



Tenants Handbook

A guide for living in a Target Property

Welcome

This handbook contains some important information about your tenancy. Please read through it and keep it somewhere handy.

Hopefully it covers everything you need to know about living in one of our properties, but if you have any further questions please contact our friendly team on 0113 345 0036.

USEFUL CONTACTS

Leeds Council (Bins & Recycling)	0113 222 4406
Leeds Council (Council Tax)	0113 222 4404
Leeds Council (Noise Complaint)	0113 222 4402
Yorkshire Water	0345 124 2424
Gas Emergency Helpline	0800 111 999

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Tenancy Agreement

A Tenancy Agreement is a legally binding contract, so it's really important that you read it thoroughly and understand the terms and conditions.

Where there are two or more tenants on the agreement, all of the named tenants will be 'jointly and severally liable' for the tenants' obligations. That means, for example the landlord can take legal action against any one or all of you for any breach of the agreement. This means each tenant is also responsible for their fellow tenants' share of the rent and other obligations.

If at any point you want to leave the tenancy before it expires you will be responsible for finding a replacement to take over the remainder of the agreement. It is important you continue to pay rent and adhere to the obligations set out in the agreement until a replacement has signed an agreement with the landlord. Further information can be found in your tenancy agreement.

Maintenance

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

Emergency 0-1 day
Urgent 1-5 day(s)
General 1-28 day(s)

Emergency Maintenance

In the event of an **out of hours** emergency please call:
07724540045 OR 07973176348

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 from £40 per call out.

If there has been a **break-in** at the property, please ring the police.

If you smell **gas**, ring Transco on 0800 111 999.

If you lose **power**, please check your fuse box. If the whole street is effected please contact Northern Powergrid on 105.

If you lose **water**, please contact Yorkshire Water in the first instance.

Locked Out?

In the event you are locked out of the property, please note we are not able to provide you with the master keys.

You will have to pay the call out fee (**from £40.00**) for us to provide you access to the property. Cash must be paid on arrival.

During office hours, please contact the office.
If the office is closed, please call the emergency number.

Please ensure you look after your keys at all times.

Paying Rent

Your rent will be due monthly or quarterly, depending on your Tenancy Agreement. You should always ensure your rent is paid on time and in full to avoid any penalty charges.

All rent payments should be made by **standing order**. If you haven't already set one up you are advised to do so now.

Please contact the office if you require a copy of your rent schedule.

Bills

Unless agreed otherwise (check your tenancy agreement), you are responsible for paying the bills for the property.

Gas & Electric

You must take note of your meter readings and register your details with your utility providers from the start date of your tenancy agreement. 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.

To find out who your gas supplier is please call:
National Grid UK Meter Helpline on 0870 608 1524

To find out who your electric supplier is please call:
MPAS Consumer Helpline on 0845 601 3268

Water

Yorkshire Water is the water supplier and can be contacted on:
0345 1 24 24 24

Council Tax

You can find out all the information regarding council tax bands, discounts and exemptions on the Leeds City Council's website. Alternatively you can contact them on 0113 222 4404.

If you are a student, you may be exempt from paying council tax or entitled to a discount.

TV Licence

If you have a TV in the property, you will require a TV licence. This can be purchased online by visiting www.tvlicensing.co.uk.

Contents Insurance

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

Even if bills are included in your contract, it will not include contents insurance.

Living in the Property

Light Bulbs

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

Drains

Only toilet paper and human waste should be flushed down the toilet, please do not put wet wipes, sanitary towels or similar down the toilet. Please do not put oil or food debris into sinks or dishwashers, you should also remove any build-up of hair from baths/shower plugs after each use to avoid drains becoming blocked. You are responsible for unblocking sinks, drains, toilets and keeping them clear. If your drains become blocked because of your negligence and we have to step in, you will be responsible for the bill.

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 mail and leaflets build up in the hallways as it will become a fire hazard.

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 open windows regularly;
- Use the extractor fan in kitchens and bathrooms;
- If you have been provided with a dehumidifier please use and empty it regularly;
- Avoid cluttering cupboards and wardrobes as it stops the air from circulating;
- If you can't dry your clothes in a dryer or outside, dry them in a well-ventilated room with an open window. Try not to cover radiators;
- 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.

It's important to keep your property well ventilated to avoid condensation as it leads to mould and damp.

Cleaning

The easiest way to maintain your home by keeping it clean and tidy. We will carry out inspections throughout your tenancy and if we find things aren't in order we will contact you to make improvements and arrange a follow up inspection. If there's no improvement, we will send in cleaners and you will be responsible for the bill.

A dirty house will attract pests into your home, if this happens due to uncleanliness and pest control have to step in you will be responsible for the bill.

It's a good idea to set up a cleaning plan as a household to keep on top of things.

Posters

You are welcome to put pictures and posters on walls in your property but please take care when doing so. If any damage is caused by decorations you will be charged for any redecoration required.

Furniture

Please do not remove any furniture from the property this includes moving chairs and tables into the garden.

Respect your Neighbours

Below are some simple hints and tips to being a good neighbour:

- If you are having friends for drinks, let your neighbour know. If people are warned beforehand, they may be a little more tolerant to low-level noise;
- Make sure your guests are aware of your expectations, their behaviour is your responsibility whilst at your property;
- If asked to stop the noise, you should behave in a mature and considerate manner and comply. This avoids further complaints and escalation;
- Don't have people gathering outside your house at night, whether it be for waiting on taxis, smoking or drinking. Noise travels more at night when there is less background noise;
- If you are playing music, keep the volume at a reasonable level with windows and doors shut particularly between 11pm and 7am.

We want you to enjoy your time at the property, however we expect you to show consideration for other residents in the area.

Smoking & Candles

Please do not smoke inside the house. The house is a no-smoking property at all times and in all circumstances.

Candles are strictly prohibited in our properties. Please do not use them inside our properties.

Moving In

On the day you move in there are a few things we advise you to do:

1. Take your meter readings;
2. Familiarise yourself with the locks, security, escape routes and stop taps;
3. Take a look around the property and make a list of any maintenance issues (with photographs) and email the list to us.

Try not to panic if something's not right when you arrive, once you have emailed us we will send someone round as soon as possible.

It is important any issues are reported via email so we have a written record, this helps us to deal with issues in the most efficient way.

If there are any problems with the property it is your responsibility to notify us as soon as you move in.

Moving Out

As we approach the end of your tenancy, you will receive a 'moving out email' which will detail what is required of you when leaving. It will also be outlined in your tenancy agreement.

In brief:

1. You must return all your keys on time and in full;
2. The property must be clean;
3. Furniture should be returned to where it was at the start of the tenancy;
4. All tenant belongings and rubbish must be removed from the property (including the garden);
5. You must take your final readings before you leave and send us copy of your final paid bills.

It's important to remember if you are on a joint tenancy agreement, you are all equally liable for the whole property not just your individual bedroom.

Deposit Returns

For the duration of your tenancy, your deposit will be held by a third party – a government approved tenancy deposit scheme.

At the end of tenancy, providing each party is in agreement, the deposit will usually be refunded within 5-10 working days.

If you're on a joint contract, the deposit will be refunded to the lead tenant (minus any deductions), then it's up to the lead tenant to divide up the amount between yourselves.

The lead tenant should keep all deposit documents safe and keep your DPN number handy, as you will need this when it comes to the deposit return.

Enjoy Your Stay

Thank you for taking the time to read the handbook. Please keep it handy as you may need to refer to it in future.

Should you have any further questions please don't hesitate to contact us.

We wish you all the best in your new home!

Find us

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WEBSITE

www.targetproperties.co.uk

FACEBOOK

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INSTAGRAM

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