GREYHOUND PROPERTIES LIMITED

TENANT ‘CHECK IN’ PROCEDURE

## UTILITY PROVIDERS

Please contact ALL your utility providers and inform them of your move to the property, this is YOUR responsibility – failure to do so immediately will incur a £100 administration surcharge from our office. **Gas, Electricity, Water, Council Tax**

## METER READINGS

As soon as you move into your property please **inform us of your meter readings and the name of your suppliers.** It is your choice who you register with however If you change suppliers please advise our office immediately.

## CONTACT DETAILS

We require up to date contact details, **current mobile and email addresses at all times. Any changes of details MUST be forwarded to us for emergency and contact purposes.** Failing to forward any new details and leaving Greyhound properties Limited or its agents without means of contact is in breach of your contract.

## TELECOMMUNICATIONS

We do not supply telephone lines. All telephone lines, sky boxes etc. are the responsibility of the tenant and no reimbursement for installation/reconnection fees etc. will be given. If you choose to install a line please let us know immediately and register it in your own name.

## MATTRESS HYGIENE

We have had a number of problems relating to mattresses. We provide a number of standard mattresses in our properties and these are part of your inventory. Please note that if we have supplied you with mattresses it is essential you use a **mattress protector**. If the mattress is not of the same standard at the end of your tenancy you will be charged for a replacement. The standard charge is **£100 per mattress.**

## SECURITY – THIS IS OF HIGH IMPORTANCE

For the safety of all tenants, please ensure you close/lock the main front door **securely at all times**. If the property is left unsecure your contents **insurance** will not be valid. Please note that following any maintenance visits our maintenance team are instructed to **fully lock and secure** the property. Please make sure you have your keys at all times **we will not be held responsible for tenants being locked out**. It is of the utmost importance you use the keys and fully lock your property.

## COMMUNAL AREA

**The cleanliness of the communal areas is the responsibility of the tenants** and you are required to keep this area clean and free from obstruction. If it becomes necessary to employ professional cleaners, we will invoice you directly for this charge.

## BICYCLES

**We do NOT** **permit** bicycles to be kept in the common parts or in any part of our building, unless a bike store facility is held in the property. This is a health and safety hazard and it is not permitted to obstruct the common parts in any way. In addition, any damage caused to the flat OR communal areas **will be charged** and deducted from your Tenancy Deposit. Please make necessary arrangements to store bicycles outside the property you are required the make your own arrangements to secure

## MAINTENANCE

It is important to advise you that **any damage to the property caused during your tenancy will be charged to you directly**. Please also notify us of any problems in the property that may need our attention. When we attend the property, please ensure we have access to the area of concern and you have cleared away your personal effects. Propertymaintenance will **not** be carried out where there are deemed to be **issues of hygiene.** Please ensure that the property is kept to a good standard of cleanliness. Please note that we reserve the right to enter the property at a time to suit our maintenance team, with 24 hours’ notice, and do not always require the tenant to attend.

### INSURANCE

Please note that Greyhound Properties’ insurance covers ‘**buildings** **insurance’** **only.** We are not required to have contents insurance in any of our properties. Please note therefore that it is strongly recommended that you take out your own insurance covering your possessions/contents in the event of any accidental damage, theft, loss etc.

### SMOKE DETECTORS/ALARMS

It is the tenant’s responsibility to ensure that smoke alarms are working at all time. Batteries where necessary, must be replaced by you and you are IN BREACH of your contract should you remove, damage or disconnect the smoke detector at any time. Please note all properties are **NON SMOKING.**

### NOTICE PERIOD

We require two months written notice at the end of your contract with GREYHOUND PROPERTIES LIMITED. During that time we require access to the property (with 24hrs notice) and keys, for letting purposes and it is a requirement that the property be kept tidy, clean and presentable. Any attempts to obstruct the Landlord from letting the property will result in legal action or additional charges

## GAS SAFETY CERTIFICATES

We are required by law to carry our annual Gas inspections in our properties. We will contact your when your inspection is due and ask you to give access to our engineer so he can carry our gas checks.

### F**INAL BILLS AND PAYMENT RECEIPTS**

Please note at the end of your tenancy we require copies of final bills/receipts confirming that you have a **NIL** balance to pay. We require all copies to be forwarded to us within 10 days of leaving the property to enable us to return your deposit within a 14 day period (subject to cleaning and inventory check out).

* END OF TENANCY CLEANING

Please note that we require a professional end of tenancy clean to be to be organised at the end of your tenancy – we will not accept a general domestic clean – greyhound properties limited reserve the right to charge the outgoing tenant should this not be carried out