



TOWN &
COUNTRY
PROPERTY SERVICES

TENANT HANDBOOK
AND TENANCY CONDITIONS

A brief guide to the general rules, obligations and responsibilities in relation to your tenancy

TENANTS NOTES



TOWN AND COUNTRY PROPERTY SERVICES

GENERAL RULES AND REGULATIONS

Whilst every property will have its own unique rules and regulations, some are universal. These include:

1. Smoking is not permitted within your property or any common way areas, unless a specific agreement has been made with Town & Country and/or the Landlord and a smoking addendum signed.
2. No noise should be audible outside your premises at any time.
3. Antisocial behaviour will not be tolerated.
4. No Pets are allowed unless a specific agreement has been made with Town & Country and/or the Landlord and a pet addendum signed.
5. You are responsible for immediately contacting utility providers including Council Tax, Gas, Water and Electricity within 48 hours of your tenancy commencing. Any unpaid utilities will be referred back to the tenants for payment following vacation of the property. We request confirmation that all utilities have been set up within 48 hours of the commencement of the tenancy.
6. To keep the property suitably secured, maintained, clean and tidy.
7. Not to cause a nuisance to your neighbours or their guests.
8. To ensure any guests you may have enter and leave the property quietly.
9. No items to be left/stored in any common parts of the building, i.e prams/bikes
10. To report maintenance issues promptly.
11. Monies maybe deducted from my deposit in the event that any damage or loss is caused to the Landlord's property, fixtures or fittings as a result of any breach by me of my obligations under the Tenancy Agreement, in line with the regulations of the Tenancy Deposit Scheme.
12. In addition you should take the time to introduce yourself to your neighbours, and if applicable the caretaker. They will be able to help you with any questions you may have about the building and any specific rules and regulations you need to adhere to. In some cases we may provide you with a leaflet or fact sheet specific to your property.

INSURANCE

It is your responsibility to insure your possessions by way of a home contents insurance policy. In the event of a leak, fire or other circumstance where your personal possessions are damaged or destroyed, the buildings insurance policy will not cover your possessions and your Landlord will not typically compensate you.

I acknowledge that Town & Country has discussed with me the provision of an insurance policy to indemnify me for these losses and there is no insurance policy included in the Tenancy Agreement or provided by the Landlord.

PAYING YOUR RENT

Payment of rent must be paid monthly in advance by Standing Order. You will have been provided with a Standing Order mandate in your welcome pack, which must be completed and returned to us within 7 days of commencement of the tenancy. This will be dated 3 days prior to the tenancy/rent due date in order to allow for bank transmission times.

If you wish to change the date the rent is paid please contact Town & Country to arrange this and pay any extra rent accordingly.

In some circumstances other methods of payment are permitted to include: Cash, Cheque or Bank Transfer. In the event you wish to pay by cheque this must be received at least 5 working days in advance of the rent due date to allow for clearance through the banking system. If for any reason a cheque is refused and returned to us there will be a charge incurred. Please see charge in Fee's Section.

If your rent is late and we have to pursue you for payment, you may incur administrative charges accordingly. Please see charge in Fee's Section.

Should you encounter any difficulties in paying your rent then please contact us immediately to discuss the situation.

If you receive Housing Benefit, your claim may not be up and running in time for your second months rent, rental payments however will still need to be made.

In the event of Sharers, we must insist that the rent is paid either by Joint Standing Order, or by one or more cheques received at the same time. Please contact Sue Boyle the Accounts Manager if these methods of payment need to be changed.

TENANCY RENEWAL

Should you wish to renew your Tenancy at the end of the agreed fixed term on a new fixed term Tenancy then we will need to agree this with your Landlord before confirming and drafting the agreement.

If you wish to continue to reside in the same property at the end of the agreed period this then becomes a Periodic Tenancy.

ENDING YOUR TENANCY

Should you not wish to continue to rent the property at the end of the agreed period, you must inform us in writing, by letter or email, at least one month before the end of the Tenancy, in line with the Tenancy date. If you do not inform us by the correct date, you will be responsible for a further months rent.

Once your notice has been received, we shall write to you outlining the end of tenancy procedure and provide you with instructions regarding you vacating the property. Please ensure that the property is left clean and tidy and in a similar condition as when you took up occupation.

In some cases your Landlord may require possession of your property for a variety of reasons. In the event your Landlord requires possession we will serve you with the relevant notice and let you know of the procedure and instructions you will need to follow. In the event you are served with a notice for possession, you may wish to obtain your own legal advice.

REPAIRS & MAINTENANCE

Most of our properties are fully managed by Town & Country. In some cases your landlord manages any maintenance, and in the event that you require assistance, you will have been provided with their details and should contact them directly. If your property is managed by Town & Country, the following should be noted.

Reporting a maintenance issue: To report any maintenance issues, you can contact us on 01273 771977, or send an email to steve@tandcpropertygroup.co.uk with 'Maintenance' in the subject bar. Please note that if you have an emergency please contact us via phone.

We are available during normal office hours for maintenance:

Monday – Thursday: 9.00am to 5.00pm

Friday: 9.00am to 4.00pm

We do not have an Out of Hours maintenance/emergency contact number. If you do have a genuine emergency which deems your property is uninhabitable i.e gas leak, water leak, electrical, please contact:

Goode Plumbing and Heating: 07850 590946 for plumbing/heating (up to 11.00pm)

Dave Cook: 07973 287614 for electrics (up to 11.00pm)

Kevin Saunders: 07734 254513 for building (up to 11.00pm)

If the emergency is after these hours and a genuine emergency, you will have to contact a relevant contractor from the Yellow Pages or similar. Please forward any invoices to our office.

Please leave us a message or send us an email to advise us of such emergency.

All maintenance issues are dealt with on a priority basis, and we are unable to make guarantees regarding time scales. Rest assured however all matters reported are given due attention. In some cases we are unable to instruct a contractor without the Landlords consent and we respectfully ask you to be patient if this is the case.

Some maintenance issues are your responsibility. Although not exhaustive, the following lists of general issues are your responsibility to resolve:

- * Changing light bulbs
- * Small repairs to fixtures such as loose door handles, loose towel rails, kitchen cupboard fronts, plugs and chains in bathrooms and sinks, toilet seats and lids, if the toilet seats are damaged then replacement is required.
- * Clearing any blockages to sinks and drains, we recommend using caustic soda which is available from most DIY stores
- * Bleeding radiators
- * Garden maintenance
- * General appliance maintenance – regular defrosting of fridge & freezers, cleaning the filter of the washing machine etc. If you do not have a user manual, most manuals can be found online.
- * Removal of black spot mould if it appears – please refer to our Condensation leaflet for more information
- * Regular de-scaling of shower heads/shower units due to hard water area, we recommend this to be done weekly
- * Maintaining smoke detectors and carbon monoxide detectors
- * Replacing blown fuses
- * Door bells
- * All repairs required as a result of tenant misuse, neglect, damage and/or the same caused by visitors or family
- * Please Do Not Put Any Sanitary Wear Down WC's as these cause blockages. Blockages of this nature will be chargeable to the tenant(s). Only toilet tissue/paper to be flushed down the WC.

OUR FEES / CHARGES

1. Reasonable costs for loss of keys/security devices.
2. Arrears will be charged at 3% above Bank of England base rate.

If you have any questions about your tenancy or your obligations, please do not hesitate to contact us.

TOWN & COUNTRY

81 Church Road, Hove,
East Sussex, BN3 2BB
+44 (0)1273 771 977
hello@tandcpropertygroup.co.uk
www.tandcpropertygroup.co.uk

PROPERTY DETAILS

This handbook refers the property stated below;

Address

PROPERTY MAINTENANCE

This property is maintained by;

Name

Contact

Contact

TENANT HANDBOOK AND TENANCY CONDITIONS

I/We understand and agree to the terms set out within;

Signed

Signed

Date



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