

# THISTLE PROPERTY LETTING

## STUDENT TENANCY COMMENCEMENT NOTES

We are easy to contact normally, if you can please use the following numbers this will speed any problem you may have:

JAMES SINCLAIR – 07594649459

JIM SINCLAIR – 07594649459

SUSAN SINCLAIR – 07594649459

### **PROPERTY CONDITION**

Prior to entry the property will have been checked, to ensure the property is clean and fit for purpose prior to entry.

On entry the first tenant will be shown around the property where controls for white goods (fridge washing machine etc) will be shown, the heating system explained, water stop cock and gas tap and fuse box pointed out.

The property should be returned in the condition it was received. Wear and tear is acceptable but this will not include the following: tears and rips to wall paper, blu tack marks on walls or ceilings, kicks and scuff marks to door, any marks or damage to carpets or other forms of flooring, curtains or fittings. Damage to the walls caused by ignoring these instructions will be repaired at the end of the tenancy at your expense (we will visit prior to the end of the tenancy to advise on any matters which may affect your deposit and recommend ways of mitigating any damage)

Wear and tear also extends to the items supplied to the flat these have been checked by the owner or ourselves and in the event of an item failing we will organise a repair, in the event of the engineer informing us of misuse the repair invoice will be passed to you for payment. If a repair cannot be completed a replacement item will be supplied. (in the event of the damage being caused by tenants a fair estimate of the items lifespan will be given to avoid unfair costing)

### **ITEMS LIKELY TO BE CHARGED AGAINST YOU**

Blocked drains

Hair and soap in shower/bath drains causing blocks.

Washing machines damaged by loose change/bra wires/hairgrips etc.

Posters on walls with blu tack/white tac/Sellotape & duct tape large pins

Broken bulbs

Incorrect wattage bulbs damaging shades.

Damaged items

Lost items

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## MICE AND OTHER INFESTATIONS

Please note that during the tenancy any sign of mice infestation is a tenant problem, and it is your responsibility to deal with this not the landlord. Equally should you not do so then any damage is your responsibility. If you find you have a problem, then please contact us and we will offer advice and visit to look at the situation and try and help you.

## CLEANING

You are responsible for ensuring that the property is kept in a clean manner throughout the tenancy, both inside and out

If your property forms part of a communal hallway you are responsible for ensuring that your area and stairwell is kept clean and free of rubbish. In flats that have a communal stairway it is most important that nothing is stored in the stairwell, which is a fire exit.

## GARDENS

Where your property includes garden areas you are responsible for the upkeep of that garden. (unless noted on the inventory). This should be carried out on a regular basis and not left until the last minute. If we have a gardener we still expect tenants to keep garden tidy from any rubbish.

## \*\*INVENTORY\*\*

Two copies of this will be supplied to you. You should take time to check all the items and make any notes you wish to be recorded on BOTH copies. Please return one copy to us, which will be held on file for use at the final inspection. Please note the comments above on wear and tear and note any item you feel likely to cause a problem at the end of the tenancy this is an important part of the inventory return and should not be skimmed *equally we need to be informed on this document of any shortcoming of the cleaning in the property.* We will at the time of entry make a full photographic record of the property a copy of which will be supplied to you on disc. This record will be held by us and will together with the written section form the inventory and will be the basis of any deductions for deposit.

You must return this to us inside 7 days otherwise it will be assumed that you accept that all items are correct, and we will use our computer copy for the final inspection which could have implications for re-funding of deposits.

**It is your responsibility to return this to us. Please do not assume it will be automatically picked up from the property and please ensure when posting the correct postage is put on the envelope.**

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## **KEYS**

One set of keys per tenant will be issued. No keys will be released until the full deposit and the first month's rent has **cleared** in our account. We will issue all the keys to the first returning tenant they are responsible for distributing the keys from then. Please ensure that you return all keys at the end of the tenancy – missing keys will result in the property locks being changed (for the security of the next tenants) at your expense.

## **GAS AND ELECTRIC ACCOUNTS**

As **tenants you are responsible** for setting up and closing your utility accounts. On entry you should take a note of the gas and electric meter reading (location of the meter should be noted in the inventory).

You then need to contact the company that are currently providing your supplies (this should also be noted in the inventory) to set up your accounts and requesting any outstanding invoice to be forwarded to Thistle Property & Letting Limited.

If you do not know who supplies the power to your property, then contact the numbers below (take a note of the meter number before telephoning and check you have the post code) they will be able to let you know who supplies your power.

MPAS (electricity) 0845 270 9101

TRANSCO (gas) 0870 608 1524

Please ensure you set up the account with the current supplier first, then if you wish to change to another supplier, you can do so after – please ensure you notify us as well.

If you have not received a bill by late Autumn, then contact the company to ensure your account has been set up properly as you do not want to face a large bill at the end of your tenancy.

If the property that you move into is supplied by a **prepayment meter for gas or electricity**, you will need to get your own prepayment card or key from the supplier. Using the previous occupant's prepayment or key means any money you pay will be credited to the previous occupant's account, so if you must use a card/ key that is in place do not put too much credit into it.

You should contact your supplier as per the instructions above with your meter readings and request they set up the account in your name and send out a new card/ key.

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You can charge your prepayment key/card at any [PayPoint](#), [Payzone](#) outlet or [Post Office](#). Once you have charged your key/card, you just slot it into your meter and whatever you have bought will be immediately transferred to the meter.

Your meter is set up with a certain amount of credit that you can access if your credit is running low, but you are not able to top it up. Any emergency credit used will need to be repaid. The amount used will be deducted from your credit next time you top up so you must make sure you buy enough credit to cover your energy use, your debt payments and to repay the emergency credit.

If you want to know how much money is left on your meter, how much energy you have used since the meter was fitted, or what the current meter reading is, you can display the information by pressing a button on your meter.

## TELEPHONE AND BROAD BAND ACCOUNTS

The telephone account/ broadband account is the responsibility of the tenant. The telephone can be reconnected in the new tenant's name by calling 150.

Due to data protection, we can have no input into BT lines either connection or disconnection. However, you can contact us if it appears that the previous tenants have not shut down their phone account/ broadband account. Please note that there is no authority for you to alter the provider of the telephone service. The landlord or agent is not responsible for any connection charges incurred in you setting up an account.

## TV LICENCE

**It is your responsibility to have a Licence if you bring a TV into the property. If they do not wish to use the TV for viewing, they must produce an exemption certificate from [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk).**

## COUNCIL TAX

We have notified the Council that you have taken residency at the property. If you receive any demands from the Council Tax Department you can take proof of your students status down the council tax office that is located next to the students union in St Marys Place.

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## INSURANCE

The owner of the property has the building and basic contents covered under their own insurance. **We strongly advise that you effect your own insurance to cover personal items you bring into the property and any occupiers liability.** This will avoid any problem you may have in the event of a third-party causing damage to your property which cannot be recovered under the owner's policy. Arranging such cover is your responsibility. This will avoid any problem in the event of damage to the property which cannot be recovered by the owner's insurance.

## INSPECTIONS

It is our practice to carry out property inspections monthly. You will be notified by email of the inspection, but you do not have to attend the inspection, as we will carry the keys with us. We expect that the property will be well maintained as per section 3.10 of your lease. On inspection if the property is not felt to be to standard a further inspection will be arranged. Continual failure to ensure the property is kept to standard may ultimately lead to a notice to quit being issued. A major part of the monthly inspections for HMO properties will be checks on the safety items. Please ensure that all fire doors are not wedged open, or the closers disconnected. Also, you must remember to check the smoke alarms and sign the logbook each week.

**At the first monthly inspection we will run through all the major tenancy items again with you and so we would be grateful if as many as possible can attend that inspection at the same time we will be happy to offer a full debrief of all safety and flat matters as given to the first tenant to arrive. If this is needed, please give us a couple of days notice.**

## MAINTENANCE/PROBLEMS/COMPLAINTS

We make every effort to ensure that your tenancy is trouble free. If there is a problem, we will ensure that it is investigated by a qualified tradesman (where needed) and the matter put right.

Matters involving safety, or a major incident in the property will be handled immediately (when such an incident occurs out of hours and after you have attempted to contact us you should use the telephone numbers supplied in the property for emergency tradesmen).

Problems involving loss of heating hot water etc. will be investigated inside 24 hours and where possible repaired on the spot. Minor repairs will be passed to tradesmen within 24 hours of being reported but may take several days depending on the level of workload being

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carried. Please remember to contact us if you have not seen any contractor after 3 days, please let us know to avoid any further delay.

**It is our policy to supply our tradesmen with keys to the property once you have reported a fault and will assume that by reporting the fault you give permission for our accredited tradesmen to enter the property for the purpose of repairing the defect. If you are not happy with this system, contact us and we will give you the tradesmen's telephone number and you can arrange a time for them to call.**

## MAIL

Please forward any mail addressed us at 9 Aikman Place, St Andrews KY16 8XS, any other mail can be returned as - return to sender.

## DEPOSITS AND REFUND OF DEPOSITS

It is now a legal requirement in Scotland for the letting agent/ landlord to pay the tenants deposit into a Deposit Protection Scheme. We are using Safe Deposit Scotland [www.safedepositsscotland.com](http://www.safedepositsscotland.com) and a new tenants deposit will be paid as below.

“Any deposit accepted by a landlord on or after 2nd October 2012 must be deposited with Safe deposit Scotland within 30 working days of **a tenancy starting** “

Existing tenants deposit will be dealt with as laid out by the paperwork provided with the lease.

Where a tenancy involves more than one tenant the landlord will be asked to nominate one of the tenants as the lead tenant, to act on behalf of all joint tenants when communicating with Safe Deposit Scotland, this will be the first person named in the lease.

When Safe Deposit Scotland has received payment of a deposit successfully registered with the scheme, they will:

- Pay it into a designated account maintained for the sole purpose of securing tenancy deposits.
- Write to the tenant and landlord to confirm that this has happened.
- Provide the tenant and landlord with the information required by the regulations. They will provide this information in the form of a Deposit Protection Certificate

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## **REFUND OF DEPOSIT**

When the tenancy comes to an end a final inspection will be made on the property. If there are any deductions to be made from the deposit (information about when all or part of your deposit may be retained at the end of their tenancy, is clearly explained with reference to the terms of the tenancy agreement) then we will submit a Proposal for Deposit Repayment to Safe Deposits Scotland stating: what the deductions are and how much we require to be retained from your deposit. Safe Deposits will email/ write to you, asking you to confirm whether you agree with the Proposal for Deposit Repayment, or wish to dispute the amount. Where the landlord and tenant agree how all or part of the deposit is to be repaid, it will be paid out within 5 working days of Safe Deposits receiving confirmation of the agreement between the parties. The return of the deposit will take longer where the amount is disputed, or the landlord or tenant cannot be contacted, or do not co-operate.

If there are no deductions, you then as tenants apply to Safe Deposits Scotland to have your deposit refunded (you can apply even if there are deductions but the deposit will not be returned to you until any disputes are settled).

Obviously, you do not apply for the deposit if you have signed another year's tenancy with us as your deposit will roll over to the following year.

Any dispute regarding the repayment of all or part of the deposit will be dealt with in accordance with these scheme rules unless Safe Deposits is notified otherwise in writing.

The deposit remains in the Safe Deposits account until it is repaid in accordance with the Safe Deposits scheme rules and the requirements of the Tenancy Deposit Schemes (Scotland) Regulations 2011.

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## ALARMS SYSTEMS SMOKE AND CARBON MONOXIDE.

### **SMOKE DETECTORS**

Each property has smoke detectors they are for your safety and should not be tampered with or removed.

The smoke alarms are of two sorts they **are either** battery operated (only for 1 and 2 bed properties) **or** hard wired directly into the mains (HMO properties)

It is your responsibility as a tenant to check the alarm each week and if it fails then you must contact us an emergency. In HMO properties the check must be recorded in a fire logbook which you will find in a folder, or the HMO folder this is a condition of the HMO licence and must be completed. Tenants in 1- or 2-bedroom properties should also record the smoke detector check and a logbook can be provided for this on request.

A smoke alarm will produce two separate noises: a beeping noise and a continuous alarm. If you hear a beeping and the alarm is a battery alarm, then you simply have to replace the battery with a new PP9 battery - replacement is YOUR responsibility. Having changed the battery if the alarm continues to beep or fails, please contact us immediately and a hardwired system will be installed usually the next day.

If the smoke detector on a hard-wired system is beeping (all HMO properties are hard wired) then you should either call us or the electrician nominated to the property (you will find this on your list of contractors for the flat). The head will continue to work but it is likely that there is a fault, and it will need to be repaired.

If you hear a continuous alarm, then there is a fire, and you follow the instructions for a fire evacuation.

If when carrying out the weekly check of the system one of the heads fails to operate then you should immediately contact the electricians on the list, you have and report it for replacement. Once you have done this, please contact us to report the failure.

All HMO properties now have a heat detector in the kitchen rather than a smoke detector, but they are treated exactly the same.

Please note smoke detectors are installed for your safety and should not be tampered with or removed.



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## **CARBON MONOXIDE ALARMS**

If there are gas appliances there will be at least one carbon monoxide alarm placed next to the gas appliance. If, on entry, you find that there is no carbon monoxide alarm, please contact this office as a matter of extreme urgency.

For carbon monoxide alarms again, the fault will be a *beeping of the alarm itself*. This cannot be confused with the carbon monoxide alarm sounding. As with the smoke detection system the alarm should be tested every week. The operational sound of the alarm is piercing warbles which can be heard throughout the house/flat. ***Should the alarm sound then turn off all gas appliances open all windows and leave the property. You should then contact us or if you cannot reach us then you should contact the gas engineer on the list (or Scottish gas 3xxx if your property has a gas contract) that you have been given you should ask him to attend as a matter of urgency. Should you be unable to reach anyone then you should contact TRANSCO (see above for the telephone number) who will attend but will only cut the gas supply*** If you receive an intermittent beeping of a quieter nature then this means the alarm battery is running low. Please contact us and we will replace the unit.

PLEASE READ THE NOTES ON THE WEBSITE THAT REFER TO CARBON MONOXIDE POISONING AND ENSURE YOU ARE AWARE OF THE SYMPTOMS

## **CANDLES**

**THESE ARE BANNED UNDER YOUR LEASE THEY ARE A SERIOUS FIRE HAZARD AND SHOULD NOT BE USED.**

Any burn/smoke marks will be noted, and redecoration/repair will be charged to you as tenants.

## **INFORMATION FOR ALL TENANTS**

All gas appliances will have had their annual check in the last 12 months, a copy of the certificate should be found in the property. If this has been removed, a duplicate is on file with your login on SME Tenants file. Every property with gas should also have a carbon monoxide alarm. These are checked every month by our inspection team (which also checks the smoke detectors). If you cannot find the alarm, or it does not appear to work please contact us as a matter of urgency.

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## **INFORMATION FOR TENANTS WHO ARE RENTING AN HMO PROPERTY ( 3 BEDS OR MORE)**

All properties with 3 or more tenants have undergone or are undergoing an HMO licence application.

All properties have smoke detectors. Please take time to check now that it is working, any failure should be reported as an urgent. All properties, which are undergoing HMO applications, have a mains interlinked smoke detection system. This system will sound in all rooms if activated. Please do not cover or dis-assemble any heads as this compromises your safety and others. Any such damage when noted at the monthly inspection will be repaired immediately and the invoice forwarded to you for payment.

All HMO properties have had checks on all the electrical appliances that are on marked on the inventory. It is your responsibility to have checked any electrical appliance you or any tenant brings into the property. (This is part of your responsibility under the HMO licence)

If you are in an HMO licensed property, please be aware that there are various responsibilities attached to the licence which must be complied with, failure to do so could result in the loss of the licence.

**If there is anything we have not covered in these notes or any help you need with the matters covered in these notes, please do not hesitate to contact us**

Email: [info@thistlepropertyletting.co.uk](mailto:info@thistlepropertyletting.co.uk)