



A Warm Welcome

Property Zone vision is to be Glasgow's Best Letting Agent. We are committed to providing a reliable and personal service. We have a dedicated team to ensure that you are made to feel right at home.

This Handbook will provide you with all of the information you require during your time with us. It contains clear and concise information on what is expected of you, our tenant, and will provide you with emergency procedures should the be required.

Please read this document thoroughly and keep it safe should an emergency occur.

Experienced Professionals

Our experienced team of letting agents, Property Managers and office staff come from a wide variety of backgrounds and possess the necessary skills and training to solve any problems quickly and efficiently. Our staff works hard to ensure your time with us is stress free and that any issues that arise are handled promptly and thoroughly. With a team this strong on your side you can be confident in the knowledge that your stay with us will be a memorable one.

Your Property Manager is noted in the box opposite. They will be able to answer any questions you have or assist you with any help you require during your tenancy.

These include:

- Resolving issues quickly and effectively so you are not inconvenienced.
- Providing peace of mind by handling communication between your landlord, maintenance contractor and ourselves
- Looking out for your best interests and for the property through regular maintenance checks and inspections.
- Answer any questions not covered in this handbook
- If you need to contact your Property Manager and you are unable to speak to them straight away, please leave a voice mail message. They will get back to you as soon as they can.

Your Property Manager is:

Property Zone
480 Cathcart Road
Glasgow
G42 7BY
Tel: 0141 423 1944
Fax: 0141 433 2978
Email: Info@propertyzoneuk.net
Web: propertyzoneuk.net

Section 1: Information about Your Tenancy

Thank you for renting a property from Property Zone. We act as agents on behalf of the landlord or your property. As Agents, we have an obligation to the landlord to ensure the tenancy runs as smoothly as possible, the rent is paid promptly and the property is maintained to the high standard expected. Therefore, we would request that in the event of any issues arising during your occupation of the property, you contact us as soon as possible.

This document is a very brief summary of certain points in your agreement and contains information which will help ensure that your tenancy of the property will be as comfortable as possible.

PLEASE TAKE SOME TIME TO READ YOUR AGREEMENT. IT CONTAINS IMPORTANT INFORMATION THAT YOU SHOULD BE AWARE OF WHILST RESIDING AT THE PROPERTY.

The Tenancy Agreement

The agreement you have signed is a legal contract between the landlord of the property and you. You should read the agreement carefully and ensure you understand it fully. If in doubt, you should seek advice from a solicitor or other qualified person. The tenancy places legal obligations on you, some of which are explained below.

Term

[REDACTED]

Notice Period

[REDACTED]

Early Surrender

[REDACTED]

Sharers

Every adult who moves into the property (eighteen years old and above) must be named on, and must sign the tenancy agreement. Please be aware that it will be a breach of the agreement should anyone else move into the property during your tenancy without written permission from the landlord. Should permission be granted, a new tenancy agreement will be drafted and must be signed by all adults. Change over fees will be applied.

Property Visits

We conduct regular visits of all tenanted accommodation. The purpose of the visit is to check there are no maintenance issues and also to check the property is being maintained to a reasonable standard.

Each visit normally takes less than twenty minutes. You will be contacted prior to our visit to arrange a suitable time for us to carry out the necessary inspection of the property.

Faults & Repairs

If a fault becomes apparent at the property, you must inform us **immediately**. Failure to do so may mean that you are held responsible for any further deterioration as a result of the delay. Once we have been informed of a fault, we will contact the landlord and act upon their instructions.

Please Note: You must **not** instruct a contractor to undertake any work without our permission. The cost of any works carried out without our permission will become your responsibility.

Any damage done by contractors must be reported immediately.

Deposit

We require a deposit for every tenancy. This deposit is refundable only after you have vacated the property and provided that:

- Your rent is paid to date.
- All utility bills relating to the tenancy have been paid.
- Council Tax bill paid up to vacation date.
- Any items listed on the inventory are all present and in good condition.
- The property has been well maintained.
- Property is in 'move in' condition. *

*Please refer to Check-out Guide on page 9. The landlord must be satisfied with the property before the deposit is refunded. As long as the points above are satisfactory, the deposit will normally be refunded after two weeks.

Cleanliness of the property

Your property will have been cleaned to an excellent standard prior to you moving in. It is your responsibility as the new tenant to ensure that the cleanliness of the property is maintained. If there is any issue with the cleanliness of the property when you move in, please notify us immediately and we will resolve it. Further details on the 'Check-out procedure' can be found in this handbook.

Rent

Tenants are responsible for ensuring the rent is paid in full and on time. Paid by Standing Order or by BACS transfer, rent should reach our account by the rent-due day. This saves you the worry of taking the trouble of bringing the rent to our office, and protects you from the potential of a bad payment history, should the rent be brought in late.

Other Charges & Late Payments

Please ask for up to date information. (Page 9)

Insurance

The landlord is responsible for insuring the property and any items owned and left in the property. **You** are responsible for arranging your own insurance for your possessions. Neither the landlord nor Property Zone will accept any responsibility for loss or damage to your possession whilst at the property. We can recommend the right insurance to protect your as a tenant. If you would like to find out more please contact our office for further details.

Going Away

If you are going to be away for more than three weeks at any one time you must inform us in writing. If the flat is unoccupied for a period it may affect the house insurance and we may have to take steps to protect the property. If the property is left vacant during the months of Sep-May, please ensure that the heating is left on and set to a winter setting to prevent frozen pipes should adverse weather conditions occur.

Smoke/Fire & Carbon Monoxide Detectors

When any detectors are fitted in the property, under the terms of your agreement, you are obliged to ensure they are checked regularly and are kept in good working order. This is for your own safety! We recommend a weekly check; If you become aware of a fault you must notify us immediately.

Gardening

If your property has a garden it is **your** responsibility to ensure the lawns are cut regularly and the borders are kept weed-free. In addition, the gardens must be kept tidy and free from refuse.

Decorating

Should you wish to make any decorating changes to the property, you must inform us in writing and wait until written permission is given before any work commences. Permission will not be withheld unreasonably. However, should the redecoration be anything garish, at the end of your tenancy we may insist that the property is repainted to the same standard and/or style as when you moved in.

Mattress Protection

All mattresses will have been assessed and photographs taken of their condition prior to you moving in. Mattress protectors must be used in all flats during your tenancy. We will expect you to have a mattress protector upon check in or one will be supplied and charged accordingly.

Carpets & Upholstery Cleaning

It is your responsibility as a tenant for the upkeep of all carpets and upholstery during your tenancy. Please be aware that if, during inspection, any of the carpets or upholstery are found to have been neglected you will be liable for any cleaning or replacement costs.

Washing Machine

Door

Please be aware that on most Washing machines there is a safety switch on the door and you should wait 3-5 mins before attempting to open. Should a door be broken in this way you will be liable for the repair.

Overloading

This is the main reason why a lot of the washing machines break down. You should familiarise yourself with the washing machines capacity.

Waste Disposal

It is your responsibility to dispose of any waste in the correct manner and placed in the allocated bins. If recycling facilities exist then waste must be sorted accordingly. Please be aware that where this is not done then Environmental Health will be contacted and charges may apply.

Pets

You must gain written permission from the landlord before introducing pets into the property. You must consult us prior to introducing a pet and submit a written request which must include the age, type and breed. Permission will not be withheld unreasonably. However please be aware that the introduction of some animals may cause an increase in the amount of deposit we hold.

Section 2: Maintenance

Any maintenance problems should be reported promptly to your Property Manager. Please refer to your 'Welcome Letter' for your Property Manager's (PM) contact details which can also be found on the inside cover of this handbook.

Before reporting a problem, please note that Property Zone management of the property does not extend to odd jobs which, as a tenant, you will be expected to undertake yourself. These include: replacing light bulbs or electric fuses, unblocking sinks (when blocked by your waste), re-pressurising your boiler, batteries for the smoke alarm or tending garden areas.

EMERGENCY REPAIRS MEANS THOSE REPAIRS WHICH ARE NECESSARY TO ALLEVIATE, REMOVE OR REDUCE RISK TO THE SAFETY, SECURITY OR HEALTH OF A TENANT, THE GENERAL PUBLIC OR THE PROPERTY.

Emergencies should be reported immediately:

During office hours, please contact your Property Manager. Contact details can be found on page 1 of your Handbook.

If the problem is **not an emergency** and it arises outside normal office hours, please notify Property Zone on the next working day.

The out-of-hours emergency service if used for non emergency call-outs should only be used if you are prepared to meet the extra cost of emergency rates.

Response Times

This is a **Guide** to response times for a contractor to attend (not necessarily **resolve**), following notification of a maintenance problem. We aim to work to a Response Time as listed. This should be used to set realistic expectations only and should NOT be interpreted as a definitive schedule. There will inevitably be occasions where these timescales cannot be achieved e.g. tenants not being available to give access, contractors' workload, the need to order replacement parts, Bank Holidays and the Festive Season. Some repairs take time to organise, parts may need to be ordered for work to be completed. We only use quality tradesmen who have a proven track record and who understand the importance of dealing with a problem urgently and efficiently. Please bear with us during unusually cold periods, inclement weather conditions as this will have a knock-on effect to our response times.

Response Guide

Emergencies	within 24 hours
Priority	within 9 Working Days
Non-Emergency	within 7 Working Days

No Heating – Total failure of a central heating system is not considered as an emergency, it is however classed as a top priority, especially between the months of October and April.

No Hot Water – This is not classed as an emergency, again please contact your property manager on the first available day and we will arrange to have your problem fixed.

Total Lack of Water Supply – There can only be a few reasons for no water supply.

1. There has been a burst pipe out-with the property

Contact the Factor for your building, listed in this pack, if there is no factor please then contact your Property Manager

2. Water has been turned off in street

Look out for relevant notices from the water supplier. Contact your supplier in the first instance to ensure that works are not being carried out in the area.

3. Frozen Pipes

We will try and identify where this is happening in the system and instruct lagging or other appropriate solutions. Your property manager could have additional information.

4. Water has been turned off in your flat

Please check that any work undertaken at the property has been completed BEFORE turning the water back on.

Plumbing Leaks – Considered an Emergency if it cannot be contained and is causing damage, especially if penetrating an electrical fitting. You should isolate the leak by turning the water off at the stopcock or gate valve until the contractor attends to identify the source and carry out the necessary repairs. Again, please leave a message or contact your Property Manager. It is your responsibility to report leaks to minimise damage to your property.

If the leak is coming from a property above or adjacent, **you should contact those occupants immediately** and the building factor.

Gas Leaks – IMMEDIATELY extinguish naked flames, shut off the gas supply at the meter, open windows, do not use electrical switches and contact the office.

Please note that this may have an impact on your boiler and our office or a qualified gas engineer/plumber must be consulted before turning Gas back on. If the situation also warrants it, call Transco on the number at the end of this Pack, who will attend to isolate the meter and make safe. If this results in a lack of heating, see 'No Heating'.

Boilers – Boilers and central heating systems can break down at any moment despite the best maintenance practices. Once we receive your call, we will act immediately to call the heating engineer or plumber. We will do our best to ensure an engineer attends quickly. It is not always possible to repair the boiler in one visit and parts may have to be ordered and may take time to arrive. We do understand the urgency of these situations especially in cold snaps. Where there are elderly tenants or children in the property, we have a limited supply of electric heaters which we will provide at no extra cost.

Low Pressure – Most Gas Boilers require 1.5 bar (of pressure) to operate if this is lower the boiler will need 'topped up'. There is a silver loop below and normally, within 50 cm of the boiler. This has one or two valves on it. You must re-pressurise the system by opening the valve (either a flat thumb turn valve or possibly a screwdriver slot) by turning 90 degrees. Keep an eye on the pressure gauge and wait until it reaches just below 2 bars and turn valve to original position.

If you are unsure, please contact your Property Manager.

Reset- Most Boilers have instructions on the inside panel, follow these to relight the pilot light. Generally, you need to hold in the reset button, keep pressed in for 10-20 secs and the light should stay on.

Roof Leaks- considered an emergency if the leak is causing major damage or if penetrating an electrical filling. In wet, windy or dark conditions, a contractor would be sent to make safe only. Only in safe conditions will a contractor attend to identify the source and carry out the necessary repairs.

Damage to Roofs – considered an emergency if hazardous, such as slates possibly falling on to a public highway. Please phone your factors number and report accordingly.

Downpipes & Gutters – considered an emergency only if water is entering the building causing major damage or a loose part is dangerous and cannot be made safe. Outside normal opening hours please phone your factors number and report accordingly.

Blockages – Clearing blocked waste outlets, traps and pipes to the kitchen sink, bath washbasins, etc. is the tenants' responsibility. If a contractor is dispatched, tenants will be recharged the cost of attending to any blockages if it is found to have been caused by tenants' negligent actions, e.g. flushing of nappies, disposal of food waste.

- **Toilets** – considered an emergency if the only toilet on the premises is blocked and only then if attempts to clear and/or flush with a bucket of water have failed. If a property has a secondary option then this is not deemed to be an emergency
- **Showers, Bath or Sinks** – considered a priority only if there is no other means of washing available in the property. Normal reporting procedures apply
- **Drains** – considered an emergency if damage is being caused or it is causing a health & Safety problem, or it is preventing the use of the toilet (see 'toilets')

Broken Windows – You Should notify the police in the first instance and obtain a crime reference number, unless the damage has been caused by you, in which case, the cost will be recharged to you. If out of hours, a contractor will be despatched to attend and board up if the damaged glass is dangerous or the window is on the ground floor, or any other place likely to make the property vulnerable to criminals.

Insecure Property – If the property is insecure as a result of a break-in, e.g. damaged door, you should notify the police in the first instance and obtain a crime reference number. A ground floor window being jammed open or an inoperable lock would also be considered an emergency.

Lock Outs – If, as a result of losing or locking a key inside the property, you should call a local locksmith, at your own expense. If we were to dispatch a contractor under these circumstances, the cost would be recharged to you. During office hours master keys are held at our office. Please contact your Property Manager.

Defective manhole Covers- considered an emergency if the cover is missing, or if the damaged or loose manhole cover is dangerous. Please contact your Property Manager or the factor (if factored), if the manhole is within the boundary of the property or phone Roads Dept. if outwit.

Dangerous Walls & Fences – considered an emergency if in a dangerous condition, e.g. storm damage or accidental impact damage. These will be made safe in the first instance. Repairs and/or rebuilds will not be treated as an emergency.

Vacuum Cleaners- are provided in all flats and will be supplied in working order. It is the tenant's responsibility to keep the vacuum fully operational, change belts when required, empty / replace bags and clear blockages. A charge will be raised for any vacuum cleaner not returned in a working state.

Drainage Blockages – This is initially the tenant's responsibility, please try and attempt to clear the blockage yourself. Check the trap under the sink/bath or toilet. Please feel free to call your Property Manager for advice.

If this does not fix the problem please call to arrange a plumber. All blockages within the property will be the responsibility of the tenant unless otherwise stated.

Electric Shower – Check if there is power, are the fuses on/off, if off switch on and if it switches back off, please contact your Property Manager.

Gas Shower – check boiler is working
*Please refer to the Boilers section

Radiators-Cold Spots – the radiator may need to be bled. Buy a radiator key from a hardware shop and bleed the radiator insert key to top end of radiator on triangular/square knob and turn slightly holding a cloth underneath – this will allow air to be released – you will know when to stop when water begins to drip. The boiler will lose some pressure in doing this so you may need to top up as the procedure above. If your house is over 2 floors, start at the lower floor and work your way up.

Leaks

If it is NOT your Property: Contact the upstairs neighbours as a matter of urgency and ask that they arrange for a plumber. Ask for details of the contractor and pass their details to us

Contact: Property Manager keep us updated. If you cannot make contact with the neighbours and the water ingress is becoming excessive contact your Property Manager. If we are closed contact our emergency plumber, on our telephone answering machine. The water supply to every building can be turned off with a Toby key that you or one of the neighbours should have and should be situated in the street on the pavement near the entrance. You can also contact Environmental Health who will send police to force entry into the property and turn off the water.

THIS SHOULD ONLY BE DONE IN AS ABSOLUTE EMERGENCY.

N.B. In an emergency a plumber will turn off water at the mains. Please ensure you contact us for regular updates.

If it's your property Check no water is running (i.e. bath/shower/taps) and all appliances are off. Locate the stop cock (usually located under sink or by utility meters) and turn off any water supply. Contact: Property Manager.

If you cannot locate the stop cock and we are closed contact the emergency plumber for advice or contact: Environmental Health who will arrange to attend to turn off the water.

THIS SHOULD ONLY BE DONE IN AS ABSOLUTE EMERGENCY.

Please Note: It is your obligation to try and minimise any damage to the property at all times.

Door Entry-Hand Unit/Door entry system – check the silence button. Ask your neighbours if their entry phone is working

Contact: **Property Manager**

Please Note: It is the responsibility of the factor to instruct any repair. If property is not factored, contact us.

Broken Lock Common front door – Please be aware that where the building is factored, you must, in the first instance, report the problem to the factor.

Please Note: It is the responsibility of the factor to instruct any repair.

Keys/Fobs – Again, replacement front door keys/fobs may have to be ordered from the factor, we may have to charge for this.

Electrics Fuse Box – Locate the fuse box, check if any switches are facing in the opposite direction to the others if so flick on. If the fuse box is old style then contact us as an Electrician is probably required.

Bulbs/Smoke alarm or Carbon monoxide detector-Batteries
They are the tenants' responsibility. We will not replace these unless you advise us within 2 days of moving into the property.

Electric Heating White Meter Heating runs at Off Peak times. As a guideline they are usually preset to active for example between 11pm and Midnight and de-activates at around 7-8 a.m.

GENERAL EXAMPLE

Switch on fuse switch in kitchen or at boiler (the light will not come on, until it is activated at off peak time) leave switched on at all times. Switch on storage heaters individually at fuse point on wall. Each storage heater will have two controls, Input and Output or damper

Controls: Input – amount of heat you want to store

Output – amount of heat you want to release

The heat is stored in the heater and can be released quickly or slowly according to the dial setting selected.

For extra hot water press the Boost switch on the panel.

Damp Ventilate the property adequately! Some properties need more ventilation than others. If excess condensation appears then please ensure windows are opened to allow a flow of air through the property.

- Ensure the property is properly heated- keep the heating on low
- Use window vents where fitted
- Increase ventilation in the kitchen, when in use, by using your fan and/or opening the window/door
- Ensure your extractor fan is working and cleaned regularly, also leave on for an extra 15 mins especially after a shower or bath to clear any condensation
- Ventilate cupboards and wardrobes
- Keep all furniture away from radiators
- Clean the bathroom properly using anti mould spray

Section 3: Check-out Guide – Tenants Responsibilities

We take our job seriously when it comes to all of our tenants, ensuring they get their property in the best possible condition it can be. To that end we must insist on high standards on the return of your property to us. Please be fully aware of the condition of your property and that you have done all that is possible to return it to the standard expected.

Please be aware that on the day of checkout all of the items listed below should be completed. Our checkout team will expect to check you out of your property, collect all keys (unless otherwise pre-agreed) and take new photographs. Should the property not be ready, the checkout will continue to be done with all defects noted. After any work has been carried out a professional clean will be instructed. A new appointment will be made to update the inventory and take any new photographs. Please be aware that this is a chargeable expense to the tenants severally or jointly.

PLEASE RE-READ YOUR INITIAL CHECK-IN PAPERWORK AS TO CLEANING REQUIREMENTS ALONG WITH YOUR VACATIN LETTER.

In addition to the above, please use this simple 'To Do' check list. This will ensure that you will have a smooth check out and the property will be returned to us in the right condition as outlined in your vacating letter.

- Have all your personal items been removed?
- Have your accounted for all items on the inventory and checked that they are all whole, working and in good order and in the rooms indicated on the inventory?
- Have you cleaned all work surfaces, tiles, windows, white goods properly to a high standard, using appropriate cleaning material/solvents?
- Changed/cleaned extractor fan filter?
- Checked under the bed and furniture for any debris, have you removed your mattress protector?
- Have you properly hovered / mopped and cleaned any stains on the floors / carpets?
- Emptied and cleaned cupboards, fridge-freezer, oven, microwave, toaster?
- Cleaned any markings, dirt from the walls, tiles, skirting, lampshades etc?
- Ensured that all light bulbs are working?
- Emptied the vacuum cleaner and left it in working order?
- Cleaned the windows inside & out?
- Properly removed and disposed of all rubbish and personal items?
- Have you prepared the flat for the next tenant?
- Is the flat in 'move-in' condition?

***Please Note: If you leave any electrical items in the property, a fee may be charged to remove them. Legislation is now in force for the disposal of all electrical items: The Waste Electrical and Electronic Equipment Regulations 1994**

Late Payments & Other Charges

Late Payments: £25.00

Payment Demand Letter: £10.00

Payment Text Reminder: £0.50

Visit to Property Due to Rent Arrears: £25.00

Tenant/s Reference: £25.00

Copy of Tenancy Agreement: £10.00

Lost/Spare Set of Keys: £20.00

Missed Pre-Arranged Contractor Appointment: £35.00

Finally

We do hope you will be happy in your property. We are here to assist you and if we can help in any way, please do not hesitate to contact your Property Manager.

Emergency Numbers

Property Zone: Contact numbers:

For all emergencies, contact your local Police Force, Ambulance Service or Fire Service, on **999**.
For gas leaks or suspected gas leaks, call the British Gas Emergency line on **0800 111 999**.