



USEFUL INFORMATION FOR TENANTS

1. Welcome to your home

Welcome to your home. Hall Bros want you to be happy and safe in your home and we hope you will enjoy living in one of our properties.

This document gives you most of the information you need to know about renting your home. It also tells you where to find more information or help about particular issues. **Please read it carefully!**

If you have any queries or need more information, please contact the office tel: 02476 612121 - we are always happy to help you.

Please note:

- Only the person or persons named in the Tenancy Agreement is allowed to reside in the property.
- Excessive noise coming from the property or verbal abuse/harassment of other tenants will not be tolerated.

Clauses in the Tenancy Agreement relating to these matters will be fully enacted.

2. Moving in

There are several things you need to do when moving in to one of our properties:

1. You must complete an application form which contains information about yourself and your income, etc.
2. You must pay two month's rent before moving in. This covers the first month of your tenancy and the last month.
3. You must sign a Tenancy Agreement. We will give you a copy of the signed and dated agreement which you should keep safely because it is an important document which sets out your rights and responsibilities.
4. You must notify the utility organisations – Severn Trent (water), (electricity), and Coventry City Council (council tax) of the exact date you move in. We will also notify these agencies of these dates to ensure that their record keeping is accurate.
6. You must make your own arrangements with internet providers and television licensing.

3. Your Tenancy Agreement

Your Tenancy Agreement is a legal document. You should take the time to find out what rights it gives you and what you are responsible for. We use a type of tenancy agreement called an Assured Shorthold Tenancy.

A Tenancy Agreement in two names is called a joint tenancy, because both parties are jointly responsible for all aspects of the tenancy, eg, payment of rent, and the behaviour of visitors.

4. How to pay your rent

Your rent can be paid in various ways: bring the cash or a cheque into our office, or by bank transfer, Direct Debit or Standing Order.

Bank details for Hall Bros

Bank:	Handelsbanken
Sort code:	40-51-62
Account number:	29886719
Account name:	RE Hall
Reference:	property address

Payments are regularly checked and will know if you are falling behind with your payments.

What if I fall behind with my rent?

If you do find that you have problems in paying your rent, you should tell us immediately so we can agree a way of helping you to get back on track.

If you fall behind with your rent, but do not contact us, we will contact you. We will write to you telling you what your arrears are and ask you to contact us. If no effort is made to repay the rent, then legal action will be taken to recover the money that you owe. If you still do not pay, then this will lead to eviction. We will go to court for permission to legally evict you and claim back any rent owing.

5. Your rights and responsibilities

What are my rights as a tenant?

- You have the right to privacy and respect for the way you live, as long as it does not interfere with the rights of others.
- The right to safe and well-maintained housing and for repairs to be carried out within the timescale set by Hall Bros, depending on their urgency.
- The right to be safe and free from harassment.

In return we ask you to:

- Pay your rent on time.
- Keep your home in good condition.
- Be considerate to your neighbours.
- Take responsibility for your visitors.
- Report repairs/broken equipment to the office.
- Keep noise and disturbance to a minimum.
- Ensure that your dustbins are properly filled and made available to be emptied by the Council.
- Take responsibility for your house keys and hand them all back at the end of the tenancy.
- Agree with our representatives a time and date for handing over the property at the conclusion of the tenancy.

6. Smoking

We have a strict non-smoking policy and ask tenants not smoke in the property as this is a fire hazard and can cause unpleasantness for succeeding tenants. Smoking in any **communal areas is strictly forbidden by law** and this must be adhered to.

7. Fire precautions

It is important that you are aware of the risks from fire in the property and that you know what to do if fire breaks out. All our properties are fitted with smoke alarms. These are vital lifesaving devices and **should never be tampered with**. Also, you should:

- **Never** leave cooking unattended and avoid leaving children alone in the kitchen with cooking on the hob.
- Be especially vigilant when cooking with oil. Your tenancy agreement forbids the use of chip pans and these should never be used. **Never** throw water on a cooking oil fire.
- Smoking is not allowed in any of our premises.
- Don't overload electrical sockets.
- Turn off appliances when not in use. Don't even leave them on standby.
- Keep matches and lighters out of reach and sight of children.
- Make sure any lit candles are in a proper holder and away from materials that may catch fire – like curtains. Children should not be left alone with lit candles.
- Test your smoke alarm once a week. If it is not working telephone Hall Bros.
- Keep the exit route from your flat clear so you can escape in an emergency.
- The communal areas must be kept completely clear at all times.
- Close doors at night, especially the doors to the lounge and kitchen to prevent fire spreading.

Keep safe and plan your escape

Plan your escape NOW. Be prepared and don't wait until it happens. Your flat is in a building designed to be fire-resisting. A fire should not spread from one flat to another, so that you need not leave your home if there is a fire elsewhere in the block. That said, if in doubt, get out. Always leave if your flat is affected by smoke or heat or if told to by the fire service. Your stairway is designed to be safe for escape throughout the course of a fire. Always use the stairway to descend to ground level if escaping.

8. Insurance

Hall Bros is responsible for insuring the building in which you live, but we are not responsible for insuring your personal contents, decoration and belongings.

We strongly advise that you take out your own personal household insurance. This should cover you against burglaries, damage to your belongings if you have a fire or other accident, and damage caused to or by other people.

9. Repairs/Maintenance

You should telephone the office (02476 612121) to report any repairs/maintenance issues. During out of office hours, if it is a real emergency, telephone 07981738076. Please refer to page 6 of this document - Maintenance Response Times.

10. Access to the property by Hall Bros

Please note that as landlords we have a right to access the property for the purpose of maintenance and for other reasons. We will give you reasonable notice of this, normally at least 24 hours.

We also need to carry out periodic inspections of the condition of the property, for example where gas is installed our contractors need to carry out annual gas safety checks.

11. Electricity

Please do not change your supplier without notifying us.

Your electricity is controlled by highly sensitive circuit breakers. These switch off if there is a slight fault in any appliance, such as a toaster, iron etc. If this occurs, to reset, simply switch all the circuit breakers to the off position and switch them all on again, one by one.

12. Car parking

In most properties there is a non-allocated car parking space for each apartment. This is provided for one private, roadworthy, taxed and insured car belonging to you. We would ask that when guests/visitors arrive you would ask them to park with due consideration to all other tenants. Under no circumstances may commercial vehicles be parked on the site.

All vehicles are parked at owner's risk. We do not accept liability for any loss or damage.

13. Balconies

If you have a balcony, it must be kept clean and tidy. Under no circumstances should washing, or any other items, be placed over the balcony or French door rails.

No items, other than plant pots, should be kept permanently on the balconies.

14. Moving out

When you move out of your home, for whatever reason, you must give us a minimum of one calendar month notice of your intention to leave. In cases where there is a joint tenancy agreement, a notice to terminate a tenancy by one tenant will end the tenancy of all joint tenants.

We will arrange to inspect your home before you move out and agree these details with you. Please refer to page 7 of this document - End of Tenancy Checklist.

When you leave your home, you are responsible for the following:

- Clearing your home including any loft spaces, sheds, garages and garden of all your personal belongings.
- Putting right any damage that has occurred, for example, making good the walls where shelves etc., have been taken down.
- Ensuring decorations are left in good order.
- Cleaning all surfaces, fixtures and fittings, including bath, toilet, basin, kitchen units / sink, etc.

If you do not meet any of these responsibilities, we will re-charge you for any work that you should have done. We will also require a forwarding address and contact number.

Before you leave your home for the last time you need to ensure you have:

- Read any gas, electric and water meters and send the readings on to your suppliers so they can close your accounts with them.
- Told Coventry City Council for the purposes of council tax.
- Told other service providers such as water, telephone and television services.
- Re-directed your post to your new address (the Post Office will help with this). It is in your own interest to ensure this re-direction. Once you have left the property, there is no guarantee that posted mail will remain confidential to yourself.

You also need to ensure that your rent account is up to date. You are responsible for rent up to the last day of your tenancy and we will still seek outstanding rent after you have left the property.

If you move to another Hall Bros property

This will incur an internal moving charge of £100, payable before you move.

Finally, please return keys on the day of your departure or you will be liable for additional rent.

15. Useful telephone numbers

The address of our office is:

2 The Square Business Centre
Manfield Avenue
Walsgrave
Coventry
CV2 2QJ

Tel: 024 7661 2121

Email: info@hallbrothers.co.uk

Coventry City Council:

Council Tax Department 024 7683 1111

Other departments 024 7683 3333

Severn Trent Water: 08457 500 500

BT: 0800 800 150

Emergency Contact: 07767169204

PLEASE ONLY CALL IN CASES OF ABSOLUTE EMERGENCY

REACTIVE MAINTENANCE RESPONSE TIMES

The categories, definitions and response times for reactive repairs are provided in the table below.

Category	Repair	Definition	Response Time
1	Emergency	Any situation where there is immediate danger to the tenant , structure or security of the property or a serious loss of service. e.g., fire, flood, broken window affecting security, break in, no electricity, water or heating. The responder will carry out a risk assessment of the situation taking into consideration individual tenant’s needs and circumstances – following advice this may result in the issue being downgraded to the urgent category.	Make safe or repair within 4 hours
2	Urgent	Repairs that require prompt attention to prevent further deterioration and extended damage to property and where there is substantial inconvenience to the tenant but no immediate threat to health or the security of property e.g., partial loss of heating/hot water/electricity, water ingress, urgent electrical/joinery works and security measures/ overflow running, faulty smoke detector or cistern not flushing.	Completed within 3 working days of tenant reporting
3	Routine	Non-urgent repairs where there is no significant inconvenience to the tenant or general public (e.g., easing a door or window, loose radiator, noisy boiler, faulty extractor fan, or broken sanitary fitting (not leaking).	Completed within 10 working days of tenant reporting (dependent on available staff resource)



END OF TENANCY CHECKLIST

The following checklist should help ensure a smooth handover by preparing the property for your checkout inspection.

Cleaning:

- have all rooms in your property cleaned or clean it yourself to a professional standard
- defrost your freezer, clean all fridge and freezer compartments
- thoroughly clean your grill/oven/hob
- clean out your washer/dryer powder drawer and fluff filters
- dust/clean all light fittings
- clean your windows
- damp wipe kitchen units inside and out, skirting boards, window sills, doors etc
- carpets and curtains to be professionally cleaned if they have been stained

Outside (if applicable):

- mow your lawn
- tidy garden by weeding bedding, trimming hedges etc
- remove your goods and rubbish from sheds and outhouses.

Other requirements:

- any damaged, broken, or lost items beyond fair wear and tear should be replaced
- pictures and posters should be removed from walls and where appropriate, any marks removed
- any marks/scuffs to walls beyond fair wear and tear should be made good and colours be matching to the original colours/style
- arrange post redirection with Royal Mail
- cancel your bank standing order for rent payments after you have paid your final rent
- notify your utility companies of your move out date and forwarding address

The day you move out:

- Make a note of your meter readings and bring them to the office at 2 The Square, Manfield Avenue, Walsgrave, Coventry.
- Return all keys of the property to the office - **PLEASE NOTE THAT RENT AND UTILITY BILLS WILL BE CHARGED TILL THE DATE THE KEYS TO THE PROPERTY ARE RETURNED TO THE OFFICE.**
- Let us have your forwarding address

Getting help

We can put you in touch with number of local companies which provide services you may wish to use to prepare the property for checkout, including house cleaners, carpet cleaners, removal/storage companies, oven cleaners, gardeners, decorators and window cleaners.

Please call the Hall Brothers office for details – 02476 612121.

Thank you

