



STUDENT HAND BOOK

“Here to make your stay that much easier”



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VIEWING THE PROPERTY

We will personally show you around a selection of properties you have elected to view. Please email info@lpgproperty.com or phone the office **028 7083 3641** to book a viewing appointment. We feel this is essential to show you around personally to enable you to see all the unique letting points of each property and show the value we place on you as a tenant / customer. It is essential that all tenants view the property prior to signing the tenancy agreement to ensure that everyone is happy with the property and its facilities.

DO I NEED A GUARANTOR?

Each applicant will require a Guarantor. The role of the Guarantor is to ensure that you, the tenant, abides by the terms of the tenancy including payment of the rent as specified in your tenancy agreement. Your Guarantor will need to complete an application form which is provided by **LPG Property Management Ltd.**

Prior to your tenancy commencing, all of the guarantors will be asked to sign an individual 'Deed of Guarantee' to confirm their obligations to the landlord. These obligations will last for the duration of your tenancy and any subsequent extension after the end of the initial fixed term.

WHAT ID DO I NEED TO CONFIRM THE GUARANTOR?

All of the Guarantors will have to provide 1 form of photographic ID, such as a passport or driving licence to verify their signature.

AFTER YOUR APPLICATION HAS BEEN PROCESSED

A tenancy agreement will be created for your future tenancy. This is drawn up in advance of your tenancy commencing and you will be asked to pay a deposit. Your tenancy agreement will reflect any payments of money and the dates on which these payments are due. All of the applicants (to be Tenants) and **LPG Property Management Ltd.** will sign the tenancy agreement. The agreement will then be dated which means that it is a binding contract between both parties.

DO I NEED TO PAY A DEPOSIT?

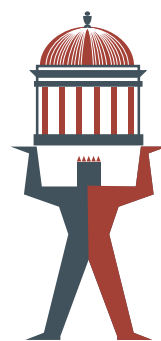
The Tenancy will state how much deposit you need to pay. This amount will be for the property and usually each student pays a share towards this total deposit amount. This deposit will be dealt with as one payment for the property and not as individual shares. At the end of the tenancy you and your fellow students will be jointly responsible for any damage at the property and this may be deducted from the whole deposit regardless of where in the property the damage occurred. Normally you will liaise with your fellow students to decide who should receive what amount back after deductions have been made and the Tenancy Deposit Schemes can arrange for these individual payments to be made.

PREPARING FOR RENT PAYMENT

What your rent will be and how you pay will be explained before you sign your tenancy agreement. You will be given 2 Options on how to pay. The first instalment will be paid prior to the commencement of the Tenancy. We accept cash credit card or cheque and we operate a direct debit process for collecting the balance of your rent. This will be explained to you on your application and signing of the contract, were you will be provided with a payment plan outlining the payment process.

WELCOME TO YOUR NEW HOME!

In order for your Tenancy to run as smoothly as possible, **LPG Property Management Ltd.** will provide you with the following information which you may wish to refer to at points throughout your tenancy.

**LPG**
PROPERTY MANAGEMENT

THE SIGN-UP APPOINTMENT

All of the Tenants who have signed the tenancy agreement must go to the **LPG Property Management Ltd.** office on the official first day of the tenancy (according to the agreement). The appointment will last approximately 10 – 20 minutes.

During the appointment you will be provided with the following:

- Details of the property management personnel including instructions on how to report repair requests
- Fire safety advice on smoke alarms and fire extinguishers
- Sets of keys; sufficient for every Student
- A copy of the inventory and or schedule of condition, or instructions to meet an Inventory clerk at the property who will provide a copy of the document.

RENT BOOK

Tenancy Management Standards

INVENTORY & SCHEDULE OF CONDITION



You will be provided with a '*Schedule of Condition and Inventory*' relating to your property. This is signed by all tenants in the office to confirm that you have received it via email or a paper copy.

This document is an essential part of your tenancy. Please ensure that you read this document thoroughly and notify **LPG Property Management Ltd.** office of any discrepancies within the first 7 days of the commencement of the tenancy. These discrepancies should always be put in writing via an email to info@lpgproperty.com. It may be that a member of **LPG Property Management Ltd.** will wish to revisit the property to verify the changes highlighted. If at the end of the 7 days after the commencement of your tenancy, you have not notified **LPG Property Management Ltd.** of any discrepancies, then the original document which was passed to you at the sign-up appointment at office, will be deemed to be correct and an accurate reflection of your property. The signed copy of this document will be held by **LPG Property Management Ltd.** at the office (or the

Landlord) and will be used at the end of your tenancy by the Landlord when the checkout is conducted.

PICTURES AND MIRRORS

Most properties will already have picture hooks located on the walls. If this is not the case and you wish to hang pictures and / or mirrors you must contact **LPG Property Management Ltd.**, in writing, requesting where and how many hooks you wish to add. Permission must be sought from the Landlord before any work is undertaken.

FURNISHINGS



If your Landlord has provided the furnishings in your new home, you must treat these items in a 'tenant like manner'. This means that you must respect the items and must not allow acts of waste or neglect to occur during your tenancy

either by you or your visitors. The condition of these items will have been noted in the Inventory and or Schedule of Condition and it will be expected for these items to be returned in the same condition, with the exception of fair wear and tear. Where the Landlord has provided furnishing, you must not remove them from the property during the Tenancy, even into storage, without the Landlord's or **LPG Property Management Ltd.**'s written consent. At the end of the tenancy you must ensure that the furniture is placed back in its original position as per the inventory. If this is not done, you may be subject to the cost of labour required to reposition the items.

UTILITIES



LPG Property Management Ltd. will contact Power NI or the relevant utility supplier to inform them of the change of occupant at the property if they are acting as the managing agent for your Landlord.

We will supply the power company with all the names & home address of the tenants on the Tenancy Agreement. This ensures that everyone on the tenancy and within the property is responsible for the electric account.

THE ROLE OF THE LPG PROPERTY AS YOUR LANDLORD'S AGENT

Your Landlord has appointed **LPG Property Management Ltd.** to manage their property for him throughout the tenancy. This means that should you have any queries regarding your tenancy you must contact **LPG Property Management Ltd.** Your Landlord has authorised us to deal with any matters relating to their property and your tenancy. However, there may be occasions whereby we may have to refer back to your landlord for authorisation on certain matters. These would include for example, requests from you for permission to hang pictures and mirrors in the property, or perhaps whereby any essential maintenance or repairs have exceeded the delegated amount of money that your Landlord has told us we may spend. Therefore in these circumstances, there may be a delay before we are able to confirm any requests to you or action any works.

INSURANCE

Your Landlord will insure his property but this will only cover the building itself. He will also insure his own furniture but this will not cover accidental damage caused by you. You are responsible for your own possessions and furnishings and also for any accidental damage that may occur to the Landlord's fixtures and fittings. **LPG Property Management Ltd.** strongly advises that you take out insurance to cover your own possessions.

RUBBISH AND RECYCLING



Please ensure that all rubbish and recycling is disposed of in the appropriate manner. If you are living in a flat within a block, you should familiarise yourself with the location of the communal bins – you should not leave your rubbish in the communal areas. If you are living in an individual property, you may wish to check with the local council regarding the rubbish collection days and any special arrangements that they may operate. All councils now offer recycling facilities and you are responsible for separating your rubbish for the separate collections. Council Bin men **will not collect bags** left beside your bin. You need to take these to the skip area yourself.

PARKING



Please ensure you are familiar with the correct parking space which is allocated to your property. You may also need a key fob or code and to display a permit, if your space is in a communal area. Please check with **LPG Property Management Ltd.** for specific details. Most communal parking areas have wheel clamping in operation. To prevent this happening to you please ensure you park correctly at all times. Parking in incorrect spaces is antisocial and will upset your neighbours. Remember that visitors' parking spaces are provided at properties purely for temporary parking for those who have visitors. They are not to be used for regular tenant or occupiers parking. Parking is controlled by the block managers and not by the Landlord or the **LPG Property Management Ltd.**

TELEPHONE AND BROADBAND

Your Landlord is not responsible for supplying a telephone line to the property. Should you wish to install a telephone you will be responsible for any charges that are incurred in both the connection of the line and any subsequent bills. If there is already a telephone line at the property it is your responsibility to transfer the telephone account into your name at the start of the tenancy. If there is a telephone line connected at the commencement of your tenancy you should not change the original telephone number (unless written permission is given by the Landlord or **LPG Property Management Ltd.**).

TV LICENCE



You are responsible for ensuring that you purchase a TV licence if the landlord has not already purchased one for the property. In the case were the landlord has purchased a 12 month TV licence you will be charged for 9 months on the 1st day of your tenancy, on collection of keys etc. Even if you watch programmes on your laptop you still have to hold a TV licence. This can be arranged on-line at www.tvlicensing.co.uk

THE TENANCY AGREEMENT

The document contains both the details of your responsibilities and also the Landlord's responsibilities. It will define the address of the property, the names of the Tenants who have been granted the Tenancy, the rent that is due, how to pay your rent, the amount of deposit that you have paid, and the start date of the agreement and the duration of the Tenancy. Please refer to your tenancy agreement for the full details, a copy of this will be emailed to you.

RESTRICTIONS

You are not allowed to do the following at the property without prior consent from the Landlord.

Please check with LPG Property Management Ltd. for more information.

- Run a business from the property
- Decorate the property
- Repair cars at the property or store cars that you are not the registered keeper of
- Store a boat or caravan at the property

All flats which comprise part of a larger building will be restricted by the 'Head Lease'. This document lists the rules which all of the residents within the block must adhere to.

Examples of these are:

- Do not play loud music between certain hours
- Do not hang washing on the balcony
- Do not park in the visitor's parking space
- No pets to be kept within the building

A full list of these restrictions should be provided to you by the Landlord or **LPG Property Management Ltd.**

PETS

Animal are not permitted to be kept at your property.

HOUSES IN MULTIPLE OCCUPATION (HMO)

Your Landlord must ensure that he complies with the HMO legislation. There is additional protection for people who live in shared accommodation with shared facilities. Your Landlord may be required to apply for a licence from the Housing Executive who will assess the property, grant a licence and also stipulate how many people can live in the property. It is essential that you limit the number of people living at the property to just those named on the Tenancy Agreement so that you comply with the licence terms.

GENERAL SAFETY WITHIN THE HOME

SMOKING

Smoking is not permitted within the property by you or your visitors. Your Tenancy Agreement also states this. Smoking in a property means that the decoration will deteriorate more quickly than if there was no smoking. If it is noticed by an inventory clerk that you have been smoking then you may also be responsible for cleaning upholstery, carpets and curtains if they too show signs of damage due to smoke. It is advised that if you have a garden that you restrict any smoking to this outside area.

ILLEGAL DRUGS

Illegal drugs must not be used at the property by any of the Tenants or visitors. Evidence of use of these will result in **LPG Property Management Ltd.** being obliged to contact the police.

KEYS AND ACCESS



Please keep all keys that have been issued to you safe, including key fobs and any codes that have been issued to you. In the event of you losing any keys you will be responsible for the cost of replacing these keys.

For your own safety do not issue any keys to anyone other than those named on the Tenancy Agreement. You may wish to lodge a spare set (if available) with a trusted neighbour, Parent, Guardian or Guarantor for emergencies.

If you lose your keys or leave them inside the property, you will be responsible for contacting your fellow Tenants or instructing a locksmith to gain entry. If this action requires a new lock, you must ensure that a copy key is provided to **LPG Property Management Ltd.** **LPG Property Management Ltd.** can provide details of a trusted local locksmith for emergencies such as these. Please remember to tell **LPG Property Management Ltd.** if you have any additional keys cut due to lost sets.

Do not allow access to your property or give access via a communal entrance to anyone that you do not know or are not expecting. The communal locks and intercoms are fitted for your safety.

SMOKE ALARMS



Where your Landlord has provided a battery powered smoke alarm, it is your responsibility to ensure that the battery is powered and that the detector is in good working order. Ensure you test the detector regularly and replace the battery as necessary. Be aware of any potential fire hazards that you may create in the property such as burning candles, hot cooking oil, open fires etc. Please refer to: www.firekills.gov.uk. You should do everything in your power to ensure that you and your fellow Tenants are safe at all times within the property. Do **NOT** wedge open fire doors, or take batteries out of smoke alarms as this could endanger your life in the event of a fire. Candles can be extremely hazardous and you should use these with care and never leave them unattended. Remember that any cost incurred due to damage caused by candles etc. will be that of the Tenants.

BROKEN GLASS

If any glass is broken at the property, you must ensure that it is repaired at your cost in a Tenant like manner. Broken glass is dangerous and should be dealt with by professionals. Be sure to warn the other occupants of any breakages by erecting a sign. Broken glass can also pose a security risk as it will be easier for an intruder to gain access.

SECURITY AT THE PROPERTY



As the tenant and occupier of the property, you are responsible for the security of the property. You must ensure that you secure the premises every time you leave the property. You will remain responsible for the security of the property until the end of your tenancy. If the property is provided with an alarm, it is essential that this continues to be used. You must ensure that all occupants at the property know how to operate the alarm. If the alarm is not used it could invalidate the Landlord's insurance policy which could mean that you are responsible for the cost of any damage or loss. Unfortunately, students can be the target of crime due to the electrical gadgets that most students possess. Make a rule that every window on the ground floor remains locked when the property is left unoccupied. Keep all electrical items and other items of value out of sight from potential intruders. **It is recommended that every student holds an insurance policy to cover the loss of their personal possessions.**

PAYMENT OF RENT



Your tenancy states that all of the tenants and all of the Guarantors for the property are jointly and severally liable for the terms of the tenancy which includes the payment of rent. Should you encounter any financial difficulties during the

Tenancy you should notify **LPG Property Management Ltd.** as soon as possible.

You may also be able to seek advice from the Student Union. However, the remaining students and Guarantors will be pursued in addition to you and your Guarantor for any outstanding rent which can cause bad feeling between housemates.

PAYMENT OF OTHER HOUSEHOLD BILLS

It is quite usual for you and your Student colleagues to create a kitty into which you pay money on a monthly basis to cover the cost of both utilities and other every day essential shared expenses such as milk, toilet rolls, bin bags etc. It is best to set this budget from day 1, and ensure that everyone contributes fairly.

ACCESS

LPG Property Management Ltd. will hold a management set of keys. This is so that we may gain access to the property in the event of a major emergency, to carry out routine maintenance and repairs and to conduct management visits. We will always give you prior notice if we need to gain access to the property for routine maintenance and management visits. (Min. of 24 hrs.) In the event of an emergency it may not be possible to provide any notice although **LPG Property Management Ltd.** will endeavour to make contact with one of the Tenants - usually the nominated Lead Tenant.

ACCESS FOR VIEWINGS DURING YOUR TENANCY

If you are not remaining in the property for a further term at the end of the period stated in your Tenancy agreement then **LPG Property Management Ltd.** will need to start marketing the property in order to find new occupants when you leave. In the same way that you started viewing

properties well before the date when you wanted to move in, new Student Tenants will also wish to start viewing early in January. Therefore **LPG Property Management Ltd.** may ask your permission to start viewings as early as January. These of course will be kept to a minimum and we will always contact you before attending the property. It is likely that the property will be let quite quickly and therefore once new prospective Student Tenants have been found no further viewings will be required. **LPG Property Management Ltd.** and your Landlord will respect your right to 'quiet enjoyment' but we ask for your co-operation so that new Students can start to prepare for their next academic year.

NEIGHBOURS AND NOISE



As a Tenant in a property you will be expected to act with consideration to your neighbours. Living in a flat can mean that you are closer to your neighbours than if you live in a house and it is inevitable that you will hear some noise from adjoining

homes. Please take care not to cause excessive noise and ensure that you are aware of any terms within the head lease which may apply to you. You are also responsible for any guests that visit your property. Even if you live in a house, detached, semi or terrace, noise will travel and you should consider your neighbours.

You should endeavour to minimise any noise made by you or your visitors during the hours of 11.00pm and 9.00am. If you are aware of any 'extra' noise that may occur, perhaps due to a birthday party, it is always best to inform your neighbours in advance. Nuisance caused by home occupants is dealt with by the local council's environmental health department. They have the power to impose fines and to remove equipment which has caused the noise such as stereos. We may also alert your university of any anti-social behaviour.

SHARED TENANCY POTENTIAL PROBLEMS

It can be quite testing living in a property with other students whom you barely know and therefore some basic common sense must play a roll.

- Decide how much everyone will contribute on a monthly basis for utilities etc

- Over estimate how much you will need to pay so that there is always sufficient money in the kitty to cover these bills
- Set ground rules as to visitors – everyone has friends and some have partners but it can seem to be unfair if they overstay their welcome – perhaps ask that your fellow students keep these visitors out of the communal rooms unless you are all agreed to share and if it becomes a regular occurrence, perhaps ask them to contribute towards the ‘house kitty’ after all they will no doubt be using the water, electric and toilet rolls!
- Be sure that everyone understands that they must pay their share of the rent into the group bank account in advance of the standing order being paid – failure to do so could result in bank charges depending on the type of bank account that you set up.
- Remember that you are going to need to study at some point during your Tenancy – be considerate to your fellow householders and respect their privacy and quiet enjoyment.

WHAT HAPPENS IF SOMEONE WANTS TO LEAVE?

Every person who is named on the Tenancy Agreement is committed to the fixed term of the Tenancy i.e. until the last day of the Tenancy as per the written agreement.

However, there may be occasions when one of the Students wishes to leave the property part way through the Tenancy due to personal circumstances, clashes of personality or even leaving the university course. Someone wishing to leave partway through a Tenancy can cause problems for those who remain at the property. Every person named, including Guarantors, are jointly and severally liable (including the Tenant who is leaving) for the rent which means that even if only 1 person doesn’t pay their share, everyone else can be pursued for this outstanding amount. So just walking away from the Tenancy will not be the answer. You may as a household agree to let the Student leave and you may choose to take on the share of the rent as a group which leaves a spare room at the property for studying or for visitors. This means that you will not have to find a replacement.

Under these circumstances you should contact the **LPG Property Management Ltd.** office and discuss the removal of

that person from the agreement although this type of decision will always be made on an individual basis and you and your Guarantors may have to re-sign new documentation.

You may however not be able to afford to allow someone to leave the tenancy without finding a replacement student to take on their share of the rent. If this situation occurs you should ensure that you talk to the **LPG Property Management Ltd.** first to explain what you propose to do.

Remember that every person who is living at the property must be named on the Tenancy – you are not allowed to change occupants without permission. It will be the responsibility of the remaining housemates to find a replacement Tenant (or you may choose to make it the responsibility of the Tenant who is leaving) and this replacement person will have to complete reference forms, terms of business, provide ID, pay fees and provide Guarantor details in the same way that you did at the start of the Tenancy.

You could advertise the available room at the university but be sure that you chose someone who is compatible with the remaining group.

MANAGEMENT VISITS



LPG Property Management Ltd. will conduct management visits at the property as part of their management duties for the Landlord. They will either write/ text / email you to inform you of the proposed date or make contact by telephone to arrange an

appointment. You do not have to be present for this visit a representative of **LPG Property Management Ltd.** will carry out a brief visual check of the property and note any problems that they find. If you are not present the representative will use the management set of keys that are held on behalf of the Landlord.

Following this visit, **LPG Property Management Ltd.** may write to you stating any damage, defects or areas that require cleaning which have been found during the visit, or should they feel that the Tenancy is being breached in any way. You will be allowed a reasonable timescale to rectify these observations or breaches, and the property is usually revisited again.

WHAT IS YOUR LANDLORD RESPONSIBLE FOR?

- Your Landlord is responsible for ensuring that all furniture, which has been provided as part of the Tenancy, complies with The Furniture and Furnishings (Fire) (Safety) Regulations 1988.
- Your Landlord is responsible for ensuring that all gas appliances, which have been provided as part of the Tenancy, comply with Gas Safety (Installation and Use) Regulations 1998.
- Your Landlord is responsible for ensuring that all electrical appliances, which have been provided as part of the Tenancy, comply with Electrical Equipment (Safety) Regulations 1994, and with the Plugs and Sockets etc (Safety) Regulations 1994.
- The Landlord is responsible for the structure of your building, drains and gutters / down pipes. If the property is a flat then the Freeholder and its managing agent will ensure that these are maintained.
- The Landlord is also responsible for maintaining the heating and hot water, sanitary appliances, installation of gas, electric and water at the property which will be repaired as necessary throughout the Tenancy, unless the fault has been caused by the neglect or misuse of the Tenants, in which case you will be responsible.



You must inform **LPG Property Management Ltd.** of any potential problems that may cause damage to the property such as a bath seal which requires replacement. You are also responsible for reporting anything that may cause harm or

poses a hazard to you and your fellow Students.

CARE OF THE PROPERTY

You should ensure that you treat the property and the fixtures and fittings in a Tenant like manner. Should you or your visitors damage anything at the property then you will be responsible for the arrangement and the cost of the repair to this damage. If you fail to do so within a reasonable timescale and notice, then **LPG Property Management Ltd.** may arrange for the work to be completed and charge the costs to you. These costs can also be sought from your Guarantors where necessary and reports of damage will be relayed to all Guarantors in writing.

MALICIOUS DAMAGE

Any malicious damage or break in at the property must be reported to the police. Should you wish to make a claim using your personal insurance, the company will no doubt require a crime number. Your landlord's insurer may also require a crime number.

WOODEN FLOORS



If your property contains any wooden floors you should make sure that you remove any stiletto heeled shoes and any other footwear that may damage the floor. It is recommended that only soft soled shoes should be worn. Some furniture may

also damage the flooring so you should take precautions to minimise any damage. You are responsible for the cost of any damage that occurs due to your misuse or neglect.

GAS AND GAS APPLIANCES

Any gas appliances in the property will be maintained and checked annually for safety by an appointed qualified contractor.

ELECTRIC AND THE TRIP SWITCH

Most modern electric circuits are fitted with circuit breakers and these are called trip switches. If a fault occurs for any reason, as a safety device, the trip switch will 'trip' meaning that the electric will switch off in a certain area of the property – this could be lights, certain rooms etc. The switch can trip due to a number of reasons which include: - overload of sockets, an appliance having a fault, or because a bulb has blown. To reset the trip, simply flick the switch down to the OFF position and then up to the ON position. **LPG Property Management Ltd.** can provide you with more information.

HOW TO REPORT A REPAIR REQUEST

Either email paul@lpgproperty.com or telephone the office **028 7083 3641** or **075 0011 5000** or in writing to report any repair requests.

If your repair relates to an appliance that has been left at the property for your use by the Landlord, please ensure that you have all information relating to serial numbers, models and makes.

You are also responsible for reporting any defects to electrical appliances belonging to the Landlord (including plugs & electrical sockets) during the Tenancy. If you fail to do so then you may be responsible for the cost of the repairs incurred.

Once your repair has been reported, the **LPG Property Management Ltd.** office will either instruct a contractor to attend and repair, ask a contractor to attend and quote, or in the case of larger, reoccurring or more complicated repairs, seek approval and instruction from your Landlord. Repairs that are not an emergency will be allocated by a contractor accordingly. The appointed contractor will be provided with your telephone number and access details and will contact you directly in order attend the property.

Sometimes it is necessary for parts to be ordered in the event of breakdown and repair. These parts may sometimes take several days to arrive if they are difficult to source, unusual or required at peak or seasonal times.

Compensation cannot be claimed from the Landlord due to these delays if it is beyond the control of the Landlord. **LPG Property Management Ltd.** may contact you after the contractor has attended to ensure that the works have been carried out fully and the repair resolved.

NEW BUILD PROPERTIES

If your property was recently constructed or converted, it is possible that any repair issues that you encounter may be covered by the builder's warranty. Therefore when you report any repair requests to us, we may not be authorised by the Landlord to instruct an independent contractor. In this instance, we shall forward your contact and access details to the builder so that the repair can be initiated.

APPLIANCES

If the Landlord has supplied appliances at the property you will be able to report any faults to the **LPG Property Management Ltd.** office. If the repair is due to your mis-treatment of the appliance, the cost will be recharged to you. If the appliance is under guarantee, then **LPG Property Management Ltd.** will contact the manufacturer who will make contact with you and inspect the appliance. Remember to protect items such as grill pans with foil which will make cleaning easier. Regularly clean cooker tops to prevent a build-up of food.

ITEMS THAT YOU ARE RESPONSIBLE FOR

SINKS, TOILETS AND DRAINS



You will be responsible for the cost of clearing any blockages that have been caused by your misuse. This may be due to putting unsuitable items into toilets or sinks which may cause problems within the drainage at the property, such as nappies, sanitary towels, cooking fats and oils, tea leaves etc.

LIGHTBULBS

You will be responsible for replacing any light bulbs in the property during the Tenancy.

DAMAGE TO THE PROPERTY

You will be responsible for rectifying any item that may be damaged by either yourself or your visitors at the property.

MAINTAINING THE GARDEN

You are not responsible for ensuring that the garden is maintained. Please refer to your Tenancy Agreement for specific details.

WASHING MACHINES



You will be responsible for any damage caused due to misuse of the appliance. Ensure that any filters are cleaned regularly and that the soap tray / dish are kept clean or as dictated by the appliance manual.

TUMBLE DRYERS

If you have been provided with a tumble dryer that does not have a condensing unit, you are responsible of ensuring that the hose from the dryer is directed outside of the property, so that moisture extracted from the washing does not remain inside the property. If this is not maintained it may cause condensation and, in turn, mould at the property. Any damage to decoration caused by misuse of the appliance will be the responsibility of the Tenant. You are also responsible for regularly cleaning the filter.

DISHWASHERS



Most dishwashers require salt and rinse aid to help them to work efficiently. They also have a filter within the machine which catches food particles etc during the cleaning cycle. You must ensure that the filter is kept clean otherwise it may impede

the effectiveness of the machine.

CLEANING

You must keep the property in the same clean and tidy condition that it was in at the commencement of the Tenancy. Usually each Student will be responsible for the cleaning within their own bedroom area, but the cleaning of the communal facilities (bathroom, kitchen, lounge etc.) must not be neglected. Regular cleaning will also include cleaning of the windows. Perhaps you could agree a cleaning rota at the beginning of the Tenancy which is fair to all of your housemates? This will also help to protect the return of your deposit. Perhaps put a rug or carpet runner down on carpets where dirt may accumulate such as in the communal hallway but make sure that it doesn't become a trip hazard. Perhaps invest in a doormat both inside and outside of the front and back door and any doors leading to the garden to prevent excessive dirt or wear and tear on the carpet.

CONDENSATION AND VENTILATION

Condensation starts as moisture that is produced by cooking, washing and using gas appliances. The moist air condenses on cool surfaces such as walls, wall tiles and windows. It can also affect the ceilings.

Condensation can be prevented or reduced in the property by controlling the excess moisture in the following ways:

- Close your kitchen and bathroom doors to prevent steam going into other, colder, rooms.
- Open the kitchen or bathroom windows (if applicable) when cooking or after showering.
- Open windows in other rooms to allow a change of air.
- Keep trickle vents open (these are small devices on new windows which can be opened without affecting

the security to your property).

- Curtains and blinds should be kept open during the day as this will help to minimise the condensation in the property.
- Wipe down surfaces where moisture settles to prevent mould forming.
- Use the extractor fans if supplied in the property (do not isolate fans in bathrooms).
- Dry clothes outside if possible.
- Do not hang wet clothes over radiators (this will cause condensation and damage to the decoration which you will be responsible for rectifying).
- Ensure that tumble driers vent to the outside.
- Maintain a low background heat – it is advised that the property thermostat is kept at a minimum of 13 degrees during cold periods to prevent the hot and cold effect which causes condensation. Failure to adhere to the above may result in damage to the property which in turn you will be responsible for – you will therefore have to cover the cost of any repairs or work required to rectify the problem.

LEAVING THE PROPERTY UNOCCUPIED

During the period 1st November to 1st April if you are leaving the property unoccupied for a period of more than 1 day the mains water supply should be turned off. (LPG Property can advise you where the stopcock is located) The heating should be left on a low temperature to prevent the pipes from freezing or even bursting.

ENERGY EFFICIENCY ADVICE



At a time when most people are very conscious of energy efficiency you may wish to look at further information on how to be more efficient and save money.

You can log onto the following website for information:

www.energysavingtrust.org.uk



At the commencement of your Tenancy an Inventory and or Schedule of Condition will have been carried out at the property. This document will be used at the end of your Tenancy to conduct the check out. This will compare the initial document with the property on the day that you vacate. Your Landlord may ask to deduct money from your deposit for any dilapidations which are your responsibility via **TDS Northern Ireland** were your deposit is lodged for safe keeping.

We recommend that you review and action the following check list in preparation to vacating your property. By following this list you should minimise the possibility of any potential claims against your deposit money. If you require any further information you should contact **LPG Property Management Ltd.**

NOTES FOR VACATING TENANTS

It is in your interests to present the property in a condition similar to when you moved in. Failure to do so may result in charges being made to your security deposit.

- All items to be placed in their original position as described in the Inventory.
- All **windows** must be cleaned on the inside and interior window frames and ledges must be wiped clean throughout.
- **Ceilings and walls** must be cobweb free.
- All **washable wall surfaces** to be washed down and left dust, dirt and stain free.
- **Skirting boards** to be washed over and dust free.
- **Curtains** – nets to be washed ironed and rehung.
- **Kitchen curtains** to be cleaned and rehung. Other heavy curtains to be professionally cleaned, if stained.

- **Floors** – to be vacuumed throughout and carpets to be professionally cleaned, if stained. Kitchen and bathroom floors to be washed.
- All **wooden furniture** to be dust free and polished, if required.
- **Cooker** to be cleaned thoroughly with oven cleaner, do not forget shelves in the oven, the glass door, grill pan and oven trays and changing the extractor hood filter – if applicable.
- **Microwave**, if applicable, to be cleaned on the inside and outside.
- **Refrigerators and freezers** should be defrosted and wiped out. The door must be left open and the appliance switched off.
- **Baths, WC's, shower screens, wash hand basins and kitchen sinks** must be cleaned.
- **Mattress and pillow protectors** must be washed.
- **Insides of cupboards and drawers** must be cleaned.
- The **garage**, if applicable, should be swept out.
- The **garden**, if applicable, should be left in a clean and rubbish free
- **Washing machine** soap dispenser must be washed and the filter cleaned.
- All **lampshades** to be dust free and light bulbs replaced where necessary.
- **Vacuum cleaner bags** to be emptied and filters cleaned.
- All rubbish/food, unwanted items of furniture/ belongings, must be removed from the property/ garden.
- All **keys** must be returned no later than at the check-out appointment to the **LPG Property Management Ltd.** office.

LPG Property Management Ltd. will be able to assist with recommended cleaning companies, and carpet cleaners.

Be sure to start planning this work well in advance of your vacation date. Some Students within your property may leave early and it may become difficult if left to the last minute to gather funds from everyone to pay for the cost of this work.

THE CHECK-OUT



Once you have handed in all keys associated with your property and all of your belonging have been removed, **LPG Property Management Ltd.** will then contact the Landlord of your property to start their inspection report. They will assess the condition of the property and fixtures and fittings according to their condition when you moved into the property. The Landlord will point out any damage to **TDS Northern Ireland** via photographs and this will be noted on your deposit returns document. Added to this if there are any costs associated to rectify any damage this too will be documented and added to your deposit returns forms.

N.B. Any reference to you within this document refers to all of the Student Tenants and any applicable Guarantors being jointly and severally liable.

The period of time between the Landlord conducting their inspection report and the money being returned is a maximum of 30 working days.

If you wish to dispute any of the Landlords findings or quotes for the work, you should do so in writing and or phone them directly (number provided at the start of the tenancy) or contact **TDS Northern Ireland** who currently hold your deposit. This is to prevent any confusion on matters that have already been agreed.

Remember to re-direct any post prior to you leaving as this will not be forwarded to you once you have left the property.

You are responsible for all reasonable removal or storage costs in the event of you leaving items at the property.

Please refer to your Tenancy Agreement which will explain how this process is operated.

Additional copies of this handbook can be found at www.lpgproperty.com/students