

Tenancy Information Pack

Tel: 01482 324010

info@poppyresidentialonline.co.uk

www.poppyresidentialonline.co.uk

Office Opening Hours: Mon-Fri 9am – 5pm

Poppy Residential Ltd

1 Union Street, Hull, HU2 8HD

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Company Registration: 5333865 VAT Registration: 852 9420 16

Information about your Tenancy

The Tenancy Agreement

The agreement that you have signed is a legal contract between the landlord of the property and yourself. You should read the agreement carefully and ensure that you understand it fully. The tenancy agreement places legal obligations on you, some of which are explained below.

Rent

Details of rent, payment due dates ect are contained within the agreement. Please ensure that your rent is paid on time to avoid us having to send reminders.

Term

The agreement is an Assured Shorthold Tenancy Agreement, which means that you can stay in the property for the period of the lease, provided that you meet all obligations of the tenancy. If you wish to stay on after the initial period, please make aware towards the end of your tenancy. If you do not wish to extend then you must serve us one month's written notice.

Notice Period

If the landlord wishes to end the tenancy at or after your initial agreement period then they will give you two months' notice to leave the property.

Early Surrender

Due to the terms of the agreement, you are contracted to remain at the property until the end of the period stated in the agreement.

Should you vacate the property prior to the end of the contracted period you will still be liable for all rental payments due until the end of the contracted period, or until we are able to find a replacement tenant, subject to the landlord's approval.

Sharers

Every adult that moves into the property (18 years and above) must be named on, and must sign the tenancy agreement.

Please be aware that it will be a breach of agreement should anyone else move into the property without written permission from the landlord. Should permission be granted, a new tenancy agreement will be drafted and must be signed by all adults. A permitted payment of £50 will be required for a change of tenant. The maximum number of non-related adults in any one property is three.

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Property Visits

If we are fully managing the property we will conduct regular visits of all tenanted accommodation, usually six to twelve months. The purpose of the visit is to check to ensure that the property is being kept in a good clean condition.

The visit will only take approximately 10 minutes and we will contact you at 48 hours prior via email giving you notice of our intention with an appointment date and time. If you are unavailable at this time and date, we will enter with our office set of keys.

Decorating

Should you wish to make any changes to the property, you must inform us in writing. If you wish to send an email, please send it to fixit@poppyresidentialonline.co.uk. Once we have authorisation from your landlord, only then can you proceed with the works. It may be likely that you are asked to return the property to its original state when you vacate.

Gardening

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

Going Away?

If you are going to be away from the property for more than two weeks at any one time you must inform us in writing. Being unoccupied for a period may affect the house insurance and we may have to take steps to protect the property.

Pets

Some landlords may not accept pets at all. We must gain written permission from the landlord of the property before introducing any 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 if accepted the introduction of some animals may cause a permitted payment of up to £50 to amend the tenancy agreement.

EMERGENCY 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.

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Repairs MUST be reported via our website at www.poppyresidentialonline.co.uk or put in writing to the following email address: fixit@poppyresidentialonline.co.uk

Tenant Responsibilities:

- Light bulb replacement
- Smoke detector & CO detector batteries
- Blocked sinks & wastes
- Dealing with pest infestation
- Sticking locks (try lubricant before contacting Poppy)
- Garden refuse removal
- Maintaining adequate ventilation particularly in the kitchen and bathroom
- Cleanliness & tidiness of external areas
- General day to day home maintenance

Please note – If we are called out to a repair, which is due to your negligence then you will be liable for the full cost.

You must never instruct your own contractor. If you do so you will be responsible for the cost.

What to do if you have an emergency repair?! Don't Panic, Poppy is here!

-If you have an emergency out of hours which cannot wait until the following morning, please TEXT the following number with a description of the issue and property address:

07432710145

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Poppy Residential Contact Details

- Office telephone: 01482 324010 (Monday-Friday 9am - 5pm)
- Office email: info@poppyresidentialonline.co.uk (Monday - Friday 9am - 5pm, for any general questions or queries)
- Repairs email: fixit@poppyresidentialonline.co.uk (we ask that ALL repairs are put in writing)
- Live Chat Via our Website: www.poppyresidentialonline.co.uk (Monday-Friday 9am - 5pm)

- Please note, if you are a 'let-only' tenant you will need to contact your landlord directly.

Setting up your utilities

Hull City Council

- 01482 300300 (properties within the Hull boundary)
- www.hullcc.gov.uk

East Riding Council

- 01482 393939 (properties outside Hull boundary)
- www.eastriding.gov.uk

Energy Providers

If you are unsure who currently supplies your gas and electricity, please use the following contacts:

- Gas 0870 608 1524
- Electricity 0845 330 0889

Yorkshire Water

- www.yorkshirewater.com
- **0345 1 24 24 24**

Telephone & Broadband

- KCOM 01482 602000

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Maintenance Trouble Shooting

Leaking pipes:

- Place a bucket underneath the leak
- Pull back any carpets and lay down towels/newspaper to absorb any dampness

Burst Pipes:

- Turn off the water at the main stopcock
 - Open all taps to drain water from the system
- (If any electric fittings get wet DO NOT TOUCH, turn the electricity off at the consumer unit if possible)

Bleeding a Radiator:

- **When to do it?** You should do this if the top part of the radiator is cold and the bottom is warm. This means that there is air trapped in the system (which should be filled with water). Bleeding the radiator releases this air and allows hot water to fill the whole system.
- **Before Bleeding** If the whole radiator is cold, check the radiator valve is turned up. If more than one radiator is cold, the whole system may need to be checked by an engineer. Email us at the office to arrange this (fixit@poppyresidentialonline.co.uk). Turn off the heating system before bleeding otherwise the pump might draw more air into the system. You will need a radiator key, available from most DIY shops, you will also need an old cloth and a bucket/bowl.
- **How to Bleed** The bleed valve is the smallest square nut at the top end of the radiator. Place the key over the valve and hold the cloth around it to catch any water. Gently turn the key anti-clockwise until you hear a hiss – this is the air being released. When water starts to come through, turn the key back clockwise to shut the valve off. DO NOT UNSCREW THE VALVE COMPLETELY AS THE PLUG WILL COME OUT.

Washing Machine not draining:

- Your pump filter is probably blocked. Drain the machine and check the filter for foreign objects.

Sink draining slowly:

- This is likely to be a build-up of lime scale and food. Use drain/sink unblocking liquid to

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remove the blockage.

Heating not working properly:

- Check the thermostat to make sure it isn't set to low. Also check that the timer is set correctly on the boiler.

- **To set the timer** – Check the clock is showing the correct time, if not put the timer switch to 'clock' and adjust the time using the buttons. Reset the time switch to auto. Set heating and hot water switches to come on once, twice or stay on at all times.

Turning off Electricity:

- If you need to turn off all electricity, use the main on/off switch on the fuse box.

- **Checking the fuse box** It will either have fuses or trip switches. Modern electric circuits are fitted with a circuit breaker fuse system. If a fault develops, a switch is tripped and the circuit is broken, stopping power to the circuit. Old units will have fuses.

- **When a switch is Tripped** Open the cover on the consumer unit to expose the trip switches.

Check which switches have tripped to the OFF position and put them back to the ON position. For further info refer to the manual if available (if not in paper form these can usually be downloaded from the internet)

- Overloading plug sockets are a common cause of a trip or blown fuse. Do not overload plug sockets by using multiple plug adapters.

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