



Tenant Handbook

Trust | Transparency | Tenacity



Email info@macleodlettings.com | Telephone 0141 375 0755 | Address 55 Ruthven Lane G12 9BG

Letting Agent Registration Number 1903071

Foreword

Dear Tenant,

We would like to take this opportunity to welcome you to your new home and hope that by providing you with this tenant handbook, this should assist you in addressing any minor housekeeping issues and queries you may have. Please ensure you read through the handbook before reporting a maintenance item as the solution may be here. Both tenants and landlords have responsibilities when it comes to maintaining properties and all that your landlord wants is for their property to be respected and looked after.

Best Wishes,

The Macleod Lettings Team

1. Contacting us

Our office is open Monday-Friday, 9am-5pm, however visits to the office should be arranged by prior agreement to ensure that a relevant member of the team will be here to answer your query. On bank holidays and over the festive period our office will be closed, if you have an emergency out of office hours, you can find our emergency numbers below or on our website.

<https://macleodlettings.com/>

For general enquiries or to report a maintenance item, we prefer you contact us via e-mail, stating the property address in the subject line.

Our e-mail address is – info@macleodlettings.com, or you can email your point of contact direct.

In the event of an emergency during office hours you can contact us on – 0141 375 0755.

Out of hour emergency contact numbers are:

Daniel – 07590 596 239

Chantelle - 07734 485 933

Please note that the above numbers are to be contacted in the event of an EMERGENCY only, if you call these numbers with a non-urgent repair/enquiry, this will be dealt with on the next working day.

For accessing your tenant portal to find safety certificates, inventory, lease agreement, or any other property related documents, please follow the link below and use your username and password that was emailed to you on your date of entry to log in.

<https://macleodlettings.com/login-panel/>

2. Emergencies

Gas Leaks

If you smell gas or think you have a gas leak, call SGN immediately on 0800 111 999 and take their advice.

- Do not smoke
- Do not turn light switches or electrical equipment on or off
- Open doors and windows
- Check if a gas appliance (e.g. hob) has been left on or a pilot light has blown out.
- Turn off the gas supply at the meter

Fire

If you discover a fire in your home

- Call the fire brigade by dialling 999
- Make sure everybody vacates the property immediately
- Alert your neighbours if in a flatted development

Water leaks or floods

If you have a water leak in your home

- Identify the source of the leak. If this is coming through your ceiling, identify what is above. Is this a neighbouring flat or through the roof?
- If a neighbouring flat, approach the neighbour to advise them of the leak and where it is in your home. If no one is home please leave a note and ask them to contact Macleod Lettings in the first instance. If coming from an above property, the owner of the above property must contact a plumber to attend. The source of the leak (i.e. bath, washing machine etc) should be turned off and not used until the leak has been repaired.

-If the leak is coming from the roof, please notify us of the leak via email, with accompanying photographs and we will alert the Factor to this issue and instruct them to repair. In tenement buildings, common areas such as the close stairwell, roof & shared gardens are the responsibility of the Factor as all owners have a share in these areas.

-If the source of the leak is coming from your property, it would be helpful to try and identify the cause of this to assist the plumber in rectifying this quickly. For example, if the leak is affecting the kitchen of the property, which is directly below yours, then it can be identified by what is in use i.e. washing machine, dishwasher, sink, boiler etc. This information is useful when reporting the issue to us. Depending on the severity of the leak, you can turn off the water at the main stop cock if necessary, and report immediately to Macleod Lettings.

- If you are affected by burst water mains out in the street, from the public supply, you should contact Scottish Water immediately on 0800 0778 778

-If you are at risk of flooding, call Floodline on 0845 988 1188

Electricity failure

If you have a power failure in your home -

-Firstly, check your consumer unit to ensure all power is switched on and no fuses have tripped. If this is not the issue then we recommend you check with your neighbours to identify if the loss of power is affecting the whole building or is private to your property. You can also check local power cuts in your area on the below link.

https://www.spenergynetworks.co.uk/pages/postcode_lookup.aspx

-If this is private to your property, please contact us and we will arrange for an electrician to attend.

-If there is an immediate electrical risk, or risk of fire, please turn off your electricity at the mains.

-Report to Macleod Lettings via the office or emergency phone numbers

3. Your Home

Shared Areas and Refuse Disposal

If you live in a property where you share doors, stairs, garden or any other areas with residents, then this also forms part of your home. It is your responsibility, as well as the other residents living there, to keep these areas secure, clean and tidy. Some properties are factored and may have contracts with cleaners and gardeners to assist in maintaining the

communal areas. You will be notified if the property is factored at your check-in appointment. Please note, all internal communal areas are strictly no smoking areas.

Within most common areas are refuse disposal facilities. General, non-recyclable waste should be disposed of in secure bin bags and placed neatly in the bin shed. Recyclable materials can be placed in the relevant bins (these are noted on the individual bins i.e. food waster, glass, cardboard, plastic etc). It is a tenant's responsibility to dispose of refuse and bulk items correctly. Bulk items will not be collected routinely and will need to be organised separately. These should only be left outside on the day of collection. In Glasgow this can be arranged here:

<https://www.glasgow.gov.uk/index.aspx?articleid=20545>

General refuse must not be kept in common hallways.

Cost of Running a Home

As well as paying rent, there are other expenses associated with running a home, which you are responsible for.

Council Tax

Tenants are responsible to set up and pay for council tax unless otherwise advised. To find where your local council is, please visit: <https://www.saa.gov.uk/>

If you are a student you must apply for your exemption as this will not automatically be granted. Please ensure you retain your confirmation of exemption for your records.

Gas and Electricity

Tenants are responsible to set up and pay for utilities unless otherwise advised. To find out who your gas supplier is you can contact Transco on 0870 608 1524. To find your electricity supplier please call N-PASS on 0330 1010 300.

Contents Insurance

There are two types of insurance for the household. Contents and Buildings Insurance. As a tenant, you should have contents insurance in place to ensure your personal belongings are covered and insured in the event of fire, water damage or theft. You should also have the relevant cover for accidental damage to the items provided within the property. The landlord will have their own buildings and landlords' contents policies.

Let Alliance can offer contents insurance to our tenants. You can obtain a quote using this link - <https://www.letalliance.co.uk/tenants/tenants-contents-insurance/>

Please note you are under no obligation to take insurance via Let Alliance and using a comparison site will provide you with other companies quotes.

Buildings Insurance protects against damage to the structure and fabric of the building. This has already been arranged by your landlord.

Telephone/Internet/TV License

All of the above are tenants' responsibilities to arrange and pay for. You can use whichever supplier you prefer, however if any changes are to be made to internal wiring or satellites you should contact us to gain permission before proceeding. Comparison services can tell you who is the cheapest supplier for your property.

4. Looking After Your Home – Responsibilities and Trouble Shooting

You have a responsibility to keep your home in good condition by:

- Keeping it clean and tidy both inside and outside
- Keeping the internal decoration in good condition
- Keeping communal areas and gardens tidy and free from rubbish
- Putting your rubbish out regularly and securely. Your bin collection schedule can be found on your local councils' website.
- Parking considerately
- Repairing, at your own cost, damage caused by yourself, family or visitors
- Reporting all repairs promptly if you are unable to rectify yourself
- Only making alterations with our permission
- Allowing access for inspections, safety certificates or repairs

Your maintenance responsibilities:

- Blocked drains and toilets
- Replacing lost keys
- Blocked washing machine or dishwasher drains
- Replacing broken windows without a crime reference number
- Replacing fuses and lightbulbs when they go out
- Getting rid of vermin and bugs
- Management of condensation
- Topping up boiler pressure if this drops
- Bleeding radiators when required
- Servicing the Hoover if required

Troubleshooting:

Blocked drains

You can purchase drain unblocker from most supermarkets and hardware stores. Read and follow the instructions carefully. You can also purchase caustic soda or soda crystals to help breakdown the blockage.

Lost keys

If you lose your keys and do not have a spare, management keys can be collected during office hours for you to have them cut (at your expense). If you lose your keys or lock yourself out outside of office hours you can either;

-Contact a locksmith at your own cost

-Arrange to collect management keys when our office re-opens.

Blocked washing machine/dishwasher drains

If you find that water in your washing machine or dishwasher is either leaking or is not draining there may be a foreign object in the filter causing a blockage. Your filter will generally be located low down at the front of your washing machine, and can be manually drained and cleaned in an initial attempt to rectify the issue. If you are struggling to find it you can Google the make and model of the appliance to find the user manual to locate it. If this does not help, the blockage may be further down. To try and remove this, you can use soda crystals or caustic soda on a high temperature empty wash. If this does not resolve the problem, you should contact us to instruct a repair.

Replacing lightbulbs

Most types of lightbulbs can be purchased from a supermarket or hardware store. Ensure the light switch is off when replacing the bulb. Should you require assistance with replacing a lightbulb you can find tutorials on YouTube.

Replacing fuses

Some appliances have a fused spur switch. If the fuse blows, the appliance will no longer have power. You should remove the fuse from the switch and replace, ensuring the Amp of the replacement fuse is the same as previous. You can find tutorials of this on YouTube should you require assistance.

Vermin/Bugs

Vermin and bugs can be introduced to a property for a number of reasons, the most likely being lack of cleanliness. It is important you ensure your rubbish is taken out regularly and no food is left out for a long period of time. Your property should be cleaned regularly to keep a high standard of cleanliness. Vermin can be attracted to a property because of a food source, heat or a disrupted nest for example building works causing vibrations. Tenants should ensure that they are vigilant with hygiene to minimize the likelihood of an infestation. Most councils have a free pest control service should you require advice or a visit.

Condensation/Mould

Ensuring your property is well heated and ventilated should eliminate condensation forming in to mould. If you do find mould starting to form you should purchase a mould remover (we have found HG Mould Spray to be the most effective) and clean the effected area with this. Regular cleaning of bath/shower seals will keep this mould free. You should also ensure your extractor fan is in use whilst and after showering/bathing. After showering/bathing you should wipe down bathroom tiles to remove excess water and condensation. Bathrooms should be heated and ventilated vigilantly. Should you require further information on the management of mould and condensation please contact us.

Boiler pressure top up

Topping up the pressure on your boiler is safe and easy for you to do. We will show you how to do this at your check-in appointment. If you require further assistance you can find tutorials on YouTube that will show you step-by-step how to do this. ****Please note over-pressurising your boiler may cause damage which you may be liable for****

Bleeding radiators

If you find that your radiators are hot at the top and cold at the bottom, and your boiler pressure is normal, your radiators may require bleeding. To bleed your radiator, a bleed key is required, this can be purchased online or in hardware stores. To bleed your radiator, turn off the boiler, insert bleed key, ensure you have a bowl and towel to catch escaping water, turn the bleed key and you should hear a hissing noise from the air escaping, once all the trapped air has escaped water will start coming through, at this stage you should turn the bleed key to stop this. When you turn the boiler back on you should find that the radiator will heat up as normal now. You can find tutorials on this on YouTube should you require further assistance.

Servicing a Hoover

If the suction on your Hoover weakens, the Hoover may require servicing. To service a Hoover you should remove the hose, nozzles and filters and clean this thoroughly as there can often be a build up of dirt/dust/hair causing a blockage. There are also appliance repair stores that can do this for you at a small cost.

What to do when you are going away

If you are planning to be away from the property for any length of time, please follow the below instructions:

- Ensure all windows and doors are locked and secure
- Ensure all taps are turned off
- Especially in colder months ensure your boiler is on a low heat to avoid frozen pipes bursting and causing damage to the property and any neighbouring properties
- Leave a spare set of keys with a friend/family member and ensure the property is checked on a regular basis if it going to be vacant for more than a week

Smoking

Smoking in any property is strictly prohibited and is a breach of your tenancy agreement. This also extends to any common areas within the building e.g. stairwell, close and bin areas.

If we find that you or any of your visitors have been smoking in the property you will be responsible for deep cleaning including furnishings and decoration within the property to remove any evidence of smoking.

Pets

Unless already agreed prior to moving in, pets are not allowed in our properties. If you do wish to have a pet after you have moved into a property, you should contact Macleod Lettings to receive written agreement. There may be an additional deposit required and the property must be professionally cleaned at the end of the tenancy including shampooing of carpets. Invoices for these must be presented at the checkout inspection.

Neighbouring Residents

When occupying a property within a flatted development, good neighbourly relations can be paramount for all involved. We suggest an initial introduction, and notifying your neighbours, should there be a larger volume of people in the property than normal. All tenants should be mindful of noise travelling in a common close, banging of doors, whether this is within the property or the communal front door.

If you find your own neighbours are disruptive, you can contact your local council, or police station if there are suspicions of antisocial behaviour. You can also email Macleod Lettings who can pass on any complaints to the Factors, who will notify the owner and occupier.

Should Macleod Lettings receive a complaint from a resident regarding your property, we take reasonable steps to investigate such complaint, particularly if it relates to the behaviour of tenants or their visitors. If we receive a complaint regarding an HMO Property, this can have further implications, for example a complaint to the police, or lodged via the local council, can result in the HMO licence being revoked and the property no longer able to operate as a licenced HMO.

We take all complaints seriously and will take action to prevent reoccurrence. A breach in tenancy can result in your landlord serving you notice to vacate the premises.

5. Your Tenancy

Your signed tenancy agreement is a legally binding document between you and Macleod Lettings acting on behalf of the landlord. In signing the tenancy agreement, you are accepting the terms and responsibilities detailed within the agreement.

Rent

Rent is to be paid in full on the 1st of each month. If you think you will have difficulties paying rent on this day, you should contact us in the first instance.

Tenants

All tenants on the lease are joint and severally liable for the property and ensuring rent is paid in full and on time. Properties are rented as a whole and not by bedrooms. If one person is unable to pay rent the other tenants will be liable to cover this. Alternatively, if a guarantor is on the tenancy, they will be liable to pay any rent arrears.

Tenancy Changeover

If you are living in the property and would like to vacate but have found a person to take your place, please contact us. All new tenants are required to go through tenancy referencing through ourselves, Let Alliance or an alternative tenant referencing agency. Once referencing has been complete, we can arrange the new lease agreement and send this to the new and remaining tenants along with information on how to pay rent and deposit. Once a signed lease agreement, deposit and rent has been received, as well as a signed cleaning declaration from the new tenant, we can release the previous tenants deposit and Safe Deposit Scotland will guide you through the return of this via email.

Ending your tenancy

Most tenancies are now on the new PRT (Private Residential Tenancy). This means a 28 day notice is to be given to Macleod Lettings in writing (E-mail or letter) when you wish to vacate the property. If you have been a tenant of ours since before December 2017 you may still be on the old SAT (Short Assured Tenancy) which means you are required to give a 2 months' notice in writing. If you are unsure of which tenancy agreement you have signed, please check your online tenant portal for your tenancy agreement or email us and we can advise.

Afterword

Lord Denning said: 'The tenant must take proper care of the place. He must, if he is going away for the winter, turn off the water and empty the boiler. He must clean the chimneys, where necessary, and also the windows. He must mend the electric light when it fuses. He must unstop the sink when it is blocked by his waste. In short, he must do the little jobs about the place which a reasonable tenant would do. In addition, he must, of course, not damage the house, wilfully or negligently; and he must see his family and guests do not damage it: and if they do, he must repair it.' and 'if the house falls into disrepair through fair wear and tear or lapse of time, or for any reason not caused by him, the tenant is not liable to repair it.' Warren v Kennan 1954