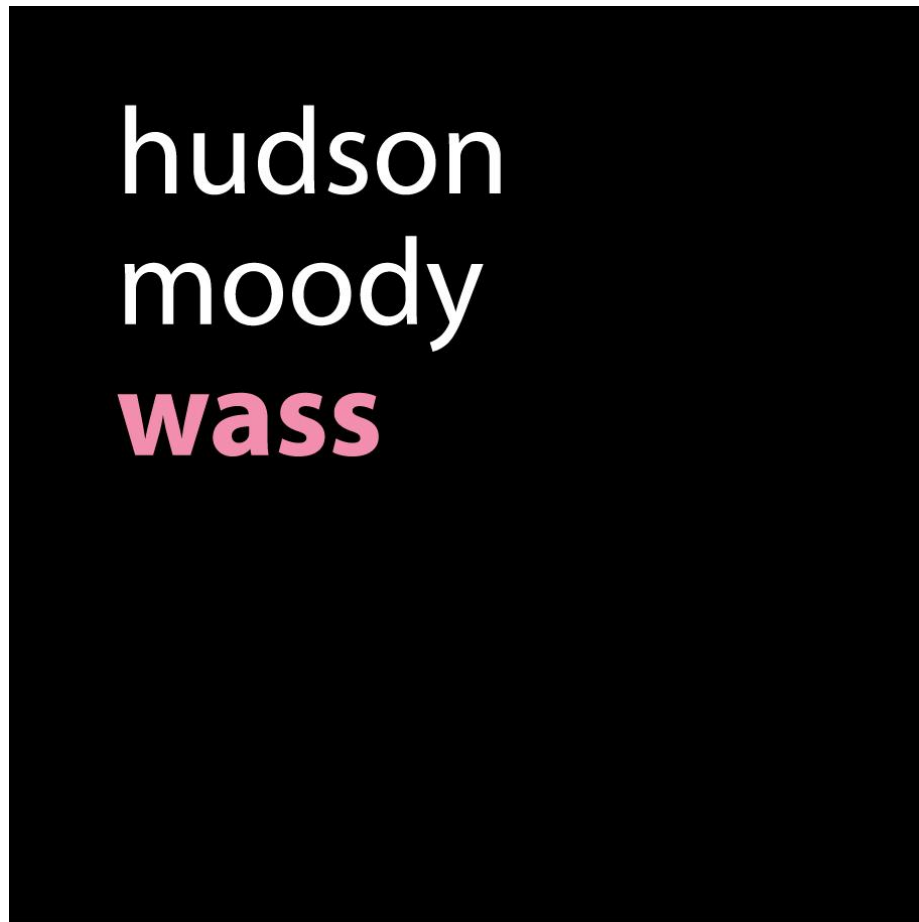


Hudson Moody Wass

Lettings & Property Management



Tenants Handbook

This handbook is designed to assist you before and throughout your tenancy by providing you with relevant information. Please ensure you read it in conjunction with your tenancy agreement.

TAKING A PROPERTY/MOVING IN

Once you have decided on a property we will confirm your details along with proposed moving in timescales, rent and deposit. You will be asked to complete an application for each adult moving into the property and also pay the application fee.

Single tenant £195

Two Tenants £225

Each additional tenant £50

Guarantor £50

Please note that this fee is non refundable if in any case the references are unsuitable or if you change your mind. As a guide your gross salary should be 2.5 times the monthly rent. If the tenants can not fit the criteria then a guarantor may be requested. References will include credit check, employment/accountant and previous landlord.

Once references are obtained and satisfactory we will then confirm move in dates as well as a time to sign the tenancy agreement- all tenants (and guarantor if applicable) must sign the tenancy agreements, in our office, before we will hand over the keys. Please note that we will need to have received in cleared funds the first months rent and deposit (1.5 x monthly rent) either prior into our account, or on the day with a bankers draft or card payment (3% transaction charge). We do NOT accept cash payments.

You will also receive and sign for the inventory/condition report and will have 7 days in which to check it over and tell us about any discrepancies. You will also be provided with the meter readings which will also be sent to the utility provider. It is your responsibility to inform all utilities (gas/electric/water/council) of your details on moving in and out.

LIVING IN THE PROPERTY

When you move in we will let you know who will be managing the ongoing tenancy. Usually it will be us, but in some circumstances the landlords may decide to manage the property themselves.

Standing orders will be sent to your bank for the rent; however it is your responsibility to ensure these have been set up. Charges will be applied if we have to chase for late payments.

The deposit paid against the property is registered with the Tenancy Dispute Service if we manage the property. If the landlord manages themselves the deposit registration details will appear on your tenancy.

Inspections will take place at regular intervals during the course of the tenancy. This is to ensure you are abiding by your obligation under the agreement as well as an opportunity for you to point out/discuss any issues you may have. We will advise you in writing prior to inspection of the date; however we can not specify a time.

Towards the end of the tenancy we will write to you to ask if you wish to stay on, and therefore sign an extension tenancy, or leave in which case you will need to give appropriate notice. Notice may be given either by letter or by email; verbal notice to end the tenancy is not acceptable. Where two or more tenants have entered into the tenancy, only one need give notice to end the tenancy. If one tenant wishes to remain they may sign a new tenancy (subject to the criteria being met) or you may wish to find a new flatmate. They will then be subject to the same referencing process and cost. We do not advertise rooms to let and therefore finding a new flatmate is your responsibility.

MAINTENANCE

When reporting a fault or repair you must do so via our maintenance reporting section on our website, www.hmwass.co.uk. This ensures we have correct record of what is required. We will not deal with repair reports by telephone, unless an emergency (see below).

Tenant's responsibilities:-

Replacement light bulbs//Replacement fuses//Blocked sinks and wastes//Hoover bags/belts//Maintaining adequate ventilation//Ongoing cleaning/day to day maintenance including windows (inside and out)//Lubricating locks//Smoke Alarm Batteries//Appliances- not to misuse//Refuse disposal//Garden maintenance//Cleaning extractors and replacing filters

Reporting maintenance/repair

If you experience a maintenance problem, please understand that we categorise problems into urgent and non urgent repairs. The time scales in which we undertake to repair your problem, relate to how urgent the repair is.

URGENT REPAIRS: These will be a priority and will be dealt with within 48 hours, parts permitting.

Gas Leak

Call Transco immediately on 0800 111 999. Then call Hudson Moody Wass to let us know.

Water Leak

TURN OFF THE STOP COCK! This is usually located either under the kitchen or bathroom sink, or in the boiler cupboard. Then call Hudson Moody to let us know. Take measures to prevent further damage, i.e. a bucket or bowl under the leak.

No Electricity

Firstly, please check your fuse box. This can be located either near the front door to the apartment or in the boiler cupboard. Next, call your electricity supplier to establish whether there is a power cut in your area. Should you still have no electricity, call Hudson Moody Wass

No Heating or Hot Water

Ensure you have read and understood the instructions to your boiler and heating system. On occasion, it can be a simple timer issue which you can easily rectify. Should you still have no heating or hot water, please call Hudson Moody.

PLEASE NOTE, YOU COULD INCUR CHARGES IF THE CALL OUT IS CLASSED AS A USER ERROR

EXAMPLES OF NON URGENT REPAIRS: These will be dealt with within 7 days, parts permitting.

Broken oven or hob//Broken washing machine//Broken fridge and/or freezer

MINOR REPAIRS:

Minor repairs such as damaged furniture, loose cupboard door handles and broken light pulls are classed as minor repairs, and will be dealt with within 28 days.

Please remember, that whilst we are committed to delivering the most efficient maintenance service to our tenants, we do require our clients' authorisation on large repairs. Please therefore appreciate that on occasion, this can cause some small delays.

EXTRAS!

PARKING PERMITS:

If you have a parking space with your property, you must ensure that you parked in your designated space and are displaying a valid permit. Should you fail to do so, your vehicle could be ticketed or even clamped, which could be expensive. Hudson Moody will not be held liable for any vehicle clamped or ticketed for an individual who has not adhered to the above.

KEYS:

You have been provided with a full set of keys to your property at the beginning of your tenancy. Should your keys be lost or misplaced, we reserve the right to change all locks to the property at your expense. Should you wish to borrow the management set from Hudson Moody, please note a deposit of £100 will be required. We ask for this amount to cover the cost of a full lock change, should you lose our management set.

Please bear in mind, should you have our management set, this makes it difficult to act on any repair or maintenance issues reported, therefore we will require them back as soon as possible.

END OF TENANCY:

When your contract comes to an end, you have three options. You can either:

Extend your contract for a further 6 or 12 months, should the Landlord agree.

Move your contract to a periodic tenancy, should the Landlord agree

We will contact you before the end of your tenancy to discuss any extension contracts.

Ending your tenancy by giving the required notice before the end of any given rent period.

Should you wish to end your tenancy, it is your responsibility to give your notice 1 month before the end of your contract in writing. This must be given according to the date your tenancy began.

VACATING THE PROPERTY:

When you come to the end of your tenancy, there are certain aspects we would ask you to adhere to whilst moving out:

Cleaning – Pay particular attention to the kitchen and bathroom; tiles, grouting, ovens, hobs, extractor fans, worktops and door fronts. Make sure the skirting boards have been dusted, and light fittings are free from dust/cobwebs.

The carpets should be left in a clean condition, and if required, you should hire a professional carpet cleaner to ensure they are in good order.

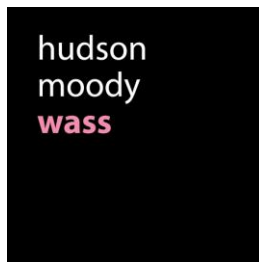
Furniture – Furniture should be put back in its original location, as per the inventory.

Utility Bills – All utility companies should be contacted and final bills settled. You should ensure that the utilities are not cut off.

Cancel your standing order.

Outside Space – Should your property have an outside area, this must be left in a reasonable condition. Any lawns should be cut, shrubs and hedges kept tidy, and any litter removed.

We will require your forwarding address and bank details to enable us to return your deposit. Providing the above criteria has been met, and the property is left in a satisfactory condition, your bond will be returned as soon as is administratively possible.



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