

## Advice for Tenants - *Bluerow's Managed Property*

The property you have chosen to rent has been marketed by Bluerow Lettings on behalf of the landlord. The landlord has retained Bluerow Lettings on a “*Tenant Find*” only basis. This leaflet explains what is expected of you as an applicant, including the fees and charges that you will be required to pay. The leaflet also describes the responsibilities of Bluerow Lettings in the case of a “*Tenant Find*” letting.

1. Bluerow Lettings will spell out clearly your obligations and the charges that you will be expected to pay.
2. Bluerow Lettings will require proof of identity of each named prospective tenant (i.e. Passport or Photo Driving Licence) originals only as copies will not be adequate prior to drawing up the tenancy contract. Your previous address will be checked by our referencing company.
3. Following receipt of your proof of identity, Bluerow Lettings will take up references for each applicant. There is a non-refundable charge of £100.00 (inclusive of VAT) payable per applicant. This charge must be paid before commencement of the referencing process. During this time the property chosen is deemed to be “under reference” and Bluerow Lettings will not undertake further viewings.
4. The referencing company used by Bluerow Lettings is MARAS Group. We will advise each applicant of the outcome of the referencing process.
5. In the event that an applicant is deemed to have insufficient income to cover the agreed rent for the property. Bluerow Lettings will advise how the guarantor scheme works should MARAS group request one. Bluerow Lettings will advise applicants of the role and responsibilities of the guarantor. The guarantor will be required to provide proof of identity and to undergo referencing. A non-refundable fee of £50.00 is payable in advance.
6. Maras group use the following formulae when assessing ability to meet the rental costs Tenant(s) ( $33.3\% \times pcm = \text{annual salary required}$ ) and for guarantors ( $35\% \times pcm = \text{annual salary required \& home ownership}$ )
7. Following receipt of satisfactory references Bluerow Lettings will advise the applicant(s) of all monies that they will be required to provide prior to signing the tenancy agreement. The minimum of month's rental will be required to serve as a dipalidations deposit and will be placed into DPS – Deposit Protection Scheme. A minimum of one month's rental must be paid in advance plus any other monies that appear in the special conditions of the tenancy agreement.

8. Bluerow Lettings will draw up the tenancy agreement and will explain any previously negotiated special conditions. Once signed, a tenancy agreement becomes a legally binding contract and we strongly recommend applicants to seek the guidance of either a solicitor or the Citizens Advise Bureau before signing.
9. Bluerow Lettings will explain to the tenant(s) where their deposit is lodged and how to claim it back.
10. Bluerow Lettings will advise the tenant(s) as to their liability to ensure cleared funds reach the Agents/Landlord's bank account by the agreed rent due date and will prepare a standing order to facilitate this.
11. Should Bluerow Lettings have been instructed, an inventory of the property will require signature at Check-in. The tenant(s) will be advised that they seven days in which to advise Bluerow Lettings in writing of any discrepancies. A tenant(s) must pay £25 in advance for the inventory and schedule of condition to be checked and approved by the agency on check out.
12. Keys to the property will be handed over at check in which will be one set per tenant.
13. Bluerow Lettings will advise the Local Council and the relevant Utilities as to the change of occupier. At the end of the tenancy proof of final payment of bills relating to these services must be presented before the deposit is released.
14. Bluerow Lettings will explain to the tenant(s) their obligations for the maintenance and upkeep of the property as failure to observe these may lead to charges being deducted from the deposit at the end of the tenancy.
15. Bluerow Lettings will assist the Tenant(s) in setting up an on-line account. All maintenance and requests for repairs must be reported through the Tenant(s) on line account.
16. Tenants must allow for access in order for tradesman to enter the property to allow for maintenance or repair work to be carried out as necessary. An authorisation for contact details to be released to tradesman will need to be logged on file.
17. Tenant(s) must contact Bluerow Lettings at the earliest opportunity to report any emergency relating to the property that threatens either the safety of the tenant(s) or damage to the property (e.g. a gas leak). Bluerow Lettings will provide a 24 hour contact number for such emergencies.
18. Should the tenant(s) use the call out facility for anything other than an emergency as described above; Bluerow Lettings will charge the tenant(s) at their hourly rate plus a call out charge. Details of such rates can be obtained from the Bluerow Lettings office.

19. The tenant(s) may only directly instruct tradesmen to assist them if they are able to demonstrate that they have made every reasonable effect to make contact with Bluerow Lettings.
20. Bluerow Lettings have authorisation to contact both the tenant(s) and landlord two months prior to end of fixed term contract to discuss both parties occupation intentions. If agreed to renew by both parties, a new tenancy will be drawn up only once the referencing process has again been completed with the same terms as before.
21. Should the tenant(s) wish to vacate prior to the end of the fixed term they would be responsible for any fees/charges on a pro-rata basis that the landlord has incurred. They would only be permitted to vacate early if the landlord were in agreement and the fee/charges would be deducted from the tenants deposit.
22. Bluerow Lettings is an internet based company who do and will use phone, fax, e-mail and SMS text to communicate with our applicants, Tenant(s) and Landlords. All communications are retained on file. It is imperative, therefore, that applicants and tenants advise Bluerow of any changes to contact details in order to ensure effective future communication.

## When we are your Managing agent; Reporting Maintenance

To report maintenance please set-up your online account:-

1. Click on the *Login* tab above
2. Go to *Would You Like To Create An Account?*
3. We will then send you an email with your account password
4. You can then view the jobs already reported and tell us about any other maintenance.

If you are unable to report the maintenance online, you can call us on 0151 709 9638 and we will talk you through the process

Please note: It is our policy when managing a property to rectify all maintenance issues as soon as possible. Please help us to help you by using the website to report your maintenance requests and reporting the maintenance as soon as you are aware there is a problem. Where possible, please avoid waiting until a Friday afternoon/Saturday morning to report serious problems as it is more difficult to resolve maintenance on a weekend.

## What is an Emergency?

It is our view that an emergency situation is when the incident is dangerous, life threatening or may result in personal injury or public liability claim or serious deterioration of the property. If you have an emergency situation, i.e, water coming through the ceiling, we will endeavour to help you immediately.

## Loosing your keys

Should you misplace your keys or lock yourself out during office hours, please come and collect a key from our office.

If it is out of office hours then we would suggest you find alternative over night accommodation and come to our offices the next morning. The office is opening hours are Monday – Thursday 09.00 – 19:30, Friday 9:00 – 17:30, Saturday 10:00 – 16:00 and Sunday 11 - 16:00.

If this is not an option and can not wait to collect keys then please be aware that all costs relating to this, including the locksmith call out charge, will be your responsibility and you will be expected to pay. This could be up to £140+VAT if a locksmith has to be called out.

## I notice water leaking

Please inform us immediately of any leaks by calling (tbc). Below are some things you can do to help the situation.

### **Leak from a copper water pipe or tap.**

Please turn off your water at the stop tap. Then turn on the kitchen taps to drain the water from the pipes and the tank.

### **Leak from the ceiling**

Try to contact the occupier of the property above and ask them to turn off their water supply.

### **Leak from a washing machine**

Please switch the machine off. If the leak is coming from the water supply into the appliance then turn the red and blue plastic taps behind to the off position. Mop up the water with newspaper or towels.

## The electricity has gone off?

Unplug all electrical appliances and re-set the fuse box. Firstly, check to see if your neighbours have electric. If they have, then go to your fuse-box and re-set any switches, which have tripped to "off". If the fuse keeps tripping off then switch off all the fuses and make sure they are pressed all the way down. Then, unplug all electrical appliances in the house especially kettles, irons, hair straighteners and washing machines. You should then be able to re-set the fuse-box. If the fuse box is on, but there is no electric please call Scottish Power Manweb on ; 0845 270 9102 as it is possible that the main fuse has blown.

## If I smell gas?

I smell gas? – Call Transco on 0800 111 999 and switch off the gas at the gas meter. Transco will come to your property and switch off any part of the gas system they think may be causing a problem.

## The boiler isn't firing up?

Check the pressure gauge and pilot light. You are likely to have a combi-boiler (instant hot water and heating from same boiler) so please check that the pressure gauge is between 1 and 1.5. If the pressure is below 1 then you need to fill the central heating system with more water to bring up the pressure. Opening the tap or valve on the flexible loop pipe below the boiler usually does this. You will hear the water rushing into the central heating pipe – close the tap after a few seconds and re-check the gauge. If your boiler is an older model please check that the pilot light is still lit. If not, follow the instructions on the boiler flap to re-start the pilot light – be patient as it takes a few attempts to be successful.

## What maintenance faults am I expected to deal with?

You are expected to carry out minor maintenance issues at the property. To give you a few examples, if a door handle becomes loose, you are expected to tighten it. You are expected to replace light bulbs when they fail and to replace batteries in smoke alarms. If you have a blocked sink/bath/toilet, you would be expected to unblock it. For this type of domestic blockage we suggest you try using an unblocking chemical that can be purchased at most supermarkets. If this is unsuccessful then we will be happy to recommend a good plumber.