

# RE: VIEWING AND RENTING A PROPERTY



## Viewing A Property With Re:

In order to book a property viewing you need to call the office on 02890998272 to make an appointment. Alternatively you can email us on [hello@relettings.co.uk](mailto:hello@relettings.co.uk), or visit [relettings.co.uk](http://relettings.co.uk) or [propertypal.com](http://propertypal.com) and use the enquiry section.

We ask that you book a day and time that all prospective tenants can attend together.

## FAQs Renting With Re:

### How long will my appointment take?

It can take up to 45 minutes while we collect everyone's information, draw up your paperwork, and you pay your reservation payment. We accept payment via cash, cheque, or bank transfer.

### What is the reservation payment?

This is the equivalent to one month's rent, and secures the property for you. We will not show the property to anyone else. For this reason your reservation payment is non refundable and will not be returned should you break the terms and conditions of your reservation receipt. This will be discussed in detail in the office.

### Is there an admin fee?

Yes we charge £40 + vat per applicant to cover the cost of all referencing and paperwork.

### When do I pay my first month's rent?

Once the tenancy has commenced, your reservation payment becomes your first month's rent. You will then be required to set up a standing order for future rent payments.

## Renting A Property With Re:

Should you then wish to rent a property through us, you will be required to book an appointment in the office via phone or email to pay your reservation payment. We accept cash, cheque, or bank transfer.

Please note that we run an appointment only service at all times.

### Do I need a guarantor?

Yes every applicant will need someone who will agree to vouch for them and pay for any missed rent or damage caused to the property. They must be UK based and over the age of 25.

### When do I pay the security deposit?

There will be a second appointment in the office two weeks after your first appointment to return all completed paperwork and pay your admin and security deposit fees. The security deposit is then protected in the TDSNI scheme.

Occasionally the security deposit is payable directly to your landlord and they register it in the scheme themselves. Security deposits will be discussed in detail during the second appointment.

### Who do I collect keys from?

If we manage your property then all keys will be collected from us along with your inventory.

We will also deal with any maintenance issues. This will be detailed in the next section.

If we do not manage your property then keys are collected from the landlord directly and we will provide you with their contact details. They will also take care of any maintenance issues in the property.

# RE: MOVING IN

## Inventory and Schedule of Condition:

The Inventory is signed for by the tenants in the office and you will be sent a copy via email. This document is an important part of your tenancy so you must read it thoroughly and notify us of any discrepancies within the first **5 working days** of the commencement of the tenancy. These discrepancies should always be put in writing via an email to [hello@relettings.co.uk](mailto:hello@relettings.co.uk). If at the end of the 5 working days you have not notified us of any discrepancies, then the original document which was given to you will be deemed to be correct and an accurate reflection of the property. The signed copy of this document will be held at the office and will be used at the end of your tenancy when the check out inspection is conducted.

We ask that you live in the property for at least **one week** before you report any maintenance issues to us. These can then be dealt with more efficiently if you email us everything at once. We also ask that only one tenant emails us rather than different tenants emailing us about different things. More detail can be found about this in the next section.

## Utility Companies:

**Tenants must inform all relevant utility companies of their details.** The utility company may want meter readings so it is best to phone them when inside the property. Make sure you have all relevant gas and/or electric cards as required. If we have not given them to you, or they are not in the property, then you need to request them from the utility company yourself.

## Gas, Oil, Electricity:

If you have any pay as you go meters in the property for gas and oil then you should top up your credit **straight away**. If you have oil heating, then order oil **straight away**. The tenant is responsible for the payment of all utility bills.



**YOU MUST CHECK THAT YOUR HEATING AND ELECTRICAL APPLIANCES ARE WORKING AT THE BEGINNING OF YOUR TENANCY.**

You must notify us if they are not. The landlord will not pay to fix problems with any heating system that tenants only discover to not be working weeks or months into your tenancy. Also please be aware that should problems with your heating occur because you have run out of oil or gas credit during your tenancy, then you will be required to pay the cost for fixing this. Avoid these costs by always making sure you have sufficient credit and/or oil.

**Check ALL appliances as soon as you enter the property! This means showers, boilers, radiators, cookers, fridge/freezer etc.**

There should be instruction manuals in the property. If there aren't and you are not sure how something works then the quickest way is to do a search on the internet. Otherwise you can email us for further instruction.

Please see the section 'Troubleshooting' for more help and information.

# RE: MAINTENANCE ISSUES

## Managing Your Property:

We will tell you whether the Landlord has appointed us to manage the property for them throughout the tenancy. If we do not manage the property, then you will need to contact your landlord directly about any issues. If we manage the property then this means that the Landlord has authorised us to deal with any matters relating to their property and your tenancy.

## Reporting Maintenance Issues:

Please try and trouble shoot minor issues yourself where possible as long as this does not pose any danger to yourself or others. See the section 'Troubleshooting' for more information.

All maintenance issues must be reported to us in writing via email before we can attend to it. You must email us both on [hello@relettings.co.uk](mailto:hello@relettings.co.uk).

Please include as much information in your email to us as possible:

- Your name and contact number.
- Property address.
- The issue in detail including any appliance make and model numbers, and the exact location of the issue. E.g. Instead of just 'bedroom 1' say bedroom at the top of the stairs to the left etc.
- Photographs were possible.

**Please note we can only deal with issues that are not caused by your negligence. Damage done to the property through Tenant negligence is payable by the Tenants.**

We aim to respond to you within 24 hours. There may be occasions whereby we may have to refer back to your landlord for authorisation on certain matters. These would include for example, any essential maintenance or repairs have exceeded the allocated amount of money that you're Landlord has told us we may spend. Therefore in these circumstances, there may be a delay before we are able to confirm any requests to you or action any works.

Please only call the office if there is an **emergency**.



**If you have a maintenance issue that needs urgent attention then call the office on 02890998272 during office hours. Outside office hours you must ring Richard directly on 07788878525.**

## Access:

We hold a set of keys so that we may gain access to the property in the event of an emergency, to carry out routine maintenance and repairs, and to conduct property inspections. We will always give you prior notice if we need to gain access to the property for routine maintenance and management visits.

In the event of an emergency it may not be possible to provide any notice although we will endeavour to make contact with one of the Tenants.

# RE: PROPERTY SAFETY

## Insurance:

Your Landlord will insure their property but this will only cover the building itself. They will also insure their own furniture but this will not cover accidental damage caused by you. You are responsible for your own possessions and furnishings, and also for any accidental damage that may occur to the Landlord's fixtures and fittings.

**We strongly advise that you take out your own contents insurance to cover your things.**



## Security:

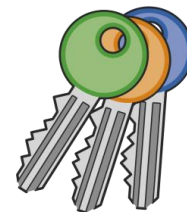
The landlord will take suitable measures to make sure that the property is secure. However it is your responsibility to ensure that doors and windows are locked at night or when no one is home, and that any burglar alarm is put on. If the alarm is not used it could invalidate the Landlord's insurance policy which could mean that you are responsible for the cost of any damage or loss.

**You must notify us if the house will be vacant for a period of 48 hours or more; however you are still responsible for the security of the property during this time.**

Do not leave valuables in sight and close downstairs bedroom blinds/curtains when not in. Do not provide the temptation or opportunity for someone to break in to the property. Students can be a target for thieves due to them having gadgets such as laptops and computer consoles etc.

**Make sure you get your own contents insurance.**

## Keys:



Please keep all keys that have been issued to you safe, including key fobs and any codes that have been issued to you. In the event of you losing any keys you will be responsible for the cost of replacing these keys. For your own safety you should not issue any keys to anyone other than those named on the Tenancy Agreement. You may however wish to leave a spare set (if available) with a trusted neighbour, Parent, Guardian or Guarantor for emergencies.

If you lose your keys or leave them inside the property, you will be responsible for contacting your fellow Tenants to gain entry. If you require our set of keys, then you must leave a passport or driving licence with us as security and return the keys the same day.

If the property requires a new lock, you must contact us immediately. You will be required to pay for the changing of locks and providing new keys.

**Do not allow access to your property or give access via a communal entrance to anyone that you do not know or are not expecting.** The communal locks and intercoms are fitted for your safety. We will have provided notice of any maintenance people calling. If in doubt then check with us.

**Any malicious damage or break in at the property must be reported to the police and ourselves. You will also require a crime number from the police.**



## Smoking:

Smoking is not permitted within the property by you or your visitors. Smoking inside is a fire hazard. It

also means that the decoration will deteriorate more quickly and can leave a lasting smell. If it is noticed by an inventory clerk that you have been smoking then you may also be responsible for cleaning upholstery, carpets and curtains if they show signs of damage due to smoke. It is advised that you only smoke outside the property and dispose of the used cigarette properly.



## Smoke Alarms:

Where your Landlord has provided a battery powered smoke alarm, it is your responsibility to ensure the detector is in good working order. Ensure you test the detector regularly and replace the battery as necessary. Be aware of any potential fire hazards that you may create in the property such as burning candles, hot cooking oil, faulty electricals etc. Please refer to: [www.firekills.gov.uk](http://www.firekills.gov.uk). You should do everything in you can ensure that you and your fellow Tenants are safe at all times within the property. Do **NOT** wedge open fire doors, or take batteries out of smoke alarms as this could endanger your life in the event of a fire. Candles can be extremely hazardous and you should use these with care and never leave them unattended. Remember that any cost incurred due to damage caused by candles, smoking etc will be payable by the Tenants.

We also carry out fire alarm and safety inspections through an independent company. They will notify you directly when they require access.

## Illegal Drugs

Illegal drugs **must not** be used at the property by any of the Tenants or visitors. Evidence of use of these will result in us being obliged to contact the Police. You may also be served a 'Notice to Quit' your tenancy and have to vacate. We do not tolerate illegal drugs being used in any property.

## Gas and Gas Appliances:

Any gas appliances in the property will be maintained and checked annually for safety by an appointed qualified contractor.

### Electric and the Trip Switch

Most modern electric circuits are fitted with circuit breakers and these are called trip switches. If a fault occurs for any reason, as a safety device, the trip switch will 'trip' meaning that the electric will switch off in a certain area of the property – this could be lights, certain rooms etc. The switch can trip due to a number of reasons which include: - overload of sockets, an appliance having a fault, or because a bulb has blown. To reset the trip, simply flick the switch down to the OFF position and then up to the ON position. If this does not resolve the problem then please contact us and report the fault via email. Do not put yourself or others at risk by trying to fix electrical problems if you do not know what you are doing.



**You must make sure you do not over load sockets or use faulty electrical items. These are a potential fire risk.**



## Appliances:

If the Landlord has supplied appliances at the property you will be able to report any faults to our office. If the repair is due to your mistreatment of the appliance, the cost will be charged to you. If the appliance is under guarantee, then the landlord or we will contact the manufacturer, they will make contact with you and inspect the appliance.

Remember to protect items such as grill pans with foil which will make cleaning easier. Regularly clean the cooker and oven to prevent a build-up of food.

## New Build Properties:

If your property was recently constructed or converted, it is possible that any repair issues that you encounter may be covered by the builder's warranty. Therefore when you report any repair requests to us, we may not be authorised by the Landlord to instruct an independent contractor. In this instance, we shall forward your contact and access details to the builder so that the repair can be initiated.



## Drains and Pipes:

You will be responsible for the cost of clearing any blockages that have been caused by your misuse. This may be due to putting unsuitable items into toilets or sinks which may cause problems within the drainage at the property, such as nappies, sanitary towels, cooking fats and oils, food etc.

## Light Bulbs:

You will be responsible for replacing any light bulbs in the property during the Tenancy.

## Washing Machine:

You will be responsible for any damage caused due to misuse of the appliance. Ensure that any filters are cleaned regularly

and that the soap tray is kept clean or as dictated by the appliance manual.



## Tumble Dryers:

If you have been provided with a tumble dryer that does not have a condensing unit, you are responsible of ensuring that the hose from the dryer is directed outside of the property, so that moisture extracted from the washing does not remain inside the property. If this is not maintained it may cause condensation and, in turn, mould at the property. Any damage to decoration caused by misuse of the appliance will be the responsibility of the Tenant.

## Dishwashers:

Most dishwashers require salt and rinse aid to help them to work efficiently. They also have a filter within the machine which catches food particles etc during the cleaning cycle. You must ensure that the filter is kept clean otherwise it may impede the effectiveness of the machine.



## Garden and Bins:

Please maintain the garden and any paths by keeping them free of leaves and rubbish. If the landlord does not want you to cut the grass then we will inform you of this.

You can find out from your neighbours or the council when the various bin collections are. You may not have a black bin, but use a communal euro bin instead. We can advise you of this.

# RE: PROPERTY CARE



## Furnishings:

If your Landlord has provided the furnishings in your new home, you must treat these items in a 'tenant like manner'. This means that you must respect the items and must not allow acts of neglect to occur during your tenancy either by you or your visitors. The condition of these items will have been noted in the Inventory and it will be expected for these items to be returned in the same condition, with the exception of fair wear and tear. Where the Landlord has provided furnishing, you must not remove them from the property during the Tenancy, even into storage, without written consent from us. At the end of the tenancy you must ensure that the furniture is placed back in its original position as per the inventory. If this is not done, you may be subject to the cost of labour required to reposition the items.



## Telephone and Broadband:

Your Landlord is not responsible for supplying a telephone line to the property. Should you wish to install a telephone you will be responsible for any charges that are incurred in both the connection of the line and any subsequent bills. If there is already a telephone line at the property it is your responsibility to transfer the telephone account into your name at the start of the tenancy. If there is a telephone line connected at the commencement of your tenancy you should not change the original telephone number without permission.

## TV Licence:



You are responsible for ensuring that you purchase a TV licence for the property. Even if you watch programmes on your laptop you still have to hold a TV licence.

See [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk) for payment and info.

## Pets:

Animals are not permitted to be kept at your property without written consent from your landlord or us. You will be required to pay a higher security deposit should you wish to keep an animal in the property.

## Noise:



As a Tenant in a property you will be expected to act with consideration to your neighbours and not cause excessive noise or other 'anti-social' issues. You are also responsible for any visitors to the property. You therefore must endeavour to minimise any noise made by you or your visitors during the hours of 11.00pm and 9.00am. If you are aware of any 'extra' noise that may occur, perhaps due to a birthday party, it is always best to inform your neighbours in advance.

**Nuisance caused by occupants is dealt with by the local council's environmental health department. They have the power to impose fines and to remove equipment which has caused the noise. Students may have their university informed of any antisocial behaviour.** For info see:  
<http://www.belfastcity.gov.uk/buildingcontrol-environment/noisecontrol/noise-main.aspx>

# RE: RENT, DEPOSITS, AND LEAVING EARLY



## Paying Rent:

By signing a fixed term tenancy agreement, this means that **all** tenants are jointly responsible for the payment of rent every month for the duration of the tenancy as per the terms and conditions of your tenancy agreement.

You need to set up a **STANDING ORDER** for your rent payments every month. This is **not** the same as a direct debit. With a standing order you are the only person who can control the frequency of payment and the amount coming out of your bank account. Therefore it is **your** responsibility to ensure that the standing order is set up prior to you moving into the property, **and** that it is cancelled when you are due to move out. You will be charged should you pay your rent late and also if you pay an extra month's rent and we have to repay you the money.

Each month's rent is to be paid in advance on the **28<sup>th</sup> of the previous month**. E.g. rent for December is paid on the 28<sup>th</sup> November. The rent must leave your account on 28<sup>th</sup> of the month so that it reaches ours (or the landlord's if applicable) bank account for the 1<sup>st</sup> of the month. **Please use your name and property as the reference code.**



## Security Deposit:

Your security deposit is held against damages to the property. Please note that it can never be used for the payment of rent. The deposit is held in the TDSNI scheme for the duration of the tenancy. We will email you the Prescribed Information after your deposit has been logged in the scheme.

## Returning the Deposit:



TDSNI will email you your own personal log on details at the beginning of the tenancy that you will need to release your deposit when you move out.

**We will not know this information so it is your responsibility to keep the log on details safe.** Visit [www.tdsnorthernireland.com](http://www.tdsnorthernireland.com) for help and information.



## Leaving Early:

Should any tenant wish to leave early then a request to vacate must be made in writing via email to us, or the landlord (if we do not manage the property). However this is not a straight forward process and you cannot just leave the property as you will still be liable for the rent payments. Furthermore sub-letting your room is illegal and breaks the terms and conditions of your tenancy agreement.

Every tenant residing in the property **must** be named on the tenancy agreement **and** guarantor contracts. So should a replacement tenant be found, or even if the remaining tenants wish to take on the share of the remaining rent as a group, all the original paperwork must be redone.

**Should the request to leave be granted, then the vacating tenant will be held responsible for finding a new tenant, and ensuring that all new paperwork is completed and returned before they can leave.**



# RE: MOVING OUT

## End of tenancy:

At the commencement of your Tenancy an Inventory will have been carried out at the property. This document will be used at the end of your Tenancy to conduct the check out. We will compare the initial document with the property when you vacate. Your Landlord may ask to deduct money from your deposit for any cleaning or repairs which are your responsibility via **TDSNI** were your deposit is lodged.



## Move Out Guide:

You are required to clean the property **thoroughly** before you vacate, and return all furniture to its original position. You are all joint tenants and therefore are all responsible for the state of the property. Cleaning and the removal of rubbish are the most common reasons for security deposit deductions so we recommend you use this check list to minimise the possibility of this:

- All items to be placed in their original position as described in the Inventory.
- All **windows** must be cleaned on the inside and interior window frames and ledges must be wiped clean throughout.
- **Ceilings and walls** must be cobweb free and all **washable wall surfaces** to be washed down and left dust, dirt and stain free. Remove all blu-tac.
- **You must repair all damages, holes in walls etc.**
- **Skirting boards** to be washed over and dust free.
- **Curtains** to be cleaned/re-hung.

- All **wooden furniture** to be clean and dust free, and polished if required.
- **Hob/oven** to be cleaned thoroughly with oven cleaner, do not forget shelves in the oven, the glass door, grill pan and oven trays and changing the extractor hood filter – if applicable. Dirty ovens are a common reason for deposit deductions, and a professional cleaner will charge around £50 for an oven clean.
- **Refrigerators and freezers** should be defrosted and wiped out. The door must be left open and the appliance switched off.
- **Baths, WC's, shower screens, wash hand basins and kitchen sinks** must be cleaned.
- **Insides of cupboards and drawers** must be cleaned.
- The **garage**, if applicable, should be swept out.
- The **garden**, if applicable, should be left in a clean and rubbish free
- **Washing machine** soap dispenser must be washed and the filter cleaned.
- All **lampshades** to be dust free and light bulbs replaced where necessary.
- **Vacuum cleaner bags** to be emptied and filters cleaned.
- All rubbish/food, unwanted items of furniture/belongings, **must** be removed from the property/garden. You will be charged for the labour to dispose of these items.
- Close down your phone/internet account.
- Close down your utility accounts and hand in all gas/electricity cards.
- Cancel your standing order.
- Redirect all post/change addresses.

Please hand in all keys as soon as possible, and no later than 12pm on the last day of your tenancy. The earlier we get keys back, the sooner we can check the property and return your deposit.

# RE: TROUBLESHOOTING

There are common problems in properties that can be resolved quickly and easily. You will be charged if the issue is due to your negligence so please read this section before emailing us. Should this not resolve your issue then contact us as discussed in the 'Maintenance Issues' section.

## Gas and oil heating:

This is the main reason for tenants emailing us during winter months. Please remember you are required to check that the boiler and all radiators work when you first move into the property.



### **"My heating and hot water have stopped working"**

Have you run out of gas or oil? Just because there is some gas or oil left does not mean that there is an efficient amount for the boiler to work. Always keep sufficient oil and gas levels.

#### Oil:

You may get an airlock in the system if you run out of oil completely. This means that some or all radiators may not heat up or the system does not work at all. If the airlock was due to a lack of oil, the cost to fix this is payable by the Tenants.

#### Gas:

If the problem is related to a gas leak or your gas meter, then you **must** call Phoenix gas directly on

0845 455 5555 or 0800 002 001 and **not** Re:Lettings, we **cannot** assist you with these issues.



Check Phoenix's website for all gas meter instructions:

<http://www.phoenixnaturalgas.com/help-and-advice/using-your-gas-meter/>



**You must contact your gas supplier directly and not us for any queries relating to:**

Replacement Meter Cards, Payment/Bill Queries  
Meter Exchanges, Faulty Cards/Meters, Moving Home, New Accounts, Switching Suppliers, Meter Readings.

### **"My water pressure is low"**

Low pressure is relatively easy to diagnose, as most boilers have a built-in pressure gauge.

Pressure in most modern combination boilers is maintained by cold water flowing from the water mains supply through a mechanism known as the 'filling loop'. A number of things can cause pressure to drop. It may be that there is a leak somewhere in your boiler system. Or, if you bled your radiators recently, it may be that pressure was lost then.

Check the water pressure gauge or indicator, which is typically on the front of your boiler. **For most boilers, this should be set around the 1 bar.** The position set when the boiler was installed is sometimes shown by a red indicator needle.

# RE: TROUBLESHOOTING

Each boiler will come with specific instructions about its pressure system. Check your user manual or the internet to see if you can re-pressurise your boiler yourself.

If the problem cannot be easily fixed by you, or if you have noticed repeated drops in your boiler pressure, **then you must email us**. Make sure you check the pressure gauge regularly. A continual drop in pressure is a good indication that there is a problem with your boiler and will require a plumber.

## “My radiators are not working”



Check that the radiator is on at the valve at the side. If one or some radiators are cold then air might have built up inside and they need bled. Or the boiler timer may not be set properly, or at the right temperature. Check the thermostat.

All issues with radiators are covered on this very helpful website:

<http://www.shadlock.co.uk/energy/heat/radfault.htm>

If this does not help then email us giving as much detail as possible and the location of the radiator(s).



## “My fridge/freezer is not working”

Check that the thermostat inside is at the correct level. Refer to the user manual for this.

Often if a fridge or freezer is in a room that is either very cold or very hot then this will affect it functioning correctly.

If no power is getting to the appliance then it may mean that you need to change the fuse.



British Gas' website also covers a lot of minor maintenance issues with various appliances:

<https://www.britishgas.co.uk/how-to-simply-fix-your-home-appliances/introduction/>

## “There is damp/mould in the rooms”



This is caused by **condensation** and is up to the tenants to prevent and treat. Condensation starts as moisture that is produced by cooking, washing and using gas appliances. The moist air condenses on cool surfaces such as walls, wall tiles and windows. It can also affect the ceilings. Condensation can be prevented in the following ways:

- Close your kitchen and bathroom doors to prevent steam going into other, colder, rooms.
- Open kitchen and bathroom windows when cooking or after showering.
- Open windows in other rooms to allow a change of air.
- Keep trickle vents open (these are small devices on new windows which can be opened without affecting the security to your property).
- Curtains and blinds should be kept open during the day as this will help to minimise the condensation in the property.

# RE: TROUBLESHOOTING

- Wipe down surfaces where moisture settles to prevent mould forming.
- Use the extractor fans if supplied in the property (do not isolate fans in bathrooms).
- Do not hang wet clothes over radiators (this will cause condensation and damage to the decoration which you will be responsible for rectifying).
- Ensure that tumble driers vent to the outside.
- Maintain a low background heat – it is advised that the property thermostat is kept at a minimum of 13 degrees during cold periods to prevent the hot and cold effect which causes condensation.

**Failure to adhere to the above may result in damage to the property which in turn you will be responsible for.**

## “My electricity has stopped working after I plugged something in”



Unplug whatever it is. Locate the fuse box and if any of the switches are off then turn them back on.

If you don't know what tripped the electrics turn off every socket and turn each one on in turn to see which socket is tripping the electrics. When you've found the correct socket, the problem could be with the socket or the appliance plugged into that socket. Try the appliance in a different socket - if the electricity trips again, it's the appliance.

If the problem is caused by the socket or an appliance supplied by the Landlord please contact us. If the problem is caused by an appliance

safe to use or alternatively, you must safely dispose of the item.



**A common cause of tripped electrics is wet sockets/cables, overloaded sockets and faulty appliances.**

**Faulty electrics can cause fires and electric shocks.**

## “My shower drains slowly”



Shower or sink drain blockages must be first attended to by the tenant by using a specialised drain cleaning product from the supermarket.

Bleach will not unblock drains. You can also purchase a long wire drain rod. If this does not fix the problem please email us. If it is found that recent debris i.e. foodstuffs or hygiene items are the cause, you may be charged for this call out.



## “We have mice in the property”

Rodents and other pests found in the property during the course of your tenancy are for the Tenants to treat.

However, you can contact us for help and advice. In our managed properties the landlord sometimes wishes to treat the problem themselves, so it is worth contacting us should you notice any pests.

Belfast City Council offers a free pest service:  
**<http://www.belfastcity.gov.uk/buildingcontrol-environment/housing/pestcontrol.aspx>**

Their website also offers help and advice with how to deal with, and prevent pests. Rodents and insects are attracted to food and rubbish so it is

# RE: Frequently Asked Questions

essential that you **cover all food and dispose of all rubbish correctly**. Keep all areas inside and outside the property clean and tidy to avoid attracting pests.

Slugs can also come inside a property if it's allowed to get cold and damp as they are attracted to moisture. They can be removed by using special pellets bought at the supermarket or DIY shop.

**It is your responsibility to ensure pests are not attracted to the property through correct care and maintenance.**

## **"My oven is not working"**

Check that the power is on at the wall, and that it is not a fuse problem. If the oven timer is on the 'automatic' setting, it can cause the oven to stop working. This could have been triggered by a break in the power supply (eg a power cut), or if you have had to reset the time.

**Please refer to the manual/internet for usage settings, and to move the oven out of automatic.**



## **"Can I decorate/ fix something to the wall?"**

We do not allow tenants to redecorate the property in any way. The properties are decorated in a neutral palette for ease of redecoration between tenancies. Should you wish to add shelves or TV wall brackets etc you can request this in writing for landlord approval. However, should this be authorised you will be liable to pay the cost of any wall repairs required when the items are removed upon you leaving the property. Please also be reminded that blu tac and other products can leave

marks on walls, and you will be charged for any redecoration required from using them.

## **"How do I renew my tenancy agreement?"**

You must give us **two months notice** should you wish to renew your tenancy agreement, or if you wish to vacate the property. We will endeavour to contact you and remind you of this.

If you are going to renew then we will email you your new tenancy agreement. You must ensure you check your details, read it in full, and print it out.

**You must then sign it on every page including the box at the back and return an original copy to us without delay. We cannot accept scanned copies.**



## **"I'm moving out, when will you be showing people round?"**

Our viewings are week days between 11.00am and 5.00pm. You will be given advance notice of all viewings via text or email. We will use our set of keys for ease of access. It is important that you keep the property clean and tidy in order to facilitate all viewings as per the terms and conditions of your tenancy agreement.

## **"How do I get my deposit back?"**

Your deposit will have been registered with TDS NI (if applicable) at the start of your tenancy. We will email a Deposit Protection Certificate along with information about the scheme to the lead tenant. This is a completely





# RE: Winter and Christmas

online system and therefore we do not hold your money nor can we return it to you directly.

**You must log on to their website with the details they email you at the beginning of the tenancy in order to begin or accept the release of your deposit.**

We are not allowed to know your log on information so you must contact TDSNI if you do not have it.

For information on how the deposit scheme works, and to release your deposit, go to:

**<https://www.tdsnorthernireland.com>  
0300 037 3700**

You can dispute the amount of deposit you receive back through the scheme, please see their website for details of this. However it is usually quicker and easier to contact us directly about any deposit

issues.

**Avoid deposit deductions by leaving the property clean and tidy for the next tenants to move in.**



The office will close over Christmas and you will be notified of these dates.

**We require you to notify us if the property will be empty for more than 24 hours, and turn off the water supply.**

**Property safety is your responsibility for the duration of the tenancy.**

If your maintenance issue is '**general**', such as a washing machine not working or issue that is not posing an immediate threat to the property then email us so we are aware of the issue that has arisen and we can address it when we reopen.

If your maintenance issue is an '**emergency**' such as a water leak, break in, electrical problem etc then please call 02890998272 or 07788878525 and then follow it up with an email.

When emailing or calling us you **must** provide the following info:

- Property address
- Your name
- Your contact details (Email and number)
- Exact details the maintenance issue

**Our emergency numbers are 02890998272 or 07788878525.**

If it is related to a **gas leak or your gas meter**, then you **must** call Phoenix gas directly on 0800 002 001 and **not** ReLettings, we **cannot** assist you with these issues.

Please take time now to look at the Water Company's website for all details on how to deal with any water issues such as burst pipes, floods, and sewage problems:  
<http://www.niwater.com/home/>

# RE: Winter and Christmas

- **What happens if I experience a break in?**

Always call the police immediately and do not touch anything. Once the Police have visited the property they will give you a crime number. Keep the crime number safe as we will need it, and you may also need it for insurance purposes. Contact us on the emergency number and then follow it up with an email ensuring you supply the crime number in that email.

- **What if we are all going away for the Christmas and/or New Year?**

You must ensure the property is left safe and secure with **all** doors and windows locked. If there is a burglar alarm then it must be activated. Even if you are all only away for 24 hours, you must advise us by **email** what dates you are away.

**You MUST also turn off the boiler and stop valve/tap for your water supply.**

**You can normally find the stop valve/tap for the water inside the house, under the stairs cupboard, or in the bathroom or kitchen.**

- **Not going away for Christmas and New Year?**

**It is imperative you have plenty of electric as you need electric to keep the fire alarm and boiler running.** You must also have plenty of oil and gas to keep the heating running. This will keep the property and pipes warm thus **avoiding burst pipes.**

**PLEASE NOW CHECK WHERE THE STOP VALVE IS AS YOU MUST TURN THE WATER OFF IF YOU VACATE THE PROPERTY LONGER THAN 24 HOURS.**

**ALSO CHECK THAT THE HEATING SYSTEM IS WORKING CORRECTLY AND MAKE SURE YOU HAVE ENOUGH GAS CREDIT OR OIL TO LAST THE WINTER AND CHRISTMAS PERIOD SHOULD YOU BE STAYING IN THE PROPERTY.**