

# TENANTS HANDBOOK

## A guide to your tenancy

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### Call Out Charges

In the event you are locked out the property, please note we are not able to provide you with the master keys. You will have to pay the call out fee for someone to provide you access to the property. Cash must be paid on arrival. The charges for providing access during lockouts are:

Monday to Friday 10.00 till 17.00 - **£20 (call the office)**

Evenings & Weekends - **£40 (call the emergency contact number)**

Please note there is an additional cost for replacement keys.

### Maintenance

To report any maintenance issues please email: [targetpty@aol.com](mailto:targetpty@aol.com). Once we have been informed about an issue we will deal with it in priority order:

Emergency	0-1 days
Urgent	1-5 days
General	1-28 days

### 'Out of Hours' Emergency Maintenance

In the event of an out of hours emergency please call:

**07724540045 / 07973176348**

(They work on a rota system, so if one is not available please try the other)

**Do not call or text** this service to report general maintenance, enquire about opening times, viewings, check rent payments etc. **Do not call or text** this service during normal opening hours, which are Monday to Friday 10am to 5pm. The mobile numbers you have been given for are for **out of hours emergencies only**. An emergency constitutes a life threatening situation or a situation causing serious damage to the property.

**Any contact to these numbers that are not deemed to be out of hours emergencies will be charged at £50 + VAT.**

Therefore please make sure it is an emergency before calling. If the matter is minor, please wait until the next working day. We do not want to charge anyone unnecessarily, so please refrain from using this service unless it is of a truly urgent nature.

**0113 345 0036 | [targetpty@aol.com](mailto:targetpty@aol.com)**

## **Moving In**

We like to make the moving-in day run smoothly, however, unfortunately sometimes issues do arise. 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 first tenant moving in, so that we can look to rectify the situation as quickly as possible. We advise you to:

1. Take a look around the property on the day you arrive
2. Make a list of any issues (cleaning/maintenance)
3. Email the list to **targetpty@aol.com**

We will then send someone to look into the issues. If there any problems with the property it is your responsibility to notify us.

### **Gas, Electric & Water**

Except where including in the tenancy, you are responsible for paying your utility bills. Therefore, you must take note of your meter readings and register your details with your utility providers from the start date of your tenancy agreement. You can find out who the current providers are by calling:

0870 608 1524 National Grid (gas)

0845 330 0889 MPAS (electric)

(Yorkshire Water supplies your water)

**If you wish to change supplier, you are welcome to do so, but you must first register with the existing supplier. This will prevent any liability from the old tenant's charges.**

### **Council Tax**

**Students** – you will be exempt from paying council tax charges but you must get an exemption form from Leeds City Council as soon as possible.

**Professionals** – Except where included in the rent, you must pay all council tax due in respect of the property during the Tenancy. You can find out all the information regarding council tax bands on the Leeds City Council's website.

### **TV Licence**

Except where included in the rent, you must pay any television licence fee payable in respect of the property during the tenancy. This can be purchased online by visiting [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk).

### **Contents Insurance**

You are responsible for insuring your personal belongings. We will not accept responsibility for any damage to your belongings from fire, theft, leaks etc.

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# Living In The Property

## Gas Leaks

If you suspect a gas leak please call the free Gas Emergency Services immediately on **0800 111 999**. This is a 24hr service.

In this situation we advise you to:

- Open all doors and windows to ventilate the property
- Do not turn on/off any electric switches
- Do not smoke, strike matches or do anything that could cause ignition.

## Electric Switches

**Checking Your Consumer Unit** - If a fault develops, a switch will trip. You will need to locate your consumer unit and reset the switches. If it trips again, it's likely there will be a faulty appliance in the property. You will need to unplug **all** appliances and reset the consumer unit. Then plug everything back in one by one, if it trips again, it will be the last appliance you switched on that will be faulty. Avoid using this appliance until it has been fixed or replaced; if it's one of the appliances we provide please notify us.

**Power Cut** - If there is a power cut affecting the whole street, call **Northern Powergrid** on **105**.

## Water Leak

In the event of a burst pipe you will need to locate the stop tap and turn off the water supply by turning it clockwise. Please try to clear any excess water to prevent further damage, if the water is dripping through a ceiling then place a bowl/pan/bucket underneath the leak and contact us immediately.

## Fire Alarm

**Fire** - Call 999

**False Alarm** - If the fire alarm sounds and you are **certain** there is **no fire** please check if your property has a fire alarm panel (usually in entrance hall) if so:

1. Check if a zone light is on to indicate where the fault occurred
2. Silence and reset the alarm (varies with the type of panel).

## Old Tenants Mail

During your tenancy you may receive mail for the previous tenants. The best thing to do with the mail is cross out the address and write 'Return to Sender' on the envelope and post the mail in a letter box. Please do not let it build up in the hallways as it will become a fire hazard.

## Light Bulbs

Light bulb replacement is part of your responsibility and can be purchased from all usual supermarkets. For any sealed lighting please contact us.

## Blocked Drains

Please avoid pouring fat or food debris into the sink, we also advise you to regularly remove any hair from baths/shower plugs to avoid any drains becoming blocked. Only toilet paper and human waste should be flushed down the toilet. If your sink/drain/toilet becomes blocked because of your negligence you will be responsible for rectifying the damages.

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## Condensation

There is always moisture in the air, but basic household chores can create more in your home. If it cannot escape, moisture can build up in the air. Condensation that doesn't dry out causes mould, mildew and rot. The following advice will help you reduce condensation in your home:

- When you are in the property keep it ventilated by opening windows.
- If your bathroom and kitchen have an extractor fan, they should be used as frequent as possible. If not, open windows whilst you are using these rooms.
- If you have been provided with a dehumidifier please use it regularly.
- Avoid cluttering cupboards and wardrobes as it stops the air from circulating.

If condensation is being caused because of a water leak from the roof or any pipe work please report it immediately so we can assess and repair any work before major issues occur.

## Pest Prevention and Cleanliness

There is a legal duty on the tenants to behave in a tenant like manner. This involves keeping the property in a clean and tidy manner and disposing of rubbish in an appropriate manner. A dirty house will attract pests into your home, if we find this happens due to your negligence, you will be responsible for rectifying the damages.

## Please make sure you..

- Do not fit any locks/padlocks onto any internal or external doors without our consent.
- Do not cover the smoke alarms or remove any batteries (unless doing so to replace them).
- Keep security doors, gates and windows locked when the house is unoccupied.
- Do not change the burglar alarm code without our consent.
- Do not bring any pets into the property without our consent.
- Do not smoke inside the house. The house is a **non-smoking** property at all times and in all circumstances.

## Tenancy Agreement

You have signed a legally binding tenancy agreement and have made a commitment to pay rent to us for that period, breaking the terms will result in legal action being taken. If the property has more than one bedroom it is likely you will have a joint contract. This means that if one tenant in the property does not pay his/her rent, it is the responsibility of all of you.

Target Properties are under no obligation to release you from your tenancy early. If you decide you want to leave the property before the end date of the agreement, you will need to find someone who meets the requirements to take over the remainder of your contract. Your liability for the rent of the property ends on the date the new tenant signs a contract. If you are unable to find a replacement tenant, you are liable to pay the remaining rent of the tenancy.

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# Moving Out

## Returning Keys

You must return your keys to Target Properties no later than 12.00 noon on the final day of your tenancy agreement. Please do not leave them inside the property, give the keys to your friends or pass them over to the new tenants. **They must be returned to our office**, if our office is closed please pop your keys in an envelope with your name on and post it through our letterbox (please do not write the property address, we will identify the property from your name). We accept no responsibility for keys that are lost in the post, if you are posting keys; please ensure you use tracked/recorded delivery. It is your responsibility to ensure the keys reach us on time.

## Deposits

Towards the end of your tenancy you will receive details regarding moving out and what is required from you. You must ensure the property is left clean and tidy. Before we return your deposit, we need proof that all bills have been paid for the property; once we have received this we will need your sort code and account number to return your deposit. The landlord will make reasonable deductions from the deposit at the end of the tenancy for the following purposes:

- To pay any rent which remains unpaid at the end of the tenancy;
- Where the tenant has failed to return all keys, or failed to return them on time at the end of the tenancy, to pay the costs incurred by the landlord to remedy that failure;
- Where the tenant has caused damage or made any addition or alteration to the property (including fixtures, fittings and effects) without the landlord's prior consent, to cover the reasonable costs incurred by the landlord in reversing any such damage, addition, or alteration;
- Where the tenant has failed to return the property (including fixtures, fittings and effects) to the landlord in the same condition and state of cleanliness as it were at the start of the tenancy, to pay the reasonable cleaning costs incurred by the landlord to remedy that failure;
- Where the tenant has failed to remove all possessions belonging to the tenant, any member of the tenant's household or visitors and all rubbish from the property at the end of tenancy, to cover the reasonable removal and disposal costs incurred by the landlord;
- Where the tenant has failed to pay any reconnection charge, to recover any reconnection charge incurred by the landlord.

## Post

Please contact the post office to redirect your post to your new address. We will not be responsible for any mail that is delivered once you have moved out and we cannot provide access to the property to collect mail that has been delivered by accident.

## Useful Contact Numbers

0800 111 999 Gas Emergency Services  
0345 124 2424 Yorkshire Water  
0300 555 0286 TV Licensing  
0113 222 4406 Bins and Recycling  
0113 222 4404 Council Tax  
0113 395 0143 Noise Nuisance  
0870 608 1524 National Grid  
0845 330 0889 MPAS Helpline

Target Properties (Yorkshire) Limited, 13A Headingley Lane, Leeds, LS6 1BL  
Office Hours: Monday to Friday 10.00-17.00

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