

Welcome Pack



COMFORT
LETTINGS

Join the Comfort Standard, enjoy **better letting**.

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Contact Us (Back cover)

Your New Home

Inventory and schedule of Condition

You will be provided with a 'Schedule of Condition and Inventory' relating to your property. This document is an essential part of your Tenancy. Ensure that you read this document thoroughly and notify Comfort Lettings of any discrepancies within the first 7 days of the commencement of the Tenancy. These discrepancies should always be put in writing.

It may be that a representative of either the Comfort Lettings or the Inventory provider may wish to revisit the property to verify the changes highlighted. If at the end of the 7 days after the commencement of your Tenancy, you have not notified your Comfort Lettings of any discrepancies, then the original document which was passed to you either at the sign-up appointment at the local office, or by the Inventory Clerk at a check in appointment, will be deemed to be correct and an accurate reflection of your property. A signed copy of this document will be held by Comfort Lettings office (or the Landlord) and will be used at the end of your Tenancy by the Inventory Clerk when the check out is conducted.

Utilities

Comfort Lettings will contact the relevant utility suppliers to inform them of the change of occupant at the property if they are acting as the managing agent for your Landlord.

This is usually completed within the first 10 days of you moving into the property but it is your responsibility to ensure that you are registered and that the bills are paid. Your Landlord Comfort Lettings may ask for evidence that you have settled all of these accounts when you vacate your property at the end of the Tenancy.

Student sharers may have all inclusive bills packages, and will need to check the details of the this with Comfort Lettings before taking up residency. Comfort Lettings will also contact the local Council Tax department and inform them of your Student status. The local Council Tax department may request proof of your Student status which you will need to obtain directly from your University if so required.

The Role of Comfort Lettings as Your Landlords Agent

Your Landlord has appointed Comfort Lettings to manage his property for him throughout the Tenancy. This means that should you have any queries regarding your tenancy you must contact the Comfort Lettings office. We will only act in accordance with your Landlord's instructions.

However, there may be occasions whereby we may have to refer back to your Landlord for authorisation in certain matters. These would include for example, requests from you for permission to hang pictures and mirrors in the property, or perhaps whereby any essential maintenance or repairs have exceeded the delegated amount of money that your Landlord has told us we may spend. Therefore in these circumstances, there may be a delay before we are able to confirm any requested to you or action any works.



Furnishings

If your Landlord has provided the furnishings in your new home, you must treat these items in a 'Tenant like manner'. This means that you must respect the items and must not allow acts of waste or neglect to occur during your Tenancy either by you or your visitors. The condition of these items will have been noted in the Inventory and Schedule of Condition and it will be expected for these items to be returned in the same condition, with the exception of fair wear and tear. Where the Landlord has provided furnishing, you must not remove them from the property during the Tenancy, even into storage, without the Landlord's or Comfort Letting's written consent. At the end of the Tenancy you must ensure that the furniture is placed back in its original position as per the Inventory. If this is not done, you may be subject to the cost of labour required to reposition the items.

Insurance

Your Landlord will insure his property but this will only cover the building itself. He will also insure his own furniture but this will not cover accidental damage caused by you. You are responsible for your own possessions and furnishings and also for any accidental damage that may occur to the Landlord's fixtures and fittings. Comfort Lettings strongly advise you to take out insurance to cover your own possessions. If you wish, please speak to Comfort Lettings who can provide information on cover provided by Endsleigh or you may telephone Endsleigh directly.

A note about Endsleigh:

With nearly 50 years of experience within the insurance market we understand our customers and their needs. Endsleigh's products are built to evolve with you, to make sure they suit your lifestyle and adapt with you as your situation changes. As you move house or get a new gadget you can simply update your policy, add on contents insurance as and when you need to, add bicycles, musical instruments and much more.

Protect your belongings from things out of your control:

- ✓ Protection against fire, theft with an option for accidental damage
- ✓ Select your cover - only pay for what you need
- ✓ New for old replacement if you make a claim
- ✓ Build up your No Claims Bonus to help cut costs

Rubbish and Recycling

Please ensure that all rubbish and recycling is disposed of in the appropriate manner. If you are living in a flat within a block, you should familiarise yourself with the location of the communal bins – you should not leave your rubbish in the communal areas. If you are living in an individual property, you may wish to check with the local council regarding the rubbish collection days and any special arrangements that they may operate. All councils now offer recycling facilities and you are responsible for separating your rubbish for the separate collections.

Pictures and Mirrors

Most properties will already have picture hooks located on the walls. If this is not the case and you wish to hang pictures and / or mirrors you must Contact Comfort Lettings, in writing, requesting where and how many hooks you wish to add. Permission must be sought from the Landlord before any work is undertaken.

Communal Areas (applicable for flats only)

Please be aware that communal areas do not form part of the exclusive Tenancy Agreement and these areas can be accessed by all of the residents in the block. These areas may include hallways, stairwells, gardens, leisure facilities, bike stores, bins stores and parking areas. You must ensure that personal possessions are not kept in these areas and that they are kept clear at all times. Items kept in communal areas are potential hazards to yours and your neighbours' safety.

Parking

Your property may be located within a council controlled parking scheme. If this is the case, you may need to apply to the local Council for a permit. They will be able to assist you in what types of permits are available to you and, if any, at what cost.

If your property comes with private parking, please ensure you are familiar with the correct parking space which is allocated to your property. You may also need a key fob or code and to display a permit, if your space is in a communal area. Please check with Comfort Lettings for specific details. Most communal parking areas have wheel clamping in operation. To prevent this happening to you please ensure you park correctly at all times. Parking in incorrect spaces is antisocial and will upset your neighbours. Remember that visitors' parking spaces are provided at properties purely for temporary parking for those who have visitors. They are not to be used for regular Tenant or occupiers parking. Parking is controlled by the block managers and not by the Landlord or Comfort Lettings.

Utility metres, stopcock and fuse board

Please familiarise yourself with the location of your utility meters, the gas control valve, the electric fuse box and stopcock in case of emergency. These should be listed and located on your Inventory and Schedule of Condition for easy reference. In the event of an emergency all of the Tenants must be able to locate them.

Telephone and TV licence

Your Landlord is not responsible for supplying a telephone line to the property. Should you wish to install a telephone you will be responsible for any charges that are incurred in both the connection of the line and any subsequent bills. If there is already a telephone line at the property it is your responsibility to transfer the telephone account into your name at the start of the Tenancy. If there is a telephone line connected at the commencement of your tenancy you should not change the original telephone number (unless written permission is given by the Landlord or Comfort Lettings).

You are responsible for ensuring that you purchase a TV licence. Even if you watch programmes on your laptop you still have to hold a TV licence. This can be arranged on-line at www.tvlicensing.co.uk.

If you are a part of the all-inclusive bills scheme, please with Comfort Lettings as to whether or not this is provided to you by your Landlord.



Your tenancy

The tenancy agreement

The document contains both the details of your responsibilities and also the Landlord's responsibilities. It will define the address of the property, the names of the Tenants who have been granted the Tenancy, the rent that is due, how to pay your rent, the amount of deposit that you have paid, the start date of the agreement and the duration of the Tenancy. Please refer to your Tenancy Agreement for the full details.

Restrictions

You are not allowed to do the following at the property without prior consent from the Landlord. Please check with Comfort Lettings for more information.

- Run a business from the property
- Decorate the property
- Smoke anywhere within the premises
- Repair cars at the property or store cars that you are not the registered keeper of

All flats which comprise part of a larger building will be restricted by the 'Head Lease'. This document lists the rules which all of the residents within the block must adhere to. Examples of these are:

- Do not play loud music between certain hours
- Do not hang washing on the balcony
- Do not park in the visitor's parking space
- No pets to be kept within the building

A full list of these restrictions should be provided to you by the Landlord or Comfort Lettings.

Pets

You should refer to your Tenancy Agreement regarding permission to keep pets or animals at the property. If permission has not been granted prior to the commencement of the Tenancy, you must not keep any animals at the premises. You must seek approval before they may reside at the property during the Tenancy.

Houses in Multiple Occupancy (HMOs)

Your Landlord must ensure that he complies with the HMO legislation. There is additional protection for people who live in shared accommodation with shared facilities. Your Landlord may be required to apply for a licence from the local council who will assess the property, grant a licence and also stipulate how many people can live in the property. It is essential that you limit the number of people living at the property to just those named on the Tenancy Agreement so that you comply with the licence terms.

Your responsibilities as the tenant

General safety within the home

Smoking is not permitted within the property by you or your visitors. Your Tenancy Agreement also states this. Smoking in a property means that the decoration will deteriorate more quickly than if there was no smoking. If it is noticed by an inventory clerk that you have been smoking then you may also be responsible for cleaning upholstery, carpets and curtains if they too show signs of damage due to smoke. It is advised that if you have a garden that you restrict any smoking to this outside area.

Keys and access

Please keep all keys that have been issued to you safe, including key fobs and any codes that have been issued to you. In the event of you losing any keys you will be responsible for the cost of replacing these keys. For your own safety do not issue any keys to anyone other than those named on the Tenancy Agreement. You may wish to lodge a spare set (if available) with a trusted neighbour, Parent, Guardian or Guarantor for emergencies. If you lose your keys or leave them inside the property, you will be responsible for contacting your fellow Tenants or instructing a locksmith to gain entry. If this action requires a new lock, you must ensure that a copy key is provided to Comfort Lettings. Comfort Lettings can provide details of a trusted local locksmith for emergencies such as these. Please remember to tell Comfort Lettings if you have any additional keys cut due to lost sets.

Smoke alarms & Fire safety

Where your landlord has provided a battery powered smoke alarm, it is your responsibility to ensure that the battery is powered and that the detector is in good working order. Ensure you test the detector regularly and replace the battery as necessary. Be aware of any potential fire hazards that you may create in the property such as burning candles, hot cooking oil, open fire etc. You should do everything in your power to ensure that you and your fellow tenants are safe at all times within the property.

Please refer to: www.firekills.gov.uk

Do NOT wedge open fire doors, or take batteries out of smoke alarms as this could endanger your life in the event of a fire. Candles can be extremely hazardous and where their use is permitted, you should use these with care and never leave them unattended (please refer to your tenancy agreement to check). Remember that any cost incurred due to damage caused by candles etc... will be that of the tenants.

For fire safety advice for your home - ring 0115 967 0880 and ask to be put through to the Community Safety department.

Emergency - If you have a fire or rescue emergency, always dial 999 immediately.

Payment of rent

Your Tenancy states that all of the Tenants and all of the Guarantors (if applicable) for the property are jointly and severally liable for the terms of the Tenancy which includes the payment of rent. You will need to ensure that all of rental payments are paid by standing order on the agreed dates. If you fail to do this Comfort Lettings may make a charge to cover the administration of missed payments.

Should you encounter any financial difficulties during the Tenancy you should notify the Comfort Lettings as soon as possible. You may also be able to seek advice from the citizens advice/Student Union. However, the remaining Students and Guarantors will be pursued in addition to you and your Guarantor for any outstanding rent which can cause bad feeling between housemates.

Neighbours and noise

As a Tenant in a property you will be expected to act with consideration to your neighbours. If you are living in a flat can mean that you are closer to your neighbours than if you live in a house and it is inevitable that you will hear some noise from adjoining homes. Please take care not to cause excessive noise and ensure that you are aware of any terms within the head lease which may apply to you. You are also responsible for any guests that visit your property. Even if you live in a house, detached, semi or terrace, noise will travel and you should consider your neighbours. You should endeavour to minimise any noise made by you or your visitors during the hours of 11.00pm and 9.00am.

Management visits

Comfort Lettings will conduct management visits at the property as part of their management duties for the Landlord. They will either write to inform you of the proposed date or make contact by telephone to arrange an appointment. You do not have to be present for this visit and a Comfort Lettings representative will carry out a brief visual check of the property and note any problems that they find. If you are not present the representative will use the management set of keys that are held on behalf of the Landlord.

Following this visit, Comfort Lettings may write to you stating any damage, defects or areas that require cleaning which have been found during the visit, or should they feel that the Tenancy is being breached in any way. You will be allowed a reasonable timescale to rectify these observations or breaches, and the property is usually revisited again.

Notice periods

Most tenancy agreements will be offered on either a 6 or 12 month fixed term. After that time has elapsed you may be invited to sign for a new fixed term. As the tenancy term comes to an end, Comfort Lettings will be in touch with you regarding this process.

It may be most convenient that your tenancy lapses onto a periodic tenancy, and this 'roll' based on your payment terms (usually, monthly – therefore 'rolling' on a month-by-month basis). If this happens, you will be required to give at least one FULL months' notice (in line with your payment dates) and the landlords will be required to give you 2 full months' notice. For example, if your next rent payment was due on 1st May, you need to give your notice in writing before the 1st May in order for your tenancy agreement to expire on 31st May. If however, you gave notice in on 2nd May, your notice would take effect from 1st June and bring your tenancy agreement to an end on 30th June (a period of almost 2 months). It is worth double checking the details of your notice period with Comfort Lettings if you are unsure.

You cannot bring your tenancy to an end during your fixed term (unless by mutual negotiation with the Landlords). If you want to end your tenancy at the end of the fixed term, please ensure that you provide at least one month's notice in writing to Comfort Lettings or your Landlord.



Things to consider as sharers

Shared tenancy problems

It can be quite testing living in a property with other sharers whom you barely know and therefore some basic common sense must play a roll.

- If you are not on a bills package, decide how much everyone will contribute on a monthly basis for utilities etc
- Set ground rules as to visitors – everyone has friends and some have partners but it can seem to be unfair if they overstay their welcome – perhaps ask that your fellow sharers keep these visitors out of the communal rooms unless you are all agreed to share and if it becomes a regular occurrence, perhaps ask them to contribute towards the 'house kitty' after all they will no doubt be using the water, electric and toilet rolls!
- Be sure that everyone understands that they must pay their share of the rent on time. Joint and several liabilities will have knock on consequences for other sharers and can create difficult situations. Make sure that you speak to Comfort Lettings or your landlords well in advance if you anticipate a problem of this nature.
- Remember that you may need to study at some point during your Tenancy – be considerate to your fellow householders and respect their privacy and quiet enjoyment.

Someone wants to leave a shared tenancy

Every person who is named on the Tenancy Agreement is committed to the fixed term of the Tenancy i.e. until the last day of the Tenancy as per the written agreement. However, there may be occasions when one of the sharers wishes to leave the property part way through the Tenancy due to personal circumstances, clashes of personality or even leaving a university course. Someone wishing to leave partway through a Tenancy can cause problems for those who remain at the property. Every person named, are jointly and severally liable (including the Tenant who is leaving) for the rent which means that even if only 1 person doesn't pay their share, everyone else can be pursued for this outstanding amount. So just walking away from the Tenancy will not be the answer.

You may as a household agree to let the Student leave and you may choose to take on the share of the rent as a group which leaves a spare room at the property for studying or for visitors. This means that you will not have to find a replacement. Under these circumstances you should contact the Comfort Lettings and discuss the removal of that person from the agreement although this type of decision will always be made on an individual basis and you and your Guarantors may have to re-sign new documentation.

You may however not be able to afford to allow someone to leave the Tenancy without finding a replacement sharer to take on their share of the rent. If this situation occurs you should ensure that you talk to the Comfort Lettings first to explain what you propose to do. Remember that every person who is living at the property must be named on the Tenancy - you are not allowed to change occupants without permission. It will be the responsibility of the remaining housemates to find a replacement Tenant (or you may choose to make it the responsibility of the Tenant who is leaving) and this replacement person will have to complete reference forms, terms of business, provide ID, pay fees and provide Guarantor details in the same way that you did at the start of the Tenancy. You could advertise the available room at the university but be sure that you chose someone who is compatible with the remaining group.

Ending your tenancy

Your tenancy will usually have a fixed term for the duration of the academic year. In most cases the Comfort Lettings or your landlords will issue you a section 21 notice to end the Tenancy formally on the last day of the fixed term. In most cases, you will be given the option of signing a new fixed term for the following year, should you want to remain in the house. You will normally need to do this around the time that other student lettings are being booked up. As such, you will not normally need to give notice to leave your house, but if you are unsure, please contact the Comfort Lettings office.

Maintenance and Repairs

What is your landlord responsible for?

Your Landlord is responsible for ensuring that all furniture, which has been provided as part of the Tenancy, complies with The Furniture and Furnishings (Fire)(Safety) Regulations 1988. Your Landlord is responsible for ensuring that all gas appliances, which have been provided as part of the Tenancy, comply with Gas Safety (Installation and Use) Regulations 1998. Your Landlord is responsible for ensuring that all electrical appliances, which have been provided as part of the Tenancy, comply with Electrical Equipment (Safety) Regulations 1994, and with the Plugs and Sockets etc (Safety) Regulations 1994. The Landlord is responsible for the structure of your building, drains, gutters and down pipes. If the property is a flat then the Freeholder and its managing agent will ensure that these are maintained. The Landlord is also responsible for maintaining the heating and hot water, sanitary appliances, installation of gas, electric and water at the property which will be repaired as necessary throughout the Tenancy, unless the fault has been caused by the neglect or misuse of the Tenants, in which case you will be responsible. You must inform the local office of any potential problems that may cause damage to the property such as a bath seal which requires replacement. You are also responsible for reporting anything that may cause harm or poses a hazard to you and your fellow Students.

Care of the property

You should ensure that you treat the property and the fixtures and fittings in a Tenant like manner. Should you or your visitors damage anything at the property then you will be responsible for the arrangement and the cost of the repair to this damage. If you fail to do so within a reasonable timescale and notice, then the local office may arrange for the work to be completed and charge the costs to you. These costs can also be sought from your Guarantors where necessary and reports of damage will be relayed to all Guarantors in writing.

Malicious damage

Any malicious damage or break in at the property must be reported to the police. Should you wish to make a claim using your personal insurance; the company will no doubt require a crime number. Your landlord's insurer may also require a crime number.

Wooden floors

If your property contains any wooden floors you should make sure that you remove any stiletto heeled shoes and any other footwear that may damage the floor. It is recommended that only soft soled shoes should be worn. Some furniture may also damage the flooring so you should take precautions to minimise any damage. You are responsible for the cost of any damage that occurs due to your misuse or neglect.

Gas and Gas appliances

Any gas appliances in the property will be maintained and checked annually for safety by an appointed qualified contractor. Comfort Lettings will contact you prior to this date to make an appointment for the contractor to attend the property.

IT IS ESSENTIAL THAT YOU ALLOW ACCESS FOR THIS CHECK TO BE CONDUCTED - IT IS TO ENSURE THAT THE APPLIANCES ARE SAFE FOR YOU TO USE.

Electricity and the trip switches

Most modern electric circuits are fitted with circuit breakers and these are called trip switches. If a fault occurs for any reason, as a safety device, the trip switch will 'trip' meaning that the electric will switch off in a certain area of the property – this could be lights, certain rooms etc.

The switch can trip due to a number of reasons which include: - overload of sockets, an appliance having a fault, or because a bulb has blown. To reset the trip, simply flick the switch back to the opposite direction.



Where you experience a loss of electricity supply, carry out the following check to help find the cause of your loss of supply:

- Check the trip switch. If the trip switch is off, switch it back on. If it switches off again, this indicates something that is plugged in is faulty and is still plugged in causing the switch to trip. Unplug all of the appliances within the house, and then switch the power back on. After that, one-by-one, plug the appliances back in. If the power then trips again, you will have identified the faulty appliance. If it is an appliance that belongs to your landlord, please contact Comfort Lettings.
- If you have lost all power in your house, but all of the trip switches are in the fully up position (i.e. not tripped) check to see whether there is fault locally within the area, affecting more than just your house. If so, notify the national grid as they will be responsible for ensuring this is rectified.

How to report a maintenance request

Where a routine repair is required

You will need to report a fault to us by logging on to our website and completing a maintenance request form:

- Go to our website, www.comfortlettings.co.uk
- Click on the Log in tab and create an account, you will be unable to report maintenance issues without doing this.
- Once you have registered you will be able to login, then;
- Click the 'Add Maintenance' tab
- Fill out a maintenance request form with as much detail as you can, specifying the problem, how long it has been going on for and your details.
- Wait to be contacted within 48 hours in order to receive instruction of the arrangements that Comfort Letting Agents have made in order to rectify the problem.

In the event of an emergency

If there is an emergency at night or over the weekend, please call the out of hours Emergency Number which may divert you to an answer phone. Leave a message detailing the problem and you will be called back by our staff or by a contractor who will assist you. For the avoidance of doubt, we have detailed below the instances we would expect this number to be used:

- A leak that cannot be stopped and which if not stopped immediately will cause additional damage to the property. The determination for a leak which is an emergency is the size of receptacle that is needed under it to catch the water and how often you have to empty it i.e. 'cup' or 'bucket' and 'daily' or 'every five minutes'. You should turn the water off immediately using the stopcock. If the leak is coming from the above or adjacent property, you must try to contact those occupants immediately.
- A 'break-in' or accident that leaves the property insecure and where temporary measures are necessary.
- A complete failure of the electrics. First telephone the electricity board to check that the loss of power is not as a result of a general power cut, or unpaid bills.
- A breakdown of the heating system at the beginning of a weekend/holiday period where there is risk of the system freezing.
- If there is a fire at the property you should immediately contact the emergency services and then call our repair line to advise us of the event.
- If you have a gas leak you should immediately contact National Grid Gas Emergency Service on 0800 111 999.
- Loss of hot water. First check that the loss of power is not as a result of a local power cut then report to the emergency contractor.

Certain emergencies such as a fire or gas leak, require you to contact the appropriate public emergency service. Tenants should use their common sense in these situations however difficult they may be. If you call out the contractor and the matter could have been dealt with safely within normal working hours, at a lower cost, we may look to you for the difference in cost or the emergency call out charge.

In the event of a break-in, Comfort Lettings is responsible for the exterior of the property and will arrange for its contractor to secure the property. But if the break-in is shown to be as a result of your negligence – such as leaving keys visible in locks or all locks not engaged – then the cost of securing the building may be to your account.

**Out of hours emergency number:
07827 896 994**

Appliances

If the Landlord has supplied appliances at the property you will be able to report any faults to the Comfort Lettings. If the repair is due to your mis-treatment of the appliance, the cost will be recharged to you. If the appliance is under guarantee Comfort Lettings will contact the manufacturer who will make contact with you and inspect the appliance. Regularly clean cooker tops to prevent build up of food.

Washing Machines

You will be responsible for any damage caused due to misuse of the appliance. Ensure that any filters are cleaned regularly and that the soap tray / dish are kept clean or as dictated by the appliance manual.

Tumble Dryers

If you have been provided with a tumble dryer that does not have a condensing unit, you are responsible of ensuring that the hose from the dryer is directed outside of the property, so that moisture extracted from the washing does not remain inside the property. If this is not maintained it may cause condensation and, in turn, mould at the property. Any damage to decoration caused by misuse of the appliance will be the responsibility of the Tenant. You are also responsible for regularly cleaning the filter.

Dishwasher

Most dishwashers require salt and rinse aid to help them to work efficiently. They also have a filter within the machine which catches food particles etc during the cleaning cycle. You must ensure that the filter is kept clean otherwise it may impede the effectiveness of the machine.

Please be advised if a contractor to called out and the fault is identified to be a user issue, tenants misuse or a filter clean, tenants are liable for the call out fee and the repair cost, follow the steps below to avoid unnecessary call out charges:

Step 1 - The Seal.

The seal is the rubber ring around the inside of the door; wiping it down with a damp cloth is quick, easy and stops debris from building up.

Step 2 - Clean Your Filter.

Somewhere on your washing machine, usually at the front in the bottom left or right, there will be a filter that stops foreign objects getting into the pump and damaging it. This filter collects grime and dirt if left for too long so you should be emptying it regularly. Make sure you have something to catch any water that comes out (an old bath towel will do) and never take it out when the washing machine is full of water.

Step 3 - Clean The Detergent Drawer.

Gently remove your detergent drawer and wash it out in the sink. If you're struggling to get into the corners you can use an old toothbrush.

Sinks, Toilets and Drains

You will be responsible for the cost of clearing any blockages that have been caused by your misuse. This may be due to putting unsuitable items into toilets or sinks which may cause problems within the drainage at the property, such as nappies, sanitary towels, cooking fats and oils, tea leaves etc.

Condensation and Ventilation

Condensation starts as moisture that is produced by cooking, washing and using gas appliances. The moist air condenses on cool surfaces such as walls, wall tiles and windows. It can also affect the ceilings. Condensation can be prevented or reduced in the property by controlling the excess moisture in the following ways:

- Close your kitchen and bathroom doors to prevent steam going into other, colder, rooms.
- Open the kitchen or bathroom windows (if applicable) when cooking or washing.
- Open windows in other rooms to allow a change of air.
- Keep trickle vents open (these are small devices on new windows which can be opened without affecting the security to your property).
- Curtains and blinds should be kept open during the day as this will help to minimise the condensation in the property.
- Wipe down surfaces where moisture settles to prevent mould forming.
- Use the extractor fans if supplied in the property (do not isolate fans in bathrooms).
- Dry clothes outside if possible.
- Do not hang wet clothes over radiators (this will cause condensation and damage to the decoration which you will be responsible for rectifying). Ensure that tumble driers vent to the outside.
- Maintain a low background heat - it is advised that the property thermostat is kept at a minimum of 15 degrees during cold periods to prevent the hot and cold effect which causes condensation.

Failure to adhere to the above may result in damage to the property which in turn you will be responsible for you will therefore have to cover the cost of any repairs or work required to rectify the problem.

Energy Efficiency Advice

At a time when most people are very conscious of energy efficiency you may wish to look at further information on how to be more efficient and save money. Comfort Lettings may have a leaflet with energy advice or you can log onto the following website for information www.energysavingtrust.org.uk



Moving Out

At the commencement of your Tenancy an Inventory and Schedule of Condition will have been carried out at the property. This document will be used at the end of your Tenancy to conduct the check out. This will compare the initial document with the property on the day that you vacate.

A deposit will have been taken for safekeeping at the commencement of the Tenancy and your Landlord may ask to deduct money from your deposit for any dilapidations which are your responsibility.

Deposits are now covered by legislation called 'Tenancy Deposit Protection'. This means that no Agent or Landlord is able to make deductions from your deposit money without your consent. It also means that if you and the Landlord, or Comfort Lettings on behalf of the Landlord cannot agree on a specific deduction you can refer the matter to a third party who will review the case independently. It is always advisable to try to come to an agreement regarding any deductions, as disputes may delay the length of time before you receive these disputed monies (if you are awarded them). Comfort Lettings will provide you with the details of the Tenancy Deposit Protection provider which they use at the beginning of your Tenancy, together with notes which you should read fully to understand how the scheme works.

We recommend that you review and action the following check list in preparation to vacating your property. By following this list you should minimise the possibility of any potential claims against your deposit money. If you require any further information you should contact Comfort Lettings.

Notes for vacating tenants

It is in your interests to present the property in a condition ready for a new Tenant to occupy. Failure to do so may result in charges being made to your security deposit.

- All items to be placed in their original position as described in the Inventory.
- All windows must be cleaned on the inside and interior window frames and ledges must be wiped clean throughout.

- Ceilings and walls must be cobweb free.
- All washable wall surfaces to be washed down and left dust, dirt and stain free.
- Skirting boards to be washed over and dust free.
- Curtains – nets to be washed ironed and rehung. Kitchen curtains to be cleaned and rehung. Other heavy curtains to be professionally cleaned, if stained.
- Floors – to be vacuumed throughout and carpets to be professionally cleaned, if stained. Kitchen and bathroom floors to be washed.
- All wooden furniture to be dust free and polished, if required.
- Cooker to be cleaned thoroughly with oven cleaner, do not forget shelves in the oven, the glass door, grill pan and oven trays and changing the extractor hood filter – if applicable.
- Microwave, if applicable, to be cleaned on the inside and outside.
- Refrigerators and freezers should be defrosted and wiped out. The door must be left open and the appliance switched off.
- Baths, WC's, shower screens, wash hand basins and kitchen sinks must be cleaned.
- Mattress and pillow protectors must be washed.
- Insides of cupboards and drawers must be cleaned.
- The garage, if applicable, should be swept out.
- The garden, if applicable, should be left in a clean and tidy condition with borders recently dug and lawns cut.
- Washing machine soap dispenser must be washed and the filter cleaned.
- All lampshades to be dust free and light bulbs replaced where necessary.
- Vacuum cleaner bags to be emptied and filters cleaned.
- All rubbish/food, unwanted items of furniture/ belongings, must be removed from the property/ garden and placed in the dustbin provided for collection.
- All keys must be returned no later than at the check-out appointment.

Comfort Lettings may be able to assist with recommended cleaning companies, carpet cleaners and gardeners. Be sure to start planning this work well in advance of your vacation date. If you are sharing a property with, for example other students you may find other housemates leave early and it may become difficult if left to the last minute to gather funds from everyone to pay for the cost of this work.

The Check Out

You will be invited to attend a check-out appointment on the last day of your Tenancy.

At this appointment you will meet with the Inventory clerk who will assess the condition of the property and fixtures and fittings according to their condition when you moved into the property. The clerk will point out any damage to you and this will be noted on a check out document. The clerk will then ask you to sign to say that you agree to the condition report.

The report is returned to Comfort Lettings who will then assess the cost of rectifying any damage or losses and advise you accordingly. The period of time between the clerk conducting the check out and the money being returned will be kept to a minimum although this will depend on the extent of the potential works required.

If you wish to dispute any of the Property Manager's findings or quotes for the work, you should do so in writing. This is to prevent any confusion on matters that have already been agreed. Comfort Lettings will ask this to come from the 'Lead tenant'. Therefore it is advised that you all speak to one another once the check out report is available and decide whether you agree to any potential deductions. Comfort Lettings will then continue to deal directly and regularly with the 'Lead tenant' until the matter has concluded. Comfort Lettings is a member of the DPS (Deposit Protection Service) so you will receive any deposit monies which have been agreed to be returned to you directly from the scheme (not directly from Comfort Lettings). You must instigate the return of this money by logging onto the DPS website and following their instructions (please refer to your Terms and Conditions which were issued as part of your Tenancy Agreement).

Items left in the property

You are responsible for all reasonable removal or storage costs in the event of you leaving items at the property. Please refer to your Tenancy Agreement which will explain how this process is operated.





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