

# REDBRICK PROPERTIES

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## THE LETTINGS LABEL

# Tenants Handbook

Welcome to Redbrick Properties!

Redbrick Properties strive upon providing excellent accommodation for our tenants coupled with delivering a first class service.

Every effort is made to ensure your property is of the highest standard. However, unfortunately sometimes things can go wrong. We at Redbrick Properties guarantee all reported issues are dealt with in a quick and responsive manner! We have a committed team of contractors to deal with all repairs and maintenance professionally.

## MOVING IN

Here at Redbrick we like to ensure all our tenants have a smooth and enjoyable moving day.

1. On your day of move-in you will come in to the office to collect keys, one set of keys for each tenant of the property.

Please be aware keys are not handed out **unless** all relevant documents have been signed and returned, a standing order or direct debit has been set up and all monies are paid.

2. To guarantee a smooth process we then carry out a personal meet and greet service where we accompany you on your move in day and go through the check-in with you to ensure everything is in order.

If there any problems with the property it is your responsibility to notify us immediately. It is for your benefit you report all problems as soon as you move in otherwise we as a letting agents are less likely to accept any responsibility for damage if you report the issues later.

### **Energy (gas and electric) and Water**

If you are responsible for your own utility bills then you must contact all relevant utility companies to register the property with your details and check-in meter readings. You as tenants are liable for all utility bills at your property. If you are on our Bill's Included package then you only need to take your meter reading when you move in and certain times during your tenancy leave the rest to us.

You can find out your gas and electricity supplier by:

Gas- contact National Grid UK Meter Helpline on 0870 608 1524 or go online <https://www.findmysupplier.energy/webapp/index.html>

Electricity supplier - contact the MPAS Consumer Helpline on 0845 601 3268

Take a couple of minutes to consider Good Energy when choosing your utility providers!

### **100% Renewable Electricity**

Good energy are the first supplier to offer 100% renewable electricity to UK households, whilst all other energy suppliers rely on electricity generated using fossil fuels or nuclear power Good Energy electricity comes purely from wind, water, sun and sustainable biogeneration.

Good Energy have one aim in mind, which puts the power in the sole hands of customers rather than giant corporations – whereby electricity is generated by the communities that use it and every last bit comes from the natural resources and sustainable biogeneration.

The company was founded over a decade ago with one main goal – to make a difference to climate change. In 1997 the company worked to develop the demand and supply of renewable energy across Europe as well as people to invest and buy it. By 2010 after numerous developments within Good Energy and the industry as a whole they are proud to be a small supplier making huge, significant changes! Whilst the number of customers who buy their 100% renewable has grown and is continuing to grow, now one in twenty of their customers is also a generator – so in all bringing people closer to the source of their energy!

### **Council Tax**

Council tax is the charge the local authority makes for the service it provides. Please note, full time students are exempt from the charges. Please contact Leeds City Council and ask for a council tax exemption certificate to avoid any charges. We do ask to see a copy of this certificate when it comes to the return of your deposit so please keep it in a safe place.

### **Tenancy Agreement**

Upon signing a tenancy agreement with Redbrick Properties you are committing yourself legally to paying us an agreed rent over a fixed period until your tenancy ends at which point you are expected to leave unless a contract renewal has been agreed.

As conditions of your Tenancy Agreement you must:

- Pay rent to Redbrick Properties
- Report all maintenance issues to Redbrick Properties
- Report any queries or problems to Redbrick Properties

Your tenancy is a legally binding contract, breaking the terms of this will results in action being taken to recover losses and any charges incurred.

### **Going Green**

Good habits to get into from day one of your tenancy that saves you money!

- Re-cycle where possible! Majority of products we use are recyclable – glass, paper, food waste, clothes, tins
- Turn off/unplug electrical devices when not in use for 15 minutes or longer – be sure to turn your television off properly and not leave it on stand-by as this still consumes energy and money!
- Use energy efficient light bulbs where possible!
- Turn off lights when leaving a room

- Buy a reusable bag or a 'bag for life' – stops the endless amount of plastic bags filling your kitchen space and the reusable bags are a lot stronger!
- Air dry your clothes when possible

## LIVING IN THE PROPERTY

### MAINTENANCE

Every effort is made to ensure your property is of the highest standard. However, unfortunately sometimes things can go wrong.

We have a committed team of contractors to deal with all repairs and maintenance promptly. So, if you experience any issues during your tenancy at your property please do not hesitate to get in contact! Maintenance issues are tended to in terms of priority.

<p>Priority 1:</p> <p><b>Emergency Maintenance</b></p> <p>Dealt with immediately. Issues such as gas leaks, floods, fires etc</p> <p>Target <b>24 hours</b> from becoming aware of the defect</p>	<p>Priority 2:</p> <p><b>Urgent Maintenance</b></p> <p>Repairs which materially affect the comfort of the tenants. e.g. – No hot water, no central heating.</p> <p>Target <b>5 working days</b> from becoming aware of the defect</p>	<p>Priority 3:</p> <p><b>Day To Day Maintenance</b></p> <p>These are repairs which can wait a short time before they are dealt with. Example – Broken furniture, vacuum cleaner not working, washing machine/dishwasher not working.</p> <p>Target <b>28 days</b> from becoming aware of the defect</p>	<p>Priority 2:</p> <p><b>Planned maintenance</b></p> <p>Non urgent jobs in related trades are packaged together. Example – New kitchen, new bathroom.</p> <p>Target <b>3 months</b> from becoming aware of the work being necessary and <b>one year</b> for large programmes of work.</p>
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Tenants are **responsible** for issues such as:

- Bleeding radiators
- Unblocking sinks and drains
- The cost of replacing broken windows (unless damaged caused by vandalism which has been reported to the police). You will need to provide us with a West Yorkshire Police Crime Reference number
- Replacing normal light bulbs
- Resetting 'trip' switches
- Re-lighting pilot lights on boilers
- Re-pressurising the boiler
- Ensuring external drains are clear of debris
- Unblocking vacuums and changing/cleaning filters

To report any maintenance issues you can contact us via the following

**FixFlo**

<https://redbrick.fixflo.com>

### **Gas Leaks**

Phone NGES immediately. We advise you to:

- Open windows and doors
- Avoid using any naked flames or electrical switches.

The National Gas Emergency Service (National Grid) can be called to attend on **0800 111 999** to turn off the gas. National Grid aim to attend within two hours. Their engineers will always 'make safe' when called to a suspected gas leak. However, the emergency service provided by National Grid doesn't cover repairs to appliances or installation pipework so you still need to report the incident to Redbrick so we can deploy a Gas Safe registered engineer.

## **CLEANLINESS**

### **Vacuuming**

Tenants are to empty the vacuum cleaner regularly to prevent damage to the appliance. If the vacuum is not picking up, please empty the dust bucket and check all the pipes for blockages before reporting it to us as faulty. Bottle tops and coins stuck in the pipes commonly cause loss of suction in vacuum cleaners.

### **Kitchen/cooker**

Tenants are to clean the cooker regularly. A heavy build-up of grease and burnt-on food can cause fires as well as being difficult to clean. Buying some specialist oven cleaner at the start of your tenancy and cleaning the inside of your oven throughout your tenancy will avoid a lengthy clean in the final days of your tenancy. Negligence in this area constitutes the biggest single cause for us billing ex-tenants. Tenants are also to clean work surfaces regularly.

### **The fridge or fridge freezer**

Tenants are to leave the fridge door open if the appliance is switched off for any reason; otherwise the inside will rapidly go mouldy. If this happens it is very difficult and unpleasant to clean off. You should defrost the freezer or ice compartment frequently to prevent damage to the compartment doors or baskets.

### **Bathrooms**

WC's should be regularly cleaned using the appropriate cleaning solutions.

Also weekly cleaning of any tile grout and bath/shower sealant with specialist equipment is advised if left it can become almost impossible to remove and become costly at the end of your tenancy.

### **Carpets, upholstery and curtains**

Tenants must remove any stains before the end of your tenancy, preferably when accidents happen as they are much easier to clean up. If a carpet is so badly stained that it won't come clean, it may need to be replaced. This is a very expensive option.

### **Paintwork**

Tenants are to wipe all paintwork down, if not during your tenancy then certainly at the end of it.

### **Cellars**

If you have a cellar in your property you do not pay rent to use it unless it is specially converted. The cellars of most houses are damp if they have not been specially converted. You must not use the cellar area as a store.

### **Bathrooms and showers**

The most common cause of structural damage to our properties is water damage from an overflowing bath or shower. If a bath or shower is allowed to overflow, or if there is a leak, water will build up in floorboards and soak down into the ceiling of the room below. This goes mouldy and the ceiling begins to cave in. It costs at least £500 to put this sort of damage right.

### **Internal locks**

You are not permitted to fit locks or padlocks on internal doors. Some properties have room locks fitted and, if relevant, we will have given you a key for the room. You must not change any lock or use a lock (even if fitted) on internal doors unless Redbrick Properties has given you a key. Properties where we have fitted internal door locks have all been checked for fire safety to ensure that they do not impair your (or any other tenant's) ability to leave in the event of a fire. By using an unsuitable

door lock you will be placing the lives of other occupants in danger. Note also that any lock fitted inexpertly will weaken or damage a door: this normally means that the door will have to be replaced - at your expense. Fitting and using a lock to your room is a requirement of very few student insurance policies.

### **Furniture**

You are allowed to move furniture about within the property and use any of your own, but you must never remove our furniture from the property or store it in the cellar. You must not bring any furniture into the property that does not conform to the standards set out in the 1988 Furniture and Furnishings (Fire)(Safety) regulations. If you need clarification on which items of furniture these regulations apply to then please email Redbrick Properties.

### **Fitting shelves or other fixtures**

You must not fit shelves or make other alterations to the property.

### **Posters**

You may put posters on walls with Blu-tack or some similar adhesive but it's certainly not advisable. You must remove all posters and traces of Blu-tack at the end of the letting. It's the grease marks that are left which prove very stubborn to remove by simply cleaning, It is very expensive for us to have Blu-tac removed, it normally entails the full re-decoration of your room and this cost could be taken from your deposit. The correct sized picture hooks and drawing pins used in moderation are our advice.

## **TROUBLE SHOOTING/GENERAL TIPS/THE BORING BITS**

### **Viewings**

During the letting period we will ask your permission to do viewings on your property for future tenants. Please make sure the property is well presented during these periods.

### **Trip Switches**

Most of our properties are fitted with trip switches which automatically turn off the electricity if there is a fault in the circuit, a faulty appliance is used or sockets are overloaded. These switches are quite sensitive so if a light bulb blows it can trip the entire electrical circuit. If this happens you will need to find the consumer unit in the property and reset the trip.

The consumer unit or 'fuse box' is located usually in either the cellar or kitchens.

### **Condensation**

Condensation is caused when excess moisture in the air meets a cold surface or a surface that gets little air. Tiny droplets of water form, which can cause damage to walls and window frames, with the common indication of a problem being black mould patches. Here are a few tips to avoid this issue:

- Cover pans when boiling
- Close the kitchen door when cooking and always use the extractor fan
- Dry your washing outside or in a tumble dryer. Try not to dry clothes using the radiators in your bedroom
- Regularly ventilate the house, by opening the windows or the trickle vents slightly when you are in
- Use the extractor fan in the bathroom every time you use the bath/shower, and open the window (if there is one) for a while after you have finished. Also extractor fans isolation switch must not be

turned off. Closing the bathroom door will also stop the excess moisture spreading throughout the property

The majority of UPVC windows now have trickle vents fitted for ventilation please keep these open

- Move furniture, especially larger items such as wardrobes and beds, slightly away from the walls, to allow air to flow behind them
- Try to keep the central heating on a low temperature and only turn it up as you need to. This will prevent any 'cold areas' where condensation is more likely to form
- Do not block any air vents that have been fitted in your house, or switch off any extractor fans. They are there for good reason.

### **Piping**

The cold, chilly weather Yorkshire experiences often causes piping around the property to freeze, split and expand incurring a heavy charge for tenants. However, this can be easily avoided! Take reasonable precautions to prevent frost or similar damage to the property. If the property is going to be empty overnight or for more than 12 hours when the weather is likely to be cold, you must leave enough heating on to prevent the water system freezing, or turn off the water supply at the main stopcock and open all the other water taps and valves in the property to drain the tanks of hot and cold water.

### **Blockages**

Internal waste pipes can easily become blocked overtime with grease and kitchen waste. It is a tenant's responsibility to prevent this/maintain the pipes.

If a kitchen/bathroom sink does become blocked it might be worth checking and clearing the u-bend trap.

#### ***Clearing a u-bend trap***

- 1, Place a bucket under the trap and unscrew the retaining caps
- 2, Let the trap fall into the bucket then empty the water
- 3, Clear any blockages
- 4, Before reconnecting, flush the bend out with some detergent to ensure any bacteria is removed.

### **Bleeding Radiators**

- 1, Turn of central heating
- 2, Find the bleed valve (Usually has a small red handle and located on one side of the radiator)
- 3, Protect the area to catch any leaking water
- 4, First you'll need to locate the bleed valve. This will be a protrusion at the top of one side of your radiator. To bleed your radiator, insert the bleed key into this valve and carefully turn it anticlockwise (usually a quarter or half turn will do the trick). The air trapped in your radiator will start escaping with a hissing sound. When water begins to dribble out the valve you will know that all the air has been purged from the radiator.
- 6, Re-tighten the bleed valve
- 7, Turn the heating back on

### **Smoke Alarms**

Please do not remove batteries (unless you need to change them) or disable the smoke detectors in any way – the fire systems are installed to protect you! Tampering with the fire alarm systems is a criminal offence and the fire authorities could prosecute you.

### **Fire Alarms**

All HMO properties have a specialist fire alarm. If the alarm sounds, to re-set this press 'ALT 5, 1, 4' then press 'silence alarm' clear area of smoke then press 'reset'

### **Leaving the property over the holiday periods**

If the property is going to be empty for a while please make sure:

- All doors and windows are securely shut and where locks are fitted, locked.
- Leave at least one light on to deter burglars. Time switches for lights are highly recommended.
- Set the burglar alarm if there is one
- Take all valuables home with you, if not, at least make sure they are well hidden.
- Remember to empty the fridge and clean it out.
- Again, please make sure during the winter periods you leave the heating on but turning the thermostat down to around 10° C

### **Property Inspections**

Redbrick Properties will carry out mid-term inspections during your tenancy. You will be contacted prior to the inspection to arrange a convenient time.

### **Terminating your contract before your tenancy is due to end**

Your contract with Redbrick is for a fixed period. You have signed a legally binding, Assured Shorthold Tenancy Agreement, and made a commitment to pay rent to Redbrick for that fixed period of your tenancy. Redbrick Properties is under no obligation to release you from your tenancy agreement.

If you decide you want to leave your tenancy before the end of your contract period, you will need to find someone willing to take over the remainder of your contract. Your liability for the rent of the property ends on the date the new tenant signs their contract. If you are unable to find a replacement tenant you are liable to pay remaining rent of the tenancy.

### **Insurance**

The structure of any property is insured by Redbrick or the owner of the property. Insurance of personal possessions within the property is the responsibility of you as the tenants unless you have signed up with our Bundle package and will be covered via Endsleigh Insurance

For our student tenants we have a top money saving tip, It is not always necessary to fork out for specialist student cover as some possessions can be covered under your parents' policy. Many companies include a clause in the policies which provides £5,000 worth of cover for items "temporarily removed from the home" providing that the you still lives at home during the holidays - this covers possessions against fire, theft, storm, flood or malicious damage. Even when a policy doesn't include additional/students cover it can usually be added for a small extra premium. However, claims made by yourself would affect the no-claims discount and the policy excess is also likely to be much higher on your parents' policy. If you do opt for standalone cover, always use comparison sites before buying!

### **Keep the peace**

The tenancy agreement states:

*'You must not do anything which may be a nuisance or annoy neighbours. You must not play any music, television or musical instrument in a way that will cause a nuisance, annoy the neighbours or*

*be heard outside your home between 11:00pm and 7:30am'*

Noise causes more distress than any other issue – whether it is in the home, garden or street. Whilst you like to enjoy yourselves please remember the impact this may have on your neighbours. If you are planning to have a party inform the neighbours and agree on a time to turn the music down.

### **Burglary**

One in four burglaries in West Yorkshire are through an unlocked door or window. In most cases up to £1000 of goods are stolen. Follow these simple steps to avoid becoming a victim of sneak-in burglary

- Keep doors and windows locked at all times, even when you are in
- Don't forget to lock the door behind you and remove the key from the lock
- Keep valuables out of view in case a burglar looks through your door or window
- Make sure your house is locked up if you are in a garden, having a BBQ, or hanging out your washing.
- Put packaging for expensive items in the bin or take it to be recycled. Don't advertise what's in your house

## THE END OF YOUR TENANCY

In the last few weeks of your tenancy we will write to you to remind you the about the expiration of your tenancy.

### Returning Keys

You can return keys in person or by registered post, but we **MUST** receive them on or before the last day of your tenancy by **11am**. Failure to do so will result in a charge of £150.00 +VAT per key, plus the cost of changing the locks, cutting new keys and an extra days rent.

Please make sure you have taken final meter readings for the property.

Prior to the final day of your tenancy you will be offered an accompanied check-out which will be subject to an extra cost and must be initialised by your Head Tenant.

The property will be inspected once you have vacated the property. A check-out inventory will be carried out and dated pictures taken.

### Deposits

Deposits will be returned to the Head Tenant.

In order for your bond to be returned to you we require copies of finalised bills to show that there are no outstanding amounts on your account for gas, electric and water. If you were student tenants we also require a copy of your council tax exemption form or if you were professional tenants we require a copy of your finalised bill for council tax.

Once we have received your final bills and agreed any final deduction amount between parties your bond will be returned within 14 working days.

Deductions will be made from your deposit if:

- You fail to return all keys, or fail to return them on time at the end of your tenancy
- There is damage to the property
- The property is not clean and personal items left
- Rubbish has been left
- If there are any outstanding debts to Redbrick Properties

## **Complaints Procedure**

As a firm accredited by The Property Ombudsman Scheme, Redbrick Properties aims to provide the highest standards of service to all landlords and tenants, but to ensure that your interests are safeguarded, we offer the following:

- If you believe you have a grievance, please write in the first instance to Mark Phillipson at the address below:  
77 Otley Road  
Headingley  
Leeds  
LS6 3PS
- The grievance will be acknowledged within 3 working days and then investigated thoroughly in accordance with established in-house procedures. A formal written outcome of the complaint will be sent to you within 21 days. If we require longer than this timescale we will advise you in writing and confirm our revised response date.
- If you remain dissatisfied with the result of the internal investigation, please contact Matthew Williams who will revise the complaint.
- Following the conclusion of our in-house review we will write to you with a final written statement.
- If you are dissatisfied with the conclusion of the in-house review of the complaint, you can refer the matter to the Ombudsman for Estate Agents, Beckett House, 4 Bridge Street, Salisbury, SP1 2LX.

## **Want to stay with us?**

If you are impressed by Redbrick Properties services, and enjoyed your stay in the property why not renew your tenancy! If not, we have many other properties which could suit your interests!

If you have any queries, comments or complaints please do not hesitate to get in contact. You can reach us via either phone or dropping by in to the office to speak to someone directly. Alternatively you can email us or send submit an online enquiry or you can even Facebook us and we will get back to you at the earliest possible convenience!

We are there to help, whatever the problem.

Our office hours are:

Monday – Friday: 9:00am – 5:30pm

Saturday: 10:00am – 4:00pm

### **Located**

77 Otley Road  
Headingley  
Leeds  
LS6 3PS

T: 0113 230 5552

E: [info@redbrickproperties.co.uk](mailto:info@redbrickproperties.co.uk)



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[/Redbrickmatt](https://twitter.com/Redbrickmatt)

## USEFUL INFORMATION

TRANSPORTATION	SAFEKEEPING
<p><b>West Yorkshire Metro</b> 0113 245 7676 <a href="http://www.wymetro.com/">http://www.wymetro.com/</a></p> <p><b>First, Leeds</b> 0845 604 5460 <a href="http://www.firstgroup.com/ukbus/leeds/">www.firstgroup.com/ukbus/leeds/</a></p> <p><b>National Express</b> 0870 580 8080 <a href="http://www.nationalexpress.com">www.nationalexpress.com</a></p> <p><b>National Rail Enquiries</b> 0845 748 4950 <a href="http://www.nationalrail.co.uk">www.nationalrail.co.uk</a></p> <p><b>Leeds Bradford Airport</b> 0871 288 2288 <a href="http://www.leedsbradfordairport.co.uk">www.leedsbradfordairport.co.uk</a></p> <p><b>Leeds Travel</b> <a href="http://www.leedstravelinfo.co.uk">www.leedstravelinfo.co.uk</a></p>	<p><b>West Yorkshire Police</b> 0845 606 0606 (non-emergency) <a href="http://www.westyorkshire.police.uk/">www.westyorkshire.police.uk/</a></p> <p><b>Crimestoppers</b> 0800 555 111 <a href="http://www.crimestoppers-uk.org">www.crimestoppers-uk.org</a></p> <p><b>Knowledge Leeds</b> <a href="http://www.knowledge-leeds.co.uk">www.knowledge-leeds.co.uk</a></p> <p><b>Leeds Initiative</b> 0113 222 4444 <a href="http://www.leedsinitiative.org/safer/">www.leedsinitiative.org/safer/</a></p>
UTILITIES	MISC
<p><b>Yorkshire Electricity (power cuts)</b> 0800 375 675</p> <p><b>British Gas</b> 0845 6091 122 <a href="http://www.britishgas.co.uk">www.britishgas.co.uk</a></p> <p><b>Yorkshire Water</b> 0845 124 2424 <a href="http://www.yorkshirewater.com">www.yorkshirewater.com</a></p> <p><b>Virgin Media</b> 0500 500 500 <a href="http://www.virginmedia.com">www.virginmedia.com</a></p> <p><b>Npower</b> 0800 073 3000 (Landlines) 0330 100 3000 (Mobiles) <a href="http://www.npower.com">www.npower.com</a></p> <p><b>OneUtility</b> 0191 622 0102 <a href="http://www.oneutilitybill.co">www.oneutilitybill.co</a></p>	<p><b>Leeds City Council</b> <a href="http://www.leeds.gov.uk">www.leeds.gov.uk</a> <b>Council Tax</b> 0113 222 4404 <b>Environmental Services</b> 0113 222 4406 <b>Noise</b> 0113 242 5841</p> <p><b>Royal Mail</b> 0845 7740 740 <a href="http://www.royalmail.com">www.royalmail.com</a></p> <p><b>Tourism</b> <a href="http://www.yorkshire.com">www.yorkshire.com</a></p> <p><b>NHS Direct</b> <a href="http://www.nhsdirect.nhs.uk">www.nhsdirect.nhs.uk</a> 0845 4647</p> <p><b>Samaritans</b> <a href="http://www.samaritans.org">www.samaritans.org</a> 020 8394 8300</p>