

WELCOME



TO YOUR NEW HOME

The
LIVING ROOM
SALES & LETTINGS



CONTENTS

welcome	3
how do i pay my rent?	5
tenancy tips	6
what do i do when...?	8
reporting maintenance app	9
bins and rubbish collection	11
utilities and council tax	12
property visits and notifications	14
time to go	15
feedback	16

Welcome To Your New Home!

In this booklet, we've included lots of useful information to make your tenancy as easy as possible. Amongst getting your stuff unpacked and checking where all the supermarkets and trendy restaurants are, take a bit of time to read through and familiarise yourself with this info! It will stay relevant to your whole tenancy, so keep it safe and don't throw it away!

We manage your property which means that we're your main point of contact for all issues from paying rent to reporting maintenance. The responsibility for getting things done is jointly shared

between your Landlord and us, so while we will fight your corner when justified, we also must do the same for your Landlord if rent is missing or if there is damage caused by yourselves. Your home is an important investment for your Landlord, so we do kindly ask that you care for it as if it were your own!

For news, updates and top tips, please [Like our Facebook and Instagram pages](#) and keep an eye out for any tenant information delivered to your email. We recommend you don't unsubscribe from the list or you'll miss out on important info relevant to your tenancy!



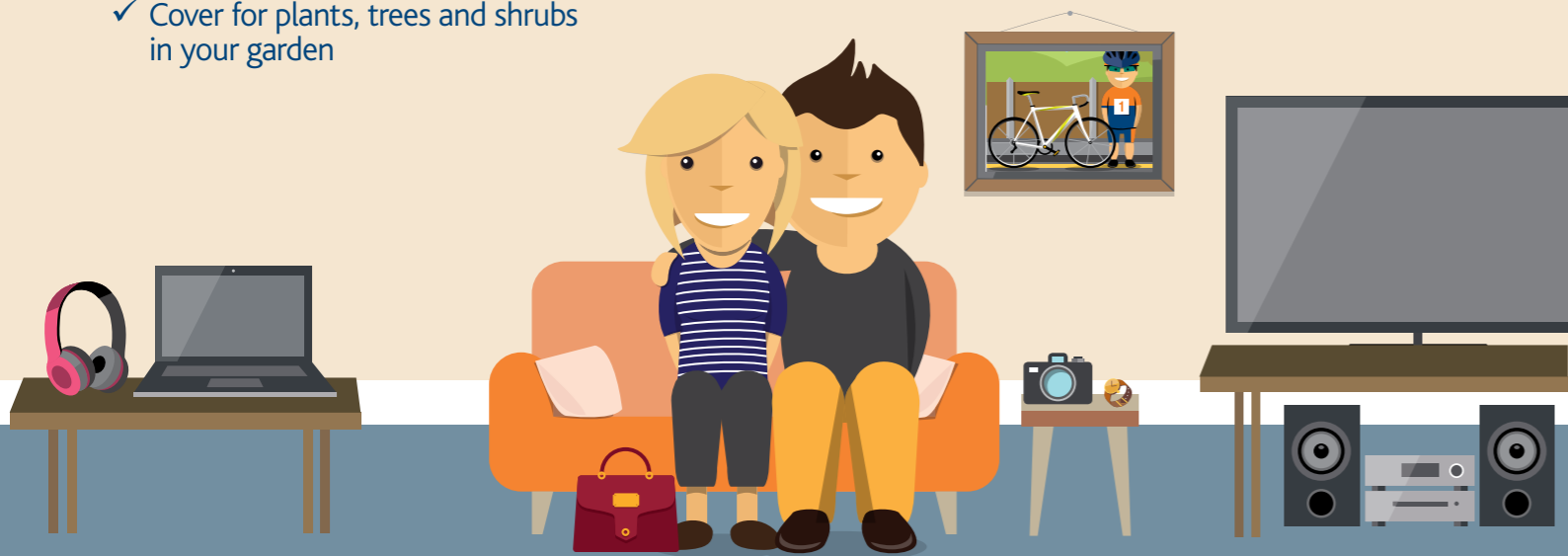
“We really hope that you enjoy living in your new home!”

Contents insurance

Incorporating Tenancy Liability

If you're moving into a new rented property soon you may want to consider insuring your contents and your liability as a tenant.

- ✓ £50,000 blanket of cover for your own contents
 - ✓ £10,000 of Tenancy Liability cover
 - ✓ Transferable between properties, even if you become a homeowner
 - ✓ Cover increase during special occasions
 - ✓ £1,000 cover for students' contents when they're in term time accommodation
 - ✓ Cover for plants, trees and shrubs in your garden
 - ✓ Cover for the contents of sheds, garages and outbuildings
 - ✓ Cover for damage to interior decorations that you've paid for
 - ✓ Up to £500 cover for pedal cycles within the boundaries of your home
- Plus a whole host of additional extras that enable you to tailor the policy to your own needs...



To get cover visit homelet.co.uk/tenants

0800 035 8258

HOW DO I PAY MY RENT?

Rental payments must be paid online via BACS. We no longer take payments in store via card!



Please remember that it's your responsibility to make sure you pay your rent on time every time!

Remember that TLR holds the right to charge a late fee for the admin involved in chasing late payments - we have a duty to your landlord to deliver their rent on time, every time!

Rent payments can vary depending on what was agreed when you signed your contract, so please refer to your contract or speak to us to be sure.

RENT SCHEDULE

Make sure that you refer to your contract to know when your rent is due! You'll be able to see which day of the month your rent is due on Page 2 or 3 of your contract.

ONLINE PAYMENTS ONLY

Our policy is that rental payments have got to be made via online banking. Please use the below bank details for your payment!

**The Living Room Letting Agency
Cardiff Ltd**

Sort Code: 20-84-41

Account No: 43189287

IBAN: GB20 BARC 2084 4143 1892 87

SWIFT Code: BARCGB22

PAYMENT REFERENCE

Make sure that you add a payment reference so that we can match your payment to your account! Use your surname followed by the start of your rental address (e.g. Smith62Cathays) Without a reference, we won't know that you've paid!

If you're stuck, turn to the back page and give us a call!

Tenancy Tips

Living by yourself is a learning curve, and there are many things that you may not know are your responsibility. This short guide will hopefully give you a bit more info about simple fixes that you can do around your house to keep on top of potential issues!



“I’ve got damp!” **“Lights Out!”**

9 times out of 10, this is usually condensation. If you have black mould developing inside, look for signs like water dripping down the inside of your windows/walls. If this is the case, you most likely just need to wipe it away and make sure you ventilate your room better from then on.

It is your responsibility to change your light bulbs should any blow throughout your tenancy. However, if you need a ladder or help to replace them, let us know and we’ll pop around to help out - but make sure you have the replacement bulbs ready to fit so we don’t make a wasted journey!

“It’s Party Time!” **“Unwanted Guests”**

We know that you might want to have a house warming party, or perhaps a birthday is just around the corner...But just remember that you are responsible for everyone that enters your house and what they do - so if any damage occurs during a party, even if you didn’t do it personally, you and your housemates will be liable to pay for the repairs!

Vermin can be a huge problem in town-house accommodation if not addressed early, especially when sharing a house with a lot of people. Make sure you Hoover regularly and don’t leave food packets lying around, or any call-out charges for pests might come back to bite you! If you do need help, let us know asap!

“Can I smoke in my house?” **“A Rubbish Problem...”**

All TLR houses operate a strict non-smoking and anti-drugs policy. If we do ever find evidence of smoking in the house, the person whose room contains the evidence will be charged a £50 fine for breaking this rule. Additionally, the landlord could also charge for redecoration and/or cleaning to remove the smell from the property. If you catch someone smoking in your house, let a TLR staff member know in confidence so we can remind them of their responsibilities.

It may be an obvious issue to some, but forgetting to put your rubbish out can really start to pile up on you! Most councils require for bins to be put out on specific days with a limit on black bags and an encouragement to recycle. Make sure you don’t mix up your pink and green weeks, and make sure you don’t put out too many black bags or you may end up with a council-enforced fine! Check your local council’s website for more info. Perhaps try setting up a house rota to ensure everybody has a turn!

“My drains are backing up...” **“Round, round, baby...”**

It’s another one of your responsibilities as tenants to ensure that your drains do not block. It’s only you guys putting things down there, so be mindful what you put down your drains! If they do block, try using some over-the-counter drain unblocker (it costs around £3) before calling for a contractor, as the call-out charge may be passed onto you if it was just food or hair causing the blockage!

Remember that if your property comes with a washing machine and/or tumble dryer, these require tenant maintenance as well by cleaning the filters periodically. Additionally, it’s your responsibility to replace and empty Hoover bags should you have a Hoover provided in your property. If you need any help, give us a call and we’ll see what we can do!



WHAT DO I DO?

If I need to report maintenance?

The Living Room uses an app called “**Tenant**” (powered by Sorbet) to allow all of our tenants to report maintenance quickly and easily. Glance your eyes onto the next page to see everything that it can do. It should hopefully make the maintenance process that bit easier and more transparent for everyone.

Download the app today so that it’s ready for when you need it!

If there’s an emergency?

If there’s an emergency in your property, you need to let us know as soon as possible. But if it’s a fire or break-in, obviously we want you to phone the relevant emergency services before phoning us. If there is a water-pipe leak, make sure you turn off the water supply to your house to stop the leak from majorly damaging the house. The water supply can be turned off at the ‘stopcock’.

If I lose my key?

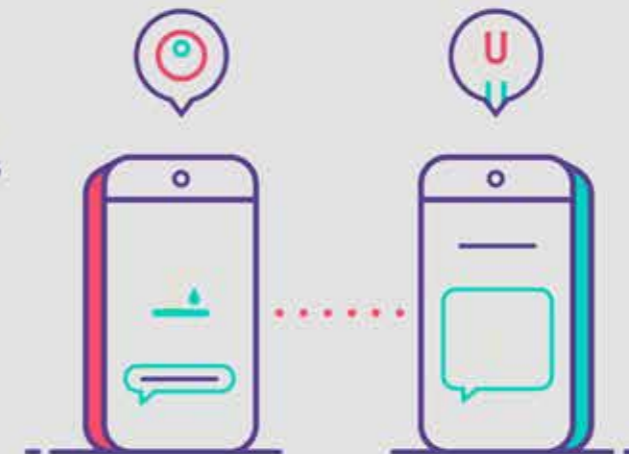
If you lose your key during or outside-of office hours, then let us know immediately - especially if your locked out of your front door! The cost for us to cut a new key during office hours is **£22.50**. However, the cost outside of office hours literally depends on who we can find to help you. You will be responsible for the bill, so if you’re able to sleep on the couch and wait until the morning when we can help you ourselves, that would be your cheapest option!

Powered by
Sorbet

TAKE CONTROL OF YOUR TENANCY

All of your important tenancy stuff in one place... documents, contacts and even handy guides

Upload photos so we can resolve any issues as fast as possible



Need to report maintenance? Easily submit a service request

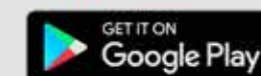
Track the status of your service requests

Have an emergency? Get help 24/7

Scheduled service reminders so you’ll always know who is coming to your home and the expected timeframe they will arrive

The
LIVING ROOM
SALES & LETTINGS

Search for “tenant” on app stores



YOUR SHARE OF THE BILLS, ROLLED INTO ONE SIMPLE PAYMENT

Choose which services you'd like Huddle to supply as part of your customised package.

PRICES
FROM JUST
£7.98
PER WEEK!

This can include: **Gas, Electricity, Water, TV Licence and Broadband.**

- ✓ Split the bills equally between housemates and make just **one easy monthly payment.**
- ✓ **Pay for your share only** - you won't be liable if a housemate doesn't pay.
- ✓ Grab a tariff that's **cheaper than the standard tariff** of the 'Big 6' suppliers.
- ✓ Login to your **online portal** to check out your house's gas and electricity usage.
- ✓ **Like us** (and our 4.5* rating) **on Facebook** to keep up to date with all things Huddle, **including offers and competitions.**

CLICK TO GET A QUICK QUOTE



what do i do with my...

BINS?

DON'T FORGET THAT PUTTING YOUR BINS OUT IS DOWN TO YOU! IN ORDER TO FIND OUT YOUR COLLECTION DAYS, PLEASE LOG ONTO YOUR LOCAL COUNCIL'S WEBSITE AS SHOWN BELOW.

REMEMBER, WRONGS BINS ON THE WRONG WEEKS COULD LAND YOU A FINE...SO MAKE SURE YOU GET CLUED UP!

CARDIFF



<https://www.cardiff.gov.uk/ENG/resident/Rubbish-and-recycling/When-are-my-bins-collected/Pages/default.aspx>

MANCHESTER



www.manchester.gov.uk/bincollections

SWANSEA



www.swansea.gov.uk/kerbsidecollectiondates

UTILITIES

When you move into a new home, the first thing that you need to sort out is your utilities - meaning **gas, electric and water**. These are a tenant responsibility unless the landlord has included your utilities within your rent. If your bills are included in your rent, then you can ignore this page!

The first thing you should do when you move-in to your new home is take a meter reading. If you're moving into a house-share on a group tenancy agreement, then the first person to go into the house should get your meter readings. These meter readings ensure that you only pay for the energy that you actually use. Without them, you'll end up with estimated readings for the periods where you didn't have meter readings, and you might end up paying more than you should have!

Once your utilities are set up, you then need to sort your Council Tax and Internet.

WHO SUPPLIES YOUR HOME?

You can easily find out who supplies gas and electric to your home by using the below methods.

GAS

METER LOCATION: The gas meter is usually found in a box on the front of the property or in a cupboard in the ground floor front room.

To find out your gas supplier, phone the **Meter Helpline Number** on **0870 608 1524**.

Make sure you have the first line of address and postcode for your property, and have a pen ready as the machine reads the information back to you very quickly!

ELECTRIC

METER LOCATION: Usually, the electric meter is found just inside/above the front door of the property or in the basement.

To find out who your electricity supplier is:

- Go to the **Western Power** website.
- Scroll to the bottom of the homepage and click on the "Who is my supplier?" section.
- Fill in your property's details and it will display your supplier.

SWITCHING SUPPLIER

If you want to switch to a new supplier, all you have to do is find a new supplier/product that you want to switch to using a website like uSwitch and follow their instructions.

Switching supplier takes around 3 weeks and you must remember that you will still have to pay for any used energy and standing charges while you're still connected to your old supplier.

Why not read up on the uSwitch website for more info on how to change your energy supplier? It's much easier than you think!

www.uswitch.com/gas-electricity/guides/how-to-switch-gas-and-electricity/

WATER

In Wales, water is always provided by **Welsh Water** (or **Dŵr Cymru** in Welsh).

The good news is that, as a tenant, water is simple. It is a landlord's or letting agent's responsibility to ensure that your names and tenancy dates have been provided to Welsh Water.

However, when those bills from Welsh Water come through your door, make sure you get them paid (or set up a direct debit that suits you) to avoid nasty late fees!

COUNCIL TAX

Council tax is a compulsory tax made to the local council that all private households must contribute towards.

When you move into a new home, you need to contact the council to let them know. They'll then be able to set up your account and send you a bill in the post for your council tax.

Once you've received that bill, you can then phone the council back if you want to set up a direct debit.

HOUSE-SHARING

If you're moving into a house-share, you're probably going to have your bills included within your rent. However, for the few situations where you don't - perhaps if you're moving into a house with a few of your friends - then you need to think about how you're going to pay your bills.

You can either set up your gas, electric, water and internet payments separately and split the costs between you all. Or you can avoid the hassle of chasing/lending each other money and use an 'all-inclusive' bills company that splits the bills for you.

Each tenant is only responsible for their section of the bills, so you'll never be chased for money if your housemate hasn't paid. And what's more, you can include all of your bills into this one monthly payment - so you won't have to worry about having different payments on different dates.

The best company for value and customer service that we've come across is HUDDLE UTILITIES LTD. Why not give them a call to see what they can do for you today?



PROPERTY VISITS AND NOTIFICATIONS



TIME TO GO

REMEMBER THAT WE ALWAYS SEND OUR NOTIFICATIONS TO YOU BY EMAIL - NOT BY TEXT AS MAY HAVE BEEN THE CASE IN PREVIOUS YEARS!

During your time in your property this year, there will be numerous occasions when we may need to visit your property. Whenever we visit, we'll always try our best to give you notification of the visit by email at least the day before we visit.

Examples of property visits include:

Viewings

If you decide that you want to move out of your room/property, we'll begin doing viewings at your property to ensure it's let out again quickly. We'll always notify you the day before any viewing takes place. Remember a clean property lets quicker, so the better your house looks, the quicker we stop bothering you!

Maintenance

If you report maintenance to us, we'll need to visit the property to assess, or send one of our trades to assess and quote for repair. Remember that reporting maintenance does waive your right to be notified the day before - we'll want to issue resolved quickly, so depending on the urgency, we may enter the same day.

House Inspections

Every 2 to 3 months, we'll visit your property to see how you're keeping it. We have an obligation to your landlord also to ensure that you are looking after your property and also look for potential maintenance issues! You'll always be informed at least the day before we enter your property for an inspection.

Every good thing must come to an end unfortunately, but we want to make sure that we end on good terms! Have a read through the following information to make sure you know what to expect as you approach the end of your tenancy.

What time do I need to leave my property?

You must have left your property by **10am** on the last day of your tenancy as seen in your tenancy agreement.

What happens when I leave?

When you leave, the team will complete a check-out inspection at your property. You'll receive an inspection report via email which

you need to read and respond to as quickly as possible.

What should I expect?

We use MailChimp to send lots of useful information to all of our tenants - so towards the end of your tenancy, expect 3 or 4 emails detailing how the checkout process works, how deposit returns work and some top tips and guides on how to prepare your house before you leave!

On top of that, we also try to post these emails on our Facebook page too. So make sure you don't unsubscribe from our mailing list and Like our Facebook Page to keep up to date!

What if I leave early?

Leaving your house early does not

excuse you from communal area cleaning charges at the end of the tenancy! These will always be **split equally** between all housemates.

Pop back a few days before the end of your tenancy to clean if you're worried about potential charges!

How do I return my key?

To return your key, you must return it to the office when you leave. If you forget to return it or if you leave it in the house and it disappears before we get there, then you will be charged **£60** for replacement keys and locks!

Put it in an envelope with your **NAME, HOUSE** and **ROOM NUMBER** written on the front and hand it into the office or pop it through the door if we're closed!



FEEDBACK

WE'RE ALWAYS LOOKING TO IMPROVE, SO IF YOU HAVE ANY FEEDBACK ABOUT OUR WELCOME E-BOOK OR WOULD LIKE TO SEE SOMETHING ELSE INCLUDED, WHY NOT GET IN TOUCH WITH OUR MARKETING AND MULTIMEDIA MANAGER USING THE ADJACENT DETAILS!

CHRIS KIDWELL
MARKETING AND
MULTIMEDIA MANAGER
02920 341077
chris@tlrestates.co.uk

The
LIVING ROOM
SALES & LETTINGS

45 MANSEL STREET
SWANSEA SA1 5SW
01792 646255
swansea@tlrestates.co.uk

62 CATHAYS TERRACE
CARDIFF CF24 4HY
02920 341077
cardiff@tlrestates.co.uk

37 WARD STREET
MANCHESTER M20 6TJ
0161 438 8408
manchester@tlrestates.co.uk