

tenancy handbook

and householder responsibilities

How to contact us

What to do when you first move in

Your responsibilities during your tenancy

How to report a maintenance issue

What to do in an emergency

Building management issues

Routine and safety inspections

What happens towards the end of your tenancy

Booking your check-out appointment

How to organise your bond return





Thank you for renting your new home through Morgans. Please take some time to read this guide at the start of your tenancy. We have included important information about the payment of your rent, what to do if you have a maintenance issue, your responsibilities as a householder and the end of tenancy procedure.

You will be handed your copy of TREATS, which includes special offers at some of the city's finest bars, restaurants and shops – we hope you enjoy them.

Finally, please enjoy your new home.

The Morgans team

02 How to contact us

Who to contact at Morgans

03 What to do when you first move in

Reporting faults, setting up utility accounts, meter readings, setting up your standing orders

06 Your responsibilities during your tenancy

Bulbs, cleanliness, hygiene, the garden, Hoover bags, keys

08 How to report a maintenance issue

How to report the fault, what to expect, contractor attendance

10 What to do in an emergency

An emergency is 'any repair necessary to avoid a danger to the tenant's health or wellbeing, or to avoid serious damage to the building or the tenant's belongings'

12 Building management issues

Roof, intercom, lift, parking, bins, corridors etc.

13 Routine and safety inspections

Gas, electrical, portable appliances

14 What happens towards the end of your tenancy

Our end of tenancy procedure explained

15 Booking your check-out appointment

Help us to help you

18 How to organise your bond return

Final clean, final bills and utilities, damages, bulbs and rent

21 Notes

How to contact us

We have a Property Management team with each member having a portfolio of properties.

The most efficient way of contacting them for maintenance requests is by visiting:

<https://morgans.fixflo.com>

Any non-maintenance issues should be sent by email. This ensures that both parties have a written record of the issues and that we are able to respond in a timely and appropriate manner. You will have received a welcome email at move in with information on how to use Fixflo.

Rental payment, arrears, bond queries and standing orders:

accounts@cityliving.co.uk

New tenancy requests and re-sign information:

enquiries@cityliving.co.uk

We understand that you will need to call us sometimes.

The best way is by calling your dedicated Portfolio Manager direct on the details provided in your welcome email.

What to do when you first move in

1. Paying your rent

Your rent is due each month on the same day as your contract start date, and must be made by standing order. You can arrange to set up the standing order in one of two ways:

- a) By completing a form which we will give you, and which you need to give to your bank to instruct them to pay your rent each month. This is **not** a direct debit payment, and it is your responsibility to ensure that is correctly set up.
- b) By setting up the standing order online.

Whichever way you choose to set up the standing order, you will need our bank details, as follows:

| | |
|----------------|---------------------------------------|
| Barclays Bank | Sort code 20-48-95 |
| Account number | 50835749 |
| Account name | City Living (Leeds) Ltd T/a 'Morgans' |
| IBAN | GB07 BARC 2048 9550 8357 49 |
| SWIFTBIC | BARCGB22 |

2. Paying your bills

It is essential that you let the utility companies supplying your property know that you have moved in and that you will be responsible for the household bills during your tenancy.

We are unable to provide mid-tenancy meter readings.

These are the main contact numbers for utility providers:

| | |
|--|---------------|
| Electricity: Spark Energy | 0345 034 7474 |
| Gas: British Gas | 0800 048 0202 |
| Council Tax: Leeds City Council | 0113 222 4404 |
| Water: Yorkshire Water | 0345 124 2424 |
| Telephone: BT | 0800 800 150 |

Please note: it may take a few attempts to get through to the provider but it is essential that you persist.

To find out your BT telephone number, call 17070 from a handset when the phone is plugged in (this will only work if the phone line has previously been connected). If you are the first person to occupy a new property, your landlord will reimburse the initial installation cost of the BT line. Any re-connection charges, however, will be your responsibility.

If you are renting a property in North Leeds, you can search Virgin and Sky online with the property postcode to find out which TV services are available.

3. You have taken the property 'as seen', other than the conditions of tenancy.

If you notice anything that you think we have missed on check-in, please complete the form we will email you after check-in. You must do this within 7 days of check-in, or you may be charged for these items at the end of the tenancy.

We cannot guarantee to record any issues which are not reported in writing.

Your responsibilities during your tenancy

During your tenancy you are responsible for the following:

- Smoke alarm batteries
- Light bulb replacement
- Hoover bag and belt replacement
- Replacement of plug fuses
- Blocked sinks, showers, baths (a drain unblocker will generally fix these) and washing machine filters
- Refuse removal
- Garden maintenance
- Broken windows
- Any damage other than that noted on check-in or within the first 7 days of the tenancy, or that which is deemed to be fair wear and tear
- Keeping the property secure
- All keys, fobs, beepers and permits handed to you. If you do lose any of the above, we reserve the right to change the lock and supply new keys, the cost of which will be charged to you. This can be as much as £120 (inc. VAT).

Please note that you will be responsible for the costs of repairing or replacing any of the above at the end of your tenancy, even if you choose not to report them during the course of your tenancy.

As the responsible 'householder', you will be charged for works carried out at the end of your tenancy to resolve any issues caused by failure to follow the below guidelines.

- It is your responsibility to take measures to control black mould and condensation. Any affected areas can be washed down with widely available products, but you can take measures to prevent any problems by closing the bathroom door when showering, making sure the ventilation system and fans are switched on, never drying clothes on racks, keeping trickle vents open and keeping rooms clear of clutter.
- Do not switch off any flat panelled heaters at the wall, as this can flatten the integral battery and you may be held liable for the cost of replacing it. Use the thermostat or on/off rocker switch on the heater instead.
- Smoke detectors – it is your responsibility to replace the batteries in the smoke detectors but you must not interfere with them in any other way.
- Warning: Do not prop open or remove any fire door closers. The replacement of any fire door closers removed, will be charged to you.

How to report a maintenance issue

Our Property Management team is available to provide you with an efficient response to any issues that may occur during your stay.

In order to properly prioritise our attendance to repairs and other issues, we categorise them according to urgency.

Our attendance guidelines are:

- Same day (emergency)
- 2-5 working days (urgent)
- 5-28 working days (routine and non-urgent)

Statistically, only a small minority of issues constitute an emergency and justify same day attendance.

Potential emergencies would include:

- No heating and no hot water at the same time in winter
- A break-in
- A serious leak into the property (minor leaks, which do not threaten the tenant or the property and therefore can be contained, will be classified as 2-5 day attendance)

If you have an emergency, see “What to do in an emergency” on page 10.

Our contractor may need to attend more than once, and more than one contractor may need to attend.

All non-emergency repairs should be reported as follows: Visit <https://morgans.fixflo.com> and follow the step by step instructions to report the issue. This will be sent directly to your Portfolio Manager.

If you raise a request or maintenance work, we will clarify your contact details and all the relevant information. We will advise the likely contractor attendance time, according to the particular repair category.

We will always try to advise you of contractor attendance at your property. Contractors will leave a card, informing you that they have called. Occasionally, however, it will be necessary for a contractor to attend without notice, particularly in the case of an emergency. We aim to get back to you the same day about a reported maintenance issue.

We operate a portfolio management system, so that the same person is always responsible for managing the maintenance of your property, with the exception of holidays.

What to do in an emergency

An emergency is ‘any repair necessary to avoid a danger to the tenant’s health or wellbeing, or to avoid serious damage to the building or the tenant’s belongings’.

For emergencies during our working hours

Please call one of the following numbers:

| | |
|----------------------------|-----------------------------|
| Monday–Thursday 8.30am–7pm | } City Centre 0113 398 0099 |
| Friday 8.30am–5.15pm | |
| Saturday 9am–5pm | |
| Monday–Thursday 9am–6pm | } North Leeds 0113 217 9090 |
| Friday 9am–5.15pm | |
| Saturday 9am–5pm | |

Where the emergency relates to the smell of gas, loss of water supply or power, please call one of the following:

| | |
|-----------------|---------------|
| British Gas | 0800 111 999 |
| Yorkshire Water | 0345 124 2424 |
| Spark Energy | 0345 034 7474 |

For emergencies out of hours

If you are experiencing a genuine emergency, e.g. no hot water and heating at the same time in winter or a serious leak that cannot be contained, call 07739 014364 (24 hours, managed by Andy Reid). A typical call out charge is a minimum of £120 (inc. VAT) and you will be liable for this charge, plus any labour costs, if you call the out of hours service with an issue which is not an emergency, as defined on page 10.

Important – read before you call: When you call our emergency out of hours contractors they will ask you to give a detailed description of the emergency, to try and solve the problem over the telephone; please be prepared to answer their questions. Before calling please carry out some basic checks; for example, if you have a leak through the ceiling, make sure you first check with your neighbours above, to see if they have left the bath running or have an obvious problem they can resolve. If you call out a contractor (other than those listed on page 10), you could be liable for the costs if they are called out unnecessarily.

Building management issues

Morgans are responsible for managing the property you occupy, but if you live in an apartment building, there will usually be a management company responsible for the fabric of the building, such as the roof and the communal areas, and facilities such as the corridors, entry system, lift and car park areas.

If you are experiencing a problem with the building itself, rather than specifically within the apartment you occupy, then please make this clear when you email or call our Property Management team. You can also call the block manager direct on the number that will be advertised within the communal area of the building.

The management company will require adherence to certain rules and regulations by occupants of the building, and you will be expected to adhere to these regulations during your tenancy.

Routine and safety inspections

We are obliged by law to carry out certain safety inspections which will require the attendance of an engineer:

- Gas Safety Certificate: due every 12 months
- Electrical Safety Certificate: due every five years
- Portable Appliance Tests: carried out every two years or so on all appliances supplied with the property

You will be given at least 24 hours notice of your safety inspection.

We will also check all fire door closers to ensure they are present and working and no fire doors are propped open.

If fire door closers have been removed by you, we will need to arrange to have these replaced asap and you will be charged accordingly.

It is important fire doors are working properly for your safety.

What happens towards the end of your tenancy

If you wish to vacate the property at the end of the tenancy:

- Please inform your Property Manager

If you wish to stay on in the property:

- We will discuss any terms for your new tenancy
- When new terms have been agreed, you must sign your new contract immediately, to prevent the property being re-marketed
- You will be charged a renewal fee when you sign the new contract
- If you have any questions about the procedure, please email rentals@cityliving.co.uk

Booking your check-out appointment

If you decide to vacate the property at the end of your tenancy, it is essential that you contact us immediately to arrange your check-out appointment. At the check-out, we will compare the condition of the property to the condition you agreed when you moved in. If you are not present, we will compare the condition in your absence and communicate our findings to you by email as soon as possible after the appointment.

Please note the following:

- 1. The cleanliness of the property must be as it was when you moved in.**

If it is not, you will be responsible for the costs of returning it to that standard, to ensure that the property is ready for the next tenant. This applies to the property as a whole, but particular attention will be paid to: kitchen surfaces; skirting boards; fridge/freezer interior; hob and oven interior; carpets and floor coverings; blinds; bathrooms, including WCs, showers, screens and baths; light bulbs; and balcony or terrace area/garden. Replacement of light bulbs will be charged at £12-£30 (inc. VAT) – depending on the number of bulbs – plus the cost of the bulbs themselves.

2. All items of furniture should be left in the same position as when you moved in.

We reserve the right to make a reasonable charge £30 (inc. VAT) per hour for returning the furniture to its original position, in accordance with the terms of the tenancy agreement you signed.

3. Your personal possessions must all be removed when you leave – this includes bedding, items of furniture, pictures and bags of rubbish.

We reserve the right to make a reasonable charge of £30 (inc. VAT) per hour for the removal of any such items, in accordance with the terms of the tenancy agreement you have signed.

4. If you have caused stains to carpets or soft furnishings, it is inadvisable to try and remove them using chemicals, as this is likely to make matters worse and result in higher cleaning costs after you leave. We can provide you with contact details for a specialist cleaning contractor.

5. You must contact all utility companies and request final bills to cover the period up to and including the last day of your contract term.

6. All keys, fobs and parking permits must be handed to your Property Manager at check out.

If keys are not returned, you will be charged for a lock change, which can cost as much as £120 (inc. VAT), and if permits, beepers or fobs are not returned, you will be charged for replacements.

7. It is your responsibility to arrange the redirection of your mail and we will not be able to collect and redirect any post after you have vacated the property. Any mail we do come across will be returned to the sender.

How to organise your bond return

We aim to return your bond within 14 days of receipt of proof of utility registration. Other things you must do are:

- Ensure that you have cancelled your standing order with your bank – we cannot do this for you
- Make sure that the property is in the same condition as when you moved in, that furniture is in its original position and that all your belongings have been removed
- Make sure all rent is paid, including fees and accrued charges – your bond cannot be used to pay such costs
- Make sure all keys, permits, fobs or bleepers have been returned before the end of your tenancy
- Make sure you have provided a forwarding address

After you have completed the above, we aim to return your bond within a week after receipt of proof that all utilities have been paid. Subject to receipt of invoices relating to agreed bond works, and once our Property Management team are in possession of receipted bills, proof that the rent is up to date, confirmation of key return and a signed check-out form detailing deductions, a bank transfer will be set up and the balance of your bond will be returned.

Please remember – the quicker you are able to provide us with the information we need, the quicker we will be able to return your bond.

Bond returns will be issued equally between the joint tenants and sent to the bank account details at check out, unless we are advised otherwise in writing by all parties. The completion of any works arising from the final inspection, which are to be paid for from bond, can delay the bond return process. If you are taking another property with Morgans, we cannot transfer the bond to the new property, as it is held in a deposit protection scheme and registered against the individual property.

We are registered with both the Deposit Protection Service and The Dispute Service, and you will be advised under which scheme your bond is being held.



It is our aim to process your bond return quickly and fairly and to rely on the evidence available to us from check-in and check-out. Please visit www.disputeservice.co.uk if you wish to dispute any deductions. We are obliged to fully accept the findings of the arbitration process.

**have a
nice stay**

Notes

How to contact us



City Centre 0113 398 0098
1 Dock Street, Leeds LS10 1NB

| | |
|-----------------|-----------------|
| Monday–Thursday | 8.30am – 7.00pm |
| Friday | 8.30am – 5.15pm |
| Saturday | 9.00am – 5.00pm |



North Leeds 0113 217 9090
75 Otley Road, Leeds LS6 3PS

| | |
|-----------------|-----------------|
| Monday–Thursday | 9.00am – 6.00pm |
| Friday | 9.00am – 5.15pm |
| Saturday | 9.00am – 5.00pm |

All enquiries regarding rent or bond issues should be made to the City Centre office.