak into the property, either from an adjoining apartment or through the roof. Minor leaks, which do not threaten the tenant or the property, will be classified as 2-5 day attendance.

If you have an emergency, see “What to do in an emergency” on page 10.

Our contractor may need to attend more than once, and more than one contractor may need to attend.

All non-emergency repairs should be reported as follows:

City centre: telephone 0113 261 5738

or email maintenance@cityliving.co.uk

North Leeds: telephone 0113 217 9090

or email northleedsmaintenance@cityliving.co.uk

A maintenance call sheet will be completed, to ensure we have your up to date contact details and all the relevant information. We will advise the likely contractor attendance time, according to the particular repair category.

We will always try to advise you of contractor attendance at your property, and do all we can to ensure professional levels of respect are observed towards you and your home. Contractors will leave a card, informing you that they have called. Occasionally, however, it will be necessary for a contractor to attend without notice, particularly in case of an emergency. We aim to call you back the same day about a reported maintenance issue.

We operate a portfolio management system, so that the same person is always responsible for managing the maintenance of your property.

What to do in an emergency

An emergency is ‘any repair necessary to avoid a danger to the tenant’s health or wellbeing, or to avoid serious damage to the building or the tenant’s belongings’.

For emergencies during our working hours

Please call one of the following numbers:

Monday–Thursday 9am–8pm	} 0113 261 5738 or 0113 261 5704
Friday 9am–5.15pm	
Saturday 9 am–6pm	

Where the emergency relates to the smell of gas, loss of water supply or power, please call one of the following:

British Gas	0800 111 999
Yorkshire Water	0845 124 2424
Yorkshire Electricity	0800 375 675

For emergencies out of hours

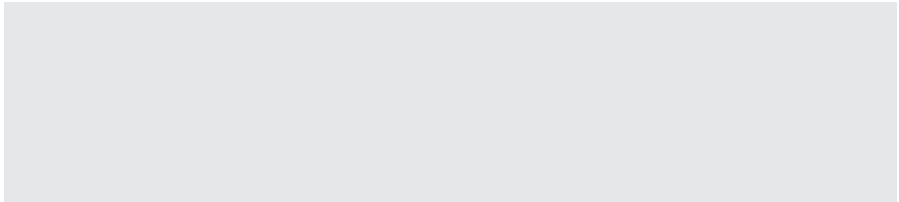
If you are experiencing a genuine emergency, call 0844 880 7102 (24 hours, managed by Gough and Kelly). A typical call out charge is a minimum of £100 +VAT and you will be liable for this charge, plus any labour costs, if you call the out of hours service with an issue which is not an emergency, as defined on page 10.

Important – read before you call: When you call our emergency out of hours contractors they will ask you to give a detailed description of the emergency, in order to try and solve the problem over the telephone, so please be prepared to answer their questions. However, before calling please carry out some basic checks; for example, if you have a leak through the ceiling, make sure you first check with your neighbours above, to see if they have left the bath running or have an obvious problem they are unaware of and can resolve. If you call out a contractor (other than those listed on page 10), you could be liable for the costs if they are called out unnecessarily.

Building management issues

Morgans are responsible for managing the property you occupy, but if you live in an apartment building, there will usually be a management company responsible for the fabric of the building, such as the roof and the communal areas, and facilities such as the corridors, entry system, lift and car park areas.

The building you live in is managed by:



If you are experiencing a problem with the building itself, rather than specifically within the apartment you occupy, then please make this clear when you email or call our Property Management team.

The management company will require adherence to certain rules and regulations by occupants of the building, and you will be expected to adhere to these regulations during your tenancy.

Routine and safety inspections

We are obliged by law to carry out certain safety inspections which will require the attendance of an engineer:

- Gas Safety Certificate: due every 12 months
- Electrical Safety Certificate: due every five years
- Portable Appliance Tests: carried out every two years or so on all appliances supplied with the property

You will be given at least 24 hours notice of your safety inspection.

What happens towards the end of your tenancy

10 weeks before the end of your tenancy, we will send you a 'Section 21: Notice to Quit'.

If you wish to vacate the property at the end of the tenancy:

- Please sign and return the form to our Customer Services team
- Make sure you provide us with up to date contact details, so that we can notify you of viewings by prospective new tenants
- If you work nights or unusual shift patterns, we would urge you to let us know immediately, so that we can make a note and communicate this information to our Lettings team.

If you wish to stay on in the property:

- Please refer to the letter accompanying the Section 21 notice, which will advise you how to go about agreeing terms for your new tenancy
- When new terms have been agreed, you must sign your new contract immediately, to prevent the property being re-marketed
- You will be charged a renewal fee when you sign the new contract
- If you have any questions about the procedure, please email customerservice@cityliving.co.uk

Booking your check-out appointment

If you decide to vacate the property at the end of your tenancy, it is essential that you contact us immediately to arrange your check-out appointment. At the check-out, we will compare the condition of the property to the condition you agreed when you moved in. If you are not present, we will compare the condition in your absence and communicate our findings to you by email as soon as possible after the appointment.

Please note the following:

- 1. The cleanliness of the property must be as it was when you moved in.**

If it is not, you will be responsible for the costs of returning it to that standard, to ensure that the property is ready for the next tenant. This applies to the property as a whole, but particular attention will be paid to: kitchen surfaces; skirting boards; fridge/freezer interior; hob and oven interior; carpets and floor coverings; blinds; bathrooms, including WCs, showers, screens and baths; light bulbs; and balcony or terrace area/garden. Replacement of light bulbs will be charged at £10–£25 (depending on the number of bulbs), plus the cost of the bulbs themselves.

- 2. All items of furniture should be left in the same position as when you moved in.**

We reserve the right to make a reasonable charge (£25 +VAT per hour) for returning the furniture to its original position, in accordance with the terms of the tenancy agreement you signed.

- 3. Your personal possessions must all be removed when you leave – this includes bedding, items of furniture, pictures and bags of rubbish.**

We reserve the right to make a reasonable charge (£25 +VAT per hour) for the removal of any such items, in accordance with the terms of the tenancy agreement you have signed.

- 4. If you have caused stains to carpets or soft furnishings, it is inadvisable to try and remove them using chemicals, as this is likely to make matters worse and result in higher cleaning costs after you leave. We can provide you with contact details for a specialist cleaning contractor.**

5. You must contact all utility companies and request final bills to cover the period up to and including the last day of your contract term.
6. All keys must be handed to our Tenancy Co-ordinator at check-out.

If keys are not returned, you will be charged for a lock change, which can cost as much as £100 + VAT, and if permits, beepers or fobs are not returned, you will be charged for replacements.

7. It is your responsibility to arrange the redirection of your mail and we will not be able to collect and redirect any post after you have vacated the property. Any mail we do come across will be returned to the sender.

How to get your bond back

We aim to return your bond within 14 days of receipt of proof of utility registration. Other things you must do are:

- Ensure that you have cancelled your standing order with your bank – we cannot do this for you
- Provide us with proof that all utilities at the property, including Council Tax, have been registered in your name
- Make sure that the property is in the same condition as when you moved in, that furniture is in its original position and that all your belongings have been removed
- Make sure all rent is paid, including fees and accrued charges – your bond cannot be used to pay such costs
- Make sure all keys, permits, fobs or bleepers have been returned before the end of your tenancy
- Make sure you have provided a forwarding address

Subject to receipt of invoices relating to agreed bond works, and once our Customer Services team is in possession of receipted bills, proof that the rent is up to date, confirmation of key return and a signed check-out form detailing deductions, a cheque will be drawn up for the return of the balance of your bond.

For your information, wear and tear is defined as *loss, damage or depreciation resulting from ordinary use and exposure.*

Please remember – the quicker you are able to provide us with the information we need, the quicker we will be able to return your bond.

Bond return cheques will be issued equally between the joint tenants and posted to the forwarding address provided at check-out, unless we are advised otherwise in writing by all parties. The completion of any works arising from the final inspection, which are to be paid for from bond, can delay the bond return process. If you are taking another property with Morgans, we cannot transfer the bond to the new property, as it is held in a deposit protection scheme and registered against the individual property.

We are registered with both the Deposit Protection Service and The Dispute Service, and you will be advised under which scheme your bond is being held.



It is our aim to process your bond return quickly and fairly and to rely on the evidence available to us from check-in and check-out. Please visit www.disputeservice.co.uk if you wish to dispute any deductions. We are obliged to fully accept the findings of the arbitration process.

**have a
nice stay**

Notes

How to contact us



City Centre 0113 398 0098
1 Dock Street, Leeds LS10 1NB

Monday–Thursday	9.00am–8.00pm
Friday	9.00am–5.15pm
Saturday	9.00am–6.00pm



North Leeds 0113 217 9090
75 Otley Road, Leeds LS6 3PS

Monday–Thursday	9.00am–7.00pm
Friday	9.00am–5.15pm
Saturday	9.00am–6.00pm

All enquiries regarding rent or bond issues should be made to the City Centre office.