



## **WELCOME TO YOUR NEW HOME**

We hope you enjoy living in your new home and we're here to help if you need us. Below is some information that will be useful for you throughout your tenancy to help you get the most out of your tenancy.

## **BORING BUT IMPORTANT...**

### **CONTACTING US**

You have a dedicated Property Manager who is your principal contact. Normally this is the person who set up your lease for you and their business card is included on the front of your check in pack along with your tenancy documents. If you have any problems with the property please email them.

Our office is open Mon-Thurs 09.00 – 17.30 and Fri 09.00 – 17.00.

### **MAKING SURE YOUR INVENTORY IS ACCURATE**

We use a company called Pinstripe to prepare your inventory. Pinstripe Inventories are an APIP (Association of Professional Inventory Providers) accredited inventory agency. They are employed by us to meet you at the property to go over this inventory with you at the start of your tenancy and to hand over your keys which will also form part of the inventory.

The inventory report will be e-mailed within 48 hours of the check in appointment at the property to the e-mail address you provide to the inventory clerk. If you do not receive the inventory it is important that you call Pinstripe on: 0131 564 0004.

Pinstripe will send a link to an online amendment form along with the Inventory. Any amendments should be submitted on this form within 10 days of receiving the inventory. If you do not submit any amendments then you are agreeing to the condition of the property as recorded in the inventory. Any amendments must be made in the approved form. Amendments or photos submitted in any other way will not be stored with the inventory. Multiple amendment sheets may be sent. Once submitted, the form will be forwarded onto The Flat Company and also stored with the original inventory and taken into account when creating the check-out report at the end of the tenancy. Amendments can be submitted here: <http://sgiz.mobi/s3/6ad3ee995bf5>

Please don't use the amendments to report maintenance issues. Please use the reporting system outlined below.

For more information about Pinstripe please visit: [www.pinstripeinventories.co.uk](http://www.pinstripeinventories.co.uk)

For more information about APIP Accreditation visit: [www.apip.org.uk](http://www.apip.org.uk)

## **HOW DO I REPORT A MAINTENANCE ISSUE**

We use an online 'triage' system to make sure your maintenance issue is resolved as swiftly as possible. To report a maintenance issue you should go to our company website and use the 'Report A Fault' button in the tenant section. The service is available 24/7 and includes contact details for out-of-hours emergency cover. Why not add the page to the bookmarks on your phone so that it is easily accessible should you need it.

We'll get the problem fixed as soon as possible. Our fix timescales are 24 hours for urgent work and 7 days for non-urgent works. Fix timescales can be delayed if the tradesman has to order parts or if we require your landlord's approval to go ahead with the works.

## **WHO DO I CONTACT IN AN EMERGENCY?**

If you suspect a Gas Leak please call Transco immediately on 0800 111999.

If you have no heating and/or hot water please follow the instructions on the website for report a fault. This will give you suggestions on how to fix the problem yourself, but if the fault can't be fixed, the system will instruct you to contact the office on 0131 226 7733/01968 679402. If it is out of hours you will be given the option of leaving a message or being put through to our 24 hour emergency line. Please remember to include your name, address and a contact number along with a brief description of the problem so that we can return your call and assign the correct tradesman as swiftly as possible.

If you have a problem with your lock you can contact Doug at Red Circle Locks on 07759422566 who provides a 24hr locksmith service.

If you have any concerns regarding anti-social behaviour or problems with harassment from neighbours please contact your local Community Safety Team on 0131 529 7050.

## **KEYS**

Please ensure that you have a full set of keys with you when you leave the house. It's important that you use all of the locks on your doors as leaving some of them unlocked may invalidate both your own insurance and that of your landlord.

We will issue a set of keys for each person named on the lease. Very occasionally we are not able to issue all of the required full sets of the keys at the start of your tenancy. In this event you will be given a letter authorising free replacement keys from Edina Lock and Key. Edina is the only shop authorised to cut keys for us and we are not able to reimburse you for key cutting if you use any other shop. You should take a full set of keys together with the letter and any incomplete sets to Edina Lock and Key, 10 Brandon Terrace Edinburgh EH3 5EA

Telephone: 0131 556 1567. Shop hours - Monday, Tuesday, Thursday & Friday: 9.30am - 5.30pm; Wednesday & Saturday: 9.30am - 1pm

### **ACCESS TO THE PROPERTY**

As agents for your landlord we will hold keys for the above property during your tenancy. These will be used to gain access to the property when you have given consent or in the event of an emergency.

### **IS YOUR TENANT LIABILITY INSURANCE UP TO DATE?**

We recommend that you have cover for any accidental damage to the landlord's furniture and fittings (tenant liability insurance).

### **IS EVERYONE NAMED ON THE LEASE?**

It is also important that everybody living in the property is named on and has signed the lease. If this has not already happened please contact your Property Manager or call the office.

### **WHO DO YOU WANT TO SUPPLY YOUR GAS AND ELECTRICITY?**

Spark Energy are your current suppliers. We will contact them and give them the details of your tenancy and the meter readings. Future bills will be in the lead tenants name. You can take advantage of a variety of websites which will compare energy tariffs to make sure you get the best possible deal.

Similarly, we will give the council details of your move in and the names on the lease so that you will receive Council Tax demands in the name of everyone named on the lease. If you are entitled to an exemption or discount you will need to contact the council directly for them to apply this.

In both cases, if you don't receive a bill within the first 2 months of your stay in the property, please contact your chosen supplier directly to set up your account.

## **MY PROPERTY HAS A PREPAYMENT METER - WHAT DO I NEED TO DO?**

Where there is a prepayment key/card/token meter we will try to ensure that your Pre-Payment account is set up prior to you moving in to the property and a new key on its way to you. However, this may not always be possible. If we were unable to do this then the following information will allow you to identify your provider and set up the account in your name.

If you are unsure as to who supplies your gas/electricity please call 0870 6081524 (gas)/ 0845 2709101 (electricity) and they will be able to tell you.

Don't assume that the name on the card or key is the correct supplier as the provider may have been changed since the meter was installed.

To top up your electricity or gas during your tenancy simply remove your card and visit your local PayPoint outlet. Removing your card will NOT stop your gas or electricity supply provided there is enough credit in the meter.

All prepayment meters have emergency credit back up. If you have no gas or electricity credit left on your meter this can be activated by pressing the button on the meter. If there is no emergency credit on the meter please see below for further instruction relating to your supplier.

If you are away from the property for any period of time don't forget to make sure that you leave enough credit in your pre-payment meter. This will prevent loss of supply which would result in such things as freezers defrosting and heating not working.

As a company we are not able to arrange for Pre-Payment meters to be removed, but you can get useful information [www.moneysavingexpert.com](http://www.moneysavingexpert.com) on getting the best deal for you or on switching your meter if you would prefer a 'credit' meter (normal billing meter).

## **POST ARRIVED THAT'S NOT FOR YOU?**

If you receive any post addressed to your landlord (their name is on your lease) please cross out the address and redirect it to our office by writing "Redirect to: 61A Queen Street, Edinburgh, EH2 4NA" on the envelope and sticking it in a post box.

Please do not redirect any post for previous tenants to this office. It should be marked 'not known at this address' and put back in a post box. That way, the senders should stop sending them to you!

But...

Watch out for any post which is addressed to "your landlord's name or 'occupier'" as this is likely to be for your attention.

## **WHAT HAPPENS TO MY DEPOSIT?**

Your deposit will be lodged with LPS Scotland, one of the three approved schemes in Scotland. You will receive email confirmation from us when the transfer is made and then confirmation from LPS that it has been lodged by them. The email from LPS contains your repayment ID number which you will need when you come to reclaim your deposit at the end of the tenancy. Please keep these details in a safe place, but you can ask them to resend them at any time by contacting them directly.

If your contact details change during your tenancy you will need to notify LPS and our company. Further information about the LPS tenancy deposit scheme can be found here: [www.lettingprotectionscotland.com/documents/tenants-guide-to-the-lps-scotland.pdf](http://www.lettingprotectionscotland.com/documents/tenants-guide-to-the-lps-scotland.pdf)

## **WHAT HAPPENS TO MY DEPOSIT IF WE WANT TO CHANGE SOME OF MY FLATMATES?**

We'll need to reference incoming tenants and draw up a new lease for you. As soon as you know that you want to change some of the names on your lease please contact us to make arrangements as in some circumstances this may not be possible.

Where there has been a partial change of tenants at the property we will apply to the Tenancy Deposit Scheme for the return of the renewing tenants' share of the deposit from the previous tenancy. It is important that the lead tenant from the previous tenancy authorises this return as soon as possible and within 7 days so that we can lodge the full deposit for this current tenancy. The lead tenant from the previous tenancy is also then able to release the deposit to those tenants from the previous tenancy no longer living in the property.

## **WHO DO I NEED TO CONTACT TO SET UP MY TELEPHONE/BROADBAND/CABLE/SATELLITE?**

If you wish to have new cable or satellite services fitted please contact the office for written permission if any work is required to the property including, but not restricted to the fitting of a satellite dish or drilling through the fabric of the property to fit cabling.

If there is already cabling within the property and no other work is required please simply contact your chosen provider to arrange a connection.

## **DURING YOUR TENANCY**

### **GARDENS**

A word to the wise - if you have a garden, make sure that you keep on top of it. They get out of hand very quickly! If you need more tools please let your Property Manager know.

### **CHECK YOUR SMOKE ALARMS!**

We advise that you check your smoke alarms once a week and report any faults found to the office immediately. If you have any difficulties testing the alarms please contact our Maintenance Department on 0131 226 7733/ 01968 679402.

### **OOPS!**

Accidents can happen and it is likely that something will get broken during your tenancy. If it is a small item such as a plate or cup, replace it with a similar model (it does not have to be an exact match). If the damage is more serious such as furniture or flooring, please contact the office for help. We work with a wide variety of tradesmen who can help. We can supply you with their details and you can deal with them directly. If you try to disguise the damage or we have to organise replacement items or works ourselves this will delay the return of your deposit.

### **RENT**

Your rent is due on the 1st of each month and a late rent charge of £10 per day is charged after the 6th of the month. You must ensure that the account from which rent is paid has sufficient funds to cover the payment.

If you cannot pay your rent on time for any reason please contact your Property Manager as soon as possible. They will do their best to help you to find a solution.

### **ANTISOCIAL BEHAVIOUR**

It is a condition of Edinburgh Council that all neighbours surrounding an HMO property are given a 24hr Hotline number in case of emergency or noise related problems.

The protection of our client's HMO licence is of paramount importance. We take any action by tenants that might jeopardise the licence renewal extremely seriously. If we have to attend a noise problem at a property out of hours (M-F 9am-5.00pm) as a result of a neighbour contacting the Council's 24hr hotline we reserve the right to charge a call out fee.

## **DO I NEED TO BE AT HOME TO LET TRADESMEN IN?**

This isn't usually necessary. We'll ask the tradesman to contact you directly to arrange access for any works or safety checks. If you are happy for them to collect keys from our office to access your home then you can give them permission.

If you prefer to be at home to give a tradesman access please make sure you stick to the appointment as they may make a charge to you if you arrange a time and fail to keep to it.

## **ENDING YOUR TENANCY**

When you decide that you would like to end your tenancy please get in touch with us as soon as possible by email (or letter) to confirm your plans. We'll check the terms of your lease and send you confirmation of the end of your tenancy.

## **HOW MUCH NOTICE DO I NEED TO GIVE?**

You will need to give the Landlord at least 28 days' notice in writing to terminate the tenancy, or any other minimum notice period as otherwise validly agreed between the Landlord and Tenant (2 extra days must be added to this for notice via email). Where the Landlord and Tenant agree to a notice period other than 28 days' notice, such agreement must be in writing. The tenancy will come to an end on the date specified in the notice. To end a joint tenancy, all the Joint Tenants must agree to end the tenancy. One Joint Tenant cannot terminate the joint tenancy on behalf of all Joint Tenants.

## **ONCE I'VE GIVEN NOTICE WHAT HAPPENS NEXT?**

We will send you confirmation of the figure to pay for the final month's rent so that you can amend your standing order.

If you have paid rent in advance please email [bs@flatcompany.com](mailto:bs@flatcompany.com) to confirm the final amount of rent due as this will be put towards your remaining rent payments. Don't forget that your deposit cannot be used to pay your final month's rent. If there is a remaining balance it will be returned to you.

Pinstripe Inventories will be instructed to complete a Check-Out inspection of the Property at the end of the tenancy. This will be the same company who did your check in appointment.

A clerk from Pinstripe will visit the property the day after your lease ends. Once at the property they will prepare a report that compares the property to the condition it was at the beginning of the tenancy, as recorded in the Inventory. Any discrepancies will be

noted in this report which will be made available to you by The Flat Company, once it has been compiled. The Pinstripe Inventory Clerk will not be able to enter into discussions about their findings at the property. They are simply there to state the facts and present this in report form.

You are not required to be at the Check-Out inspection and, as mentioned above, we'll share the report with you once we've received it. However, if you do wish to be at the Check-Out please call Pinstripe Inventories on 0131 564 0004 to arrange a convenient time.

## **PREPARING FOR YOUR MOVE OUT**

When you move out you need to return the property as you found it, allowing for fair wear and tear. The crucial thing is to leave yourself plenty of time to get things done.

## **MOVE OUT ADMIN**

Amend your standing order for your final rent payments and then cancel it.

Contact your utility provider(s) to let them know the date you will be moving out. At the end of your tenancy the inventory clerk will take a final meter reading which you can use to finalise your account, but it's worth making sure your meter readings are up to date beforehand.

Email your property manager with your forwarding address and the name(s) of your utility providers.

End your contract with the telephone/cable company and return all equipment belonging to these companies.

Arrange a redirection for your mail. Royal Mail offers a cheap and fast redirection service that is easy to set up:

[www.royalmail.com/portal/rm/product1?catId=400040&mediaId=600008](http://www.royalmail.com/portal/rm/product1?catId=400040&mediaId=600008)

Return your keys to the office (in person or posted through the office letterbox in a sturdy envelope bearing your name, but not your address!) on or before 5pm on the last day of your lease. If you are meeting the inventory clerk on the last day of your tenancy you can simply hand the keys to them.

## **PREPARING THE PROPERTY FOR THE FINAL INSPECTION**

All of your possessions have been removed from the property including any additional furniture. If they are not we will arrange removal at a cost to you.

All inventory items are returned to their original locations within the property. If they are not a charge may be made to your deposit to return them to their original location and

they may be noted as missing because the clerk cannot find them and a charge made to replace them. If you require a copy of your inventory please contact our office in plenty of time before the end of your tenancy and we will send you the link.

Any damaged or broken items are replaced with suitable substitutes.

All light bulbs are in working order.

All gardens/balconies are clean and tidy. In our experience these are often forgotten.

Many people underestimate the amount of time it will take to clean the property. We recommend that you carry out a thorough clean of the property a couple of weeks before you are due to leave and then a lighter, but thorough clean as close to the end of your lease as possible. Once you have checked out you will not be able to return to carry out further cleaning if it's found to be necessary.

We also recommend that you employ a professional company to carry out your final clean whether this is a full clean or just a final light clean on the last day of your tenancy. The companies we work with will offer a guaranteed clean to our tenants which means that if any further cleaning is picked up at the final inspection there should be no further cost to you.

Bluestone Cleaners: [www.bluestone-cleaners.co.uk](http://www.bluestone-cleaners.co.uk); 07512 311 322

MDC Eco-friendly: [www.mdc-ecoclean.com](http://www.mdc-ecoclean.com); 0800 6990 034

If you use either of the above cleaning companies for the final clean and the work is guaranteed please let us know before your final inspection so that we can contact them directly if there are any issues.

Please note – If an appointment has been made for a checkout and on arrival you are not ready to be checked out (i.e. the flat has not been thoroughly cleaned, all your possessions removed, the keys available and the inventory items in the correct order for checking) the appointment will be re scheduled by the inventory clerks and you may be charged a fee for their time.

### **DO I GET A COPY OF THE CHECK OUT REPORT?**

Yes, we will send you a link to the check-out report prepared by Pinstripe once we have checked it along with a note of any works we've identified. We'll also ask you for any feedback you may have at this stage.

### **HOW LONG WILL IT TAKE TO GET MY DEPOSIT BACK?**

If the property is clean, tidy and the inventory agrees, there should be no delay to the deposit return process. If the property is unclean, requires any items replaced or we have to organise any works, there will be charges applied and the deposit return will take longer whilst we wait for the work to be completed and invoices to be received.

Once we have any necessary invoices we will claim any deductions from the deposit held with the tenancy deposit scheme.

## **POSSIBLE CHECK OUT CHARGES**

If we have to arrange any of the following you will be charged an administration fee of £35 in addition to the charges below.

Keys - If there are any sets missing at the check-out, you will be charged for their replacement.

Inventory – make sure that all items listed on the inventory are placed back in the same room in which they appear on the inventory. If they are not, they will be returned to the correct locations and a charge may be made against your deposit.

Personal items left in property – Make sure you do a final 'sweep' of the house before you leave to make sure you haven't forgotten anything. We don't have storage facilities so we will arrange removal and disposal of anything left at the end of the tenancy at a cost to you.

Broken/Damaged Items – As mentioned above, if you break something during the tenancy it's generally cheaper for you to replace or repair it than for us to do so at your expense at the end of your tenancy, particularly when you take in to account possible assembly or delivery costs.

HMO equipment - charges will be made for the reinstatement of damaged/tampered with HMO equipment including, but not restricted to, fire extinguishers, hydraulic door closers, etc.

Cleaning – this is the simplest area to get right when preparing to hand back a property at the end of your tenancy.

Any cleaning (including window cleaning) required will be carried out by one of our contracted cleaning companies. As a guide, cleaning companies charge c£15 per hour.

Carpets, bedding (if provided) and sofa or chair covers - These must be cleaned to a professional standard.

Garden - If there is a private garden, it should be free from weeds and rubbish, and the grass mowed.

Power / Gas Card Meters – If you switch your meter to a key, card or token meter we reserve the right to charge you for its replacement and any associated costs.

Failure to cancel your Standing Order– Standing Orders can only be cancelled by you as we have no authority to alter or cancel them. If your bank pays rent money into our account after your check out of the property, you should contact us to let us know and

we will return the funds to you but there will be a charge of £20 + VAT deducted due to the amount of administration work for our Accounts Department.

Charges can change without notice. Please contact our office for the latest pricing information. If you have queries regarding any of the above please do not hesitate to contact us.

## **END OF TENANCY CLEANING**

We have put together these notes to help you when you are preparing for your final inspection.

Please make sure the property is thoroughly cleaned by moving furniture and free standing appliances, vacuuming, dusting and wiping down all paintwork, shelves and drawers.

If you have sash and case windows and are not sure how to clean them please contact us for advice or a professional window cleaner.

### HALL

Windows cleaned inside and out

Walls/woodwork wiped down as necessary

Carpet/rugs vacuumed and professionally cleaned if necessary

All lightbulbs working

Mirrors polished and free from smears

Floor mopped

Curtains/blinds cleaned and ironed if appropriate

All light switches and sockets are clean

### BATHROOM

Windows cleaned inside and out

Floor cleaned

Wash hand basin cleaned and no cracks

Bath cleaned and no cracks

Toilet cleaned and no cracks  
Shower curtain cleaned/replaced if necessary  
All grouting cleaned of mould or mildew  
Wall/woodwork wiped down as necessary  
All lightbulbs working  
Extractor fan cleaned  
Curtains/blinds cleaned and ironed if appropriate  
All light switches and sockets are clean

### KITCHEN

Wall/woodwork wiped down as necessary  
All lightbulbs working  
Windows cleaned inside and out  
Floor cleaned  
Cooker cleaned inside and out  
Hob cleaned  
Extractor fan cleaned and filters replaced if necessary  
Microwave cleaned inside and out  
Fridge/freezer defrosted and cleaned inside and out – do not turn it off  
Work surfaces cleaned  
All foodstuffs removed including frozen food  
All cupboards cleaned inside and out  
Curtains/blinds cleaned and ironed if appropriate  
All glassware, crockery, cutlery, utensils, pots and pans are cleaned  
Any tea towels/oven gloves should be freshly laundered and stored neatly  
All light switches and sockets are clean

## SITTING ROOM

Windows cleaned inside and out

Carpet/rugs vacuumed and professionally cleaned if necessary

All lightbulbs working

Floor mopped

Walls/woodwork wiped down as necessary

Mirrors polished and free from smears

Curtains/blinds cleaned and ironed if appropriate

All upholstery covers laundered and sofas/chairs vacuumed under the cushions.

All light switches and sockets are clean

## BEDROOMS

Windows cleaned inside and out

Carpet/rugs vacuumed and professionally cleaned if necessary

All lightbulbs working

Floor mopped

Walls/woodwork wiped down as necessary

Mirrors polished and free from smears

Mattresses vacuumed and any marks removed

Any bedlinen freshly laundered, ironed and stored neatly

Curtains/blinds cleaned and ironed if appropriate

Any bed linen freshly laundered, ironed and stored neatly

All light switches and sockets are clean

## GENERAL

One set of keys available per tenant

Fire extinguishers full and intact

Garden/balconies tidy

Further information regarding cleaning can be found on your Pinstripe Check in inventory and schedule of condition or on their website:

<http://pinstripeinventories.co.uk/ReportGuidanceNotes.pdf>

If you have any queries please do not hesitate to contact your property manager by email or in the office.