



STONE HOUSE PROPERTIES
property letting & management
5 Victoria Road, Hyde Park, Leeds, West Yorkshire, LS6 1AS
Tel: 0113 275 0777
Fax: 0113 275 0077
Email: info@stonehouseproperties.co.uk
Website: www.stonehouseproperties.co.uk
Company Number 04874468

'Welcome' from the team at Stone House Properties

Firstly we would like to take this opportunity to welcome you to your new home. We hope that you have an enjoyable 'moving-in' experience.

We are aware that the moving in experience will not be ideal for everyone due to the condition that the property may have been left in by previous tenants. There may also be areas of disrepair that have not been reported prior to the end of the last Tenancy.

We will endeavor to ensure that all properties have been inspected, and the cleaners have been instructed to clean any properties that have not been left in a clean and tidy condition. We will address any issues as soon as possible, so that you can move in with a minimum of inconvenience.

If you are not happy with the cleanliness of the property, please report this to us by email within the first **3 working days** of the tenancy start date so that we can look to rectify the situation as quickly as possible. Please be aware that, should you miss this opportunity to have the property cleaned, it will still be incumbent on you for the property to be in a clean and acceptable condition when you leave.

We only receive the keys back from the previous tenants on the 30th June (and some tenants return keys back later than the agreement terms), so we have a very short turn-around time in which to inspect our properties and instruct our cleaners where necessary. This could mean that your house is in need of cleaning and is in the queue to be cleaned.

We do ask for your patience at this very busy time. We have many properties to attend to, but assure you we will make every effort to deal with any problems as quickly as possible and according to urgency. All issues must be reported by **email** by the nominated tenant, to info@stonehouseproperties.co.uk. This is so we have a written record and it also enables us to deal with issues in the most efficient way. Please only call the office in emergencies.

Once again, we wish you success with your move and hope that you have an enjoyable stay in your new home.

Tenant Property Inspection

We at Stone House Properties will have carried out our own inspection of the property before you move in. We will produce a written and photographic record of the condition of the property which you will be sent a copy of.

Upon moving in, tenants must carry out their own inspection of the property. Please report any issues by email to **info@stonehouseproperties.co.uk** To avoid any confusion or duplication, please inspect the whole house and submit one report for the entire property. We will only accept one joint report per property by email or in writing. Please note, we reserve the right to refuse communication with anyone other than the nominated tenant.

Cleaning issues must be reported within **three days** of the start date of the tenancy.

All other maintenance should be reported within **seven days** of the start date of the tenancy. There is a lot of maintenance work to be carried out every summer. We do carry out maintenance work throughout the year and you can report general issues at any time, but if you are not going to be living there over the summer, you should report maintenance to us as early as possible so that we can work towards getting it completed for when you take up full residence. There will always be issues that come to light when a house is properly 'lived in', and we would recommend checking appliances, especially washing machines, as soon as possible.

Please let us know if there is any missing or damaged furniture. All properties should have basic furniture supplied as follows:

- Bedrooms: bed, wardrobe, desk & chair, curtains/blinds
- Living room: sofa, curtains/blinds
- Kitchen: cooker, fridge, freezer
- Dining table and chairs may or may not be provided.

Vacuum cleaners, microwaves, kettles and toasters etc. are not supplied with the property.

Helpful Tips

Meter Readings

You must take your meter readings for both gas and electricity and register yourselves with your gas, electric and water suppliers.

To find out your Electricity Supplier call MPAS - 0845 3300 889

To find out your Gas Supplier call - 0870 6081 524

Yorkshire Water supplies your water - 0845 1242 420

Make sure you register ALL OF YOUR NAMES on, or as close as possible to the start date of your tenancy with the supplier. If you wish to change supplier, you are welcome to do so, but must first register with the existing supplier. This will prevent any liability from the old tenant's charges.

Joint Tenancy

We would like to remind you that you are all jointly and severally liable as a group, for all rents and damage caused to the property.

Old Tenant's Mail

When you arrive at your new home it may have been empty for some time, and mail may have been mounting up. The best thing to do with the mail is cross out your address and write 'Return to Sender' on the envelope and post the mail in a letter box.

Security

Check all windows and doors are locked when they are not in use, especially over the holidays.

Contents Insurance

You, as the tenants must arrange your own Contents Insurance. We will not accept responsibility for any damage to your belongings, for FIRE, THEFT or LEAKS, however these may have been caused.

Television License

If you are using a television within the property you need a television licence. This can be purchased online by visiting www.tvlicensing.co.uk.

Garden / Yard

Keep your garden/yard clear of rubbish throughout the tenancy and keep drains unblocked.

Light bulbs

You must fit and supply your own light bulbs throughout the tenancy.

Reminder about things prohibited by the tenancy agreement:

- Don't decorate any of the rooms yourself
- Don't use Blue-tack, White-tack or nails on the walls
- Don't put locks on any internal doors, or change external locks as we will remove them and you will be charged
- Don't have any pets at the property
- Don't leave anything in the basement
- Don't move furniture around the property. It must be left exactly how you found it at the beginning of the tenancy.

Moving out of the Property before the end of the Tenancy

Should you or any member of your housemates decide to leave before the end of the tenancy, it will be the responsibility of all tenants to find a replacement. Please note that until a replacement tenant has taken over the individual tenancy, the rent must be fully covered. A £75.00 administration charge will apply to any alteration of the tenancy for the tenant moving out of the property.

Charges

Tenants may be charged for maintenance which is discovered to be the result of their 'misuse'. We do not want to charge anyone unnecessarily so please be sure to familiarise yourself with the Tenancy Agreement and all other information in the 'Useful Information' tab of our website.

Saniflow toilet systems

Where motorised Saniflow Systems are installed, **only toilet paper and human waste** must be flushed down the toilet. If anything other than toilet paper is found to have been flushed, the call-out charge (minimum £85.00) will be charged to the tenants.

Helpful Telephone Numbers

- SHP Office: 0113 275 0777
- Local Police (non-emergency): 0845 6060 606
- TV Licence: 0300 790 6097

Out-of-Hours Emergencies

If you have an urgent maintenance issue outside of normal office opening hours, there is an emergency service you can use.

Tenants should use this service when the office is closed, for urgent maintenance issues that cannot wait until the next working day.

Do not use this service for calls of a non-urgent nature. Stone House Properties use independent companies to provide this service. If the service is called for issues of a non-urgent nature, the tenant will be charged the cost of £22.50 per telephone call or £85.00 for a visit to the property.

We do not want to charge anyone unnecessarily, so please refrain from using this service unless it is of a truly urgent nature. For example, a broken boiler is very frustrating but being without heating and / or hot water overnight is not deemed urgent. If, however, it is extremely cold and the office is not going to be open for more than 24 hours (e.g. on a Friday or during holiday periods), you may call for assistance.

Do not call this service to enquire about opening times, viewings, check rent payments, etc.

Do not call this service during normal office opening hours, which are Monday to Friday 9.00 to 17.00hrs (Saturday is by appointment only).

There are two numbers, as below, for different contractors. Please do not call the wrong number.

- For urgent issues regarding **heating** call 0773 983 2941
- For other urgent issues call 0787 364 5039