



TENANTS HANDBOOK

- Contacting Click That Property
 - Paying Your Rent
 - Fees and Charges
 - Reporting Repairs
- Tenants Responsibilities
- Landlords Responsibilities
 - Cleaning Guide
- Important Safety Information
- Useful Contacts / Numbers

CONTACTING US

Telephone: 01582 72 92 92 - Monday - Friday 10.00 - 18.00 Saturday 10.00 - 16.00

Email: info@clickthatproperty.com

Visit Us: Britannia House, Leagrave Road, Luton, LU3 1RJ (office hours as above)

Out of Hours: Outside office hours in the event of an emergency please call the mobile numbers provided on signing of your tenancy agreement. Only call this number if it cannot wait until the morning. An emergency repair is when there is a danger to life, major damage to the property or the property is unsecure.

PAYING YOUR RENT

One of the most important aspects of your Tenancy is to ensure that your Rent is paid on time in order to ensure that the services we provide are kept at the high standard which we are always looking to maintain. Your rent is due monthly in advance.

PAYMENT METHODS

1 - Standing Order – Details would have been given to you on commencement of your tenancy.

2 - Online Transfer - Details can be found on the tenancy agreement or on the standing order form.

If you have misplaced your standing order form please contact us and we will send you another copy.

LATE PAYMENTS

Payment of rent is not a matter of choice, it is an essential part of your tenancy agreement. If you fail to pay your rent on time then late payment charges will apply as per your tenancy agreement.

CHARGES

£30.00 - Late payment fee after 3 days of the due date

£5.00 - For every additional day after the above fee of £30.00

RENT STATEMENTS / RECEIPTS

Available on request.

FEES AND CHARGES

1 - Tenancy Start Up + Admin Fee: £300.00 per property. This is paid during your initial set up and is a one off cost and covers, referencing, credit checks, administration and tenancy preparation, deposit protection, check in and check out.

2 - Tenancy Renewal: £25.00.

3 - Callouts / Repairs: If Click That Property are called out for a repair which upon arrival is found to be the tenants responsibility then the tenant will be liable to pay the cost of the contractors callout charge. The minimum fee is £30.00. Please see tenant and landlord responsibility sections for more information.

REPORTING REPAIRS

Telephone: 01582 72 92 92 - Monday - Friday 10.00 - 18.00 Saturday 10.00 - 16.00

Emergencies: Out of office hours - number given on tenancy sign up

Email: info@clickthatproperty.com

Out of Hours: Email or in the event of an emergency call the mobile number provided.

Table of Repairs & Maintenance Responsibilities

EXTERNAL REPAIRS	Landlords Responsibility	Tenants Responsibility
Communal - Repairs to communal areas, E.G lifts & stairs	Yes	
Roofs		
Chimney pots, Chimney stacks Roof Structure & covering	Yes	
Guttering, rainwater pipes & Facia, soffit & barge boards	Yes	
Walls and Canopies		
External walls	Yes	
Foundations	Yes	
Canopies over doors or windows	Yes	
Pipes and Drains		
Soil and vent pipes	Yes	
Drains, inspection chambers and gully surrounds	Yes	
Broken Gully Covers	Yes	
Drain Blockage (blockages caused by tenants will be charged)	Yes	
Windows		
Window frames and window seals	Yes	
Broken Glass / Windows		Yes
Window locks and window vents	Yes	
External Doors		
External doors, frames, thresholds	Yes	
Door locks and ironmongery	Yes	
Door entry systems	Yes	
Door bells		Yes
Gardens and Boundaries		
Garden walls	Yes	
Original Fencing	Yes	
Gates - front, side and rear	Yes	
Paths and steps	Yes	
Driveways	Yes	
Clearing of moss and weeds from paths		Yes
Cutting grass and hedges		Yes
Clothes posts and washing lines		Yes
Garages and Outbuildings		
Garages - Structure and garage door	Yes	
Gaining Entry		
Gaining entry to a property (unless door/lock is defective)		Yes
Lost/Stolen External door keys		Yes

INTERNAL REPAIRS - (Page 1)	Landlords Responsibility	Tenants Responsibility
Doors		
Internal doors	Yes	
Door strips		Yes
Internal door locks and keys (if damaged or keys lost)		Yes
Door stoppers		Yes
Windows		
Window frames and window seals	Yes	
Curtain rails, blinds and curtain poles + fittings		Yes
Broken glass / window due to tenant damage		Yes
Window handles	Yes	
Window keys		Yes
Walls		
Major Plasterwork	Yes	
Minor repairs to plasterwork, such as cracks and small holes		Yes
Ceilings		
Major plaster ceiling repairs	Yes	
Minor repairs to ceilings such as cracks and small holes		Yes
Decorated / Artexed ceilings	Yes	
Floors		
Concrete Floors - Floor boards and joists	Yes	
Vinyl floor tiles if provided by the landlord	Yes	
Fires and Fireplaces		
Fire surround and hearth - Electric, gas, solid fuel fire	Yes	
Chimney sweeping		Yes
Staircase / Hallway		
Hat & Coat rails		Yes
Staircase, handrails, banisters	Yes	
Kitchen		
Kitchen cupboards, drawers and work surfaces	Yes	
Tiles (wall and floor)	Yes	
Appliances (Like for like replacement)	Yes	
Extractor fans	Yes	
Blocked sinks		Yes
Hallway		
Hat & Coat rails		Yes
Extractor fans	Yes	

INTERNAL REPAIRS - (Page 2)	Landlords Responsibility	Tenants Responsibility
Gas pipe work + Boilers	Yes	
NO Supply of gas - Please contact Supplier		Yes
Radiators, valves, time clocks and thermostats	Yes	
Electrical		
Electrical wiring, sockets, switches and light fittings	Yes	
Wired in smoke and carbon monoxide detectors	Yes	
Battery operated smoke + carbon monoxide detectors		Yes
Plugs for electrical appliances		Yes
Fuse Box (consumer unit)	Yes	
Electric supply - Please call supplier		Yes
Electric Immersion heaters / tanks	Yes	
Disconnection of cookers and built in appliances		Yes
Light bulbs + light fittings		Yes
Switches and sockets (excluding dimmer switches)	Yes	
Security lights	Yes	
TV Aerials and connections + telephone points		Yes
Plumbing		
Blocked toilet (blockages caused by tenants will be charged to the tenants)		Yes
Water service pipes, overflow pipes and water tanks	Yes	
Blocked sink, bath hand basin (blockages caused by tenants will be charged to tenants)		Yes
Taps, stop taps and valves	Yes	
Sink top + Wash hand basin	Yes	
Toilet pan + Toilet flushing system	Yes	
Toilet seat and cover		Yes
Bath and bath panel	Yes	
Plugs and chains		Yes
Shower unit and shower tray	Yes	
Shower hose and head		Yes
Sealant around bath, sink and tiles	Yes	Yes
Decoration - Internal decoration		Yes
Damp - (unless caused die to tenant negligence)	Yes	
Condensation (see information on this on next page)		Yes
Lost / Stolen Keys		Yes
Pest Control - Service provided by Luton Borough Council		
Pests - mice, rats, cockroaches, bedbugs		Yes

PLEASE NOTE If Click that Property or any of our contractors are called out for a repair and on inspection it is deemed to be the tenants responsibility or caused by tenant negligence then a recharge for the cost of the callout will be charged to the Tenant.

Cleaning Guide

General

- Please ensure that all woodwork throughout the property is cleaned.
- All window frames and paint work to be free from mould.
- Windows cleaned inside and out. At least 3 monthly.
- All light switches, sockets, telephones and radiators must be free from marks where possible.
- Mirrors and mirrored surfaces should be smear free.
- All cobwebs and dust removed from services, including lampshades and spotlights.
- All built in cupboards i.e. wardrobes, airing cupboards, cloaks, free from cobwebs and dust.
- All carpets vacuumed and professionally cleaned. De-bugged where pet is kept (if agreed).
- All other flooring E.G wood / laminate floor clean and free from grease and marks.
- Fireplaces and solid fuel appliances to be emptied and cleaned.
- Outside drains and gutters clear and free from leaves and debris. Garden in seasonal order.
- Windows to be regularly opened to air the house and prevent condensation.

Kitchen

- Ensure all work surfaces, tiling and grouting are kept clean and free from grease.
- Ensure all cupboards are clean inside, out and under, including inside doors.
- Oven and cookers to be kept clean inside and out, including doors, glass, shelves.
- Pay particular attention to extractor hoods, replacing any filters.
- Hobs including under rings, to be clean and free from grease.
- DO NOT USE METAL SCOURERS ON ENAMEL OR CHROME SURFACES.
- Sinks to be free from marks where possible including waste and overflow.
- Draining boards and taps to be free from lime-scale.
- Dishwashers to be thoroughly clean inside and out (if supplied)
- Washing machines to be kept clean inside & out including soap conditioner.
- Fridges and freezers to be kept clean inside and out.
- Any other appliance (E.G Microwave to be kept clean inside and out if one is supplied).

Bathroom

- Wall and floor tiles to be regularly cleaned and kept free of mould.
- Bath, toilet, sink, shower and any vanity units to be kept clean and free of mould.

CONDENSATION

What is condensation? Condensation is moisture in the air and occurs mainly in cold weather.

Causes of condensation: Too much moisture in the air, not enough ventilation, cold walls & ceilings. Not opening windows, drying clothes indoors especially on radiators. Cooking, washing and bathing without ventilation.

Where can I find condensation: Kitchens, bathrooms, cold corners, cold surfaces, in cold rooms, cupboards and wardrobes, behind furniture pushed against walls and in cluttered areas against walls.

How to recognise condensation: Water droplets, dampness, black speckled mould.

How to reduce condensation: Increase ventilation by opening windows regularly, avoid clutter especially near walls, on window sills and in corners. Do not dry clothes inside especially on radiators.

GAS EMERGENCIES/GAS LEAKS: If you smell Gas call National Grid immediately on **0800 111 999**

- Open all doors and windows to ventilate the property.
- Do not turn on/off any electrical switches, plugs or appliances.
- Extinguish all naked flames, do not smoke, strike a match or do anything which cause ignition
- Turn Gas off at Meter.

IMPORTANT CONTACTS

- Click That Property 01582 72 92 92 - Mon – Fri 10.00 – 18.00 Sat 10.00 - 16.00
- National Grid For Gas Leaks - 0800 111 999 <http://www.nationalgrid.com/uk/Gas/>
- UK Power Network: 0800 028 0247 / 0800 783 8866

- Luton Borough Council – 0300 790 0340
- Environmental services / Pest Control 01582 51 03 30
- Abandoned Vehicles: 01582 546896
- Electoral Register: 01582 510380
- Waste Furniture removal 01582 510333
- Website: <http://www.luton.gov.uk>

- N Power customer service: 0800 073 3000
- N Power pre - payment gas 0845 606 6766
- Website: <http://www.npower.com>

- Southern Electric: 0345 071 3953
- 24 Hour 08000 72 72 82 / 0800 980 0419
- Website: <http://www.southern-electric.co.uk/>

- Scottish Southern 0800 300000
- Website: <http://www.sse.com>

- British Gas customer service: 0800 048 0202
- British Gas Pay As You Go Meter: 0800 048 0303
- Website: <http://www.britishgas.co.uk/>

- EDF: 0800 096 2270
- Website: <http://www.edfenergy.com/>

- EON customer service: 0845 3015 958
- EON emergency & Pre Pay: 0345 303 3040
- EON home move department: 0845 303 3020
- Website: <http://www.eonenergy.com/>

- Affinity Water (Veolia) customer service: 0345 357 2402
- Affinity Water (Veolia) emergency: 0800 376 5325
- Website: <http://www.affinitywater.co.uk>

- Thames Water: 0800 316 9800
- Thames Sewer Blockage (shared drains) 0800 316 9800
- Severn Trent Water: 0800 783 4444

- Police Non-Emergency: 0300 123 12 123 OR 101
- NHS Non-Emergency: 111

- University of Bedfordshire: 01234 400400 / 01582 743989
- Website: <http://www.beds.ac.uk/>

- London Luton Airport: <http://www.london-luton.co.uk/>
- Bus Travel in Luton: <http://www.arrivabus.co.uk/>
- Train Travel in Luton: <http://www.nationalrail.co.uk/stations/lut/details.html>