

# **WELCOME PACK**

# Your Tenancy at a Glance

Lead Tenant's Name:.....

Property Address:.....

Move In Date:.....

Managed By:.....

Rent Amount:.....

Rent Due Date:.....

Contact:.....

# Move In Day

## Utilities & Bills

Please refer to your contract to see which (if any) bills are included in your tenancy. If bills are **not** included, you will need to contact the suppliers to set up your utilities such as gas, electricity, water and council tax. If you receive bills in the post for the previous tenant, please forward or post them into the Space office and we will deal with them. You will also need make a note of your gas and electric meter readings on your move in date and keep these safe. If you haven't set up your utilities yet, we recommend using Uswitch. They allow you to type in your new address and then pick and choose the utility provides suitable for you.

## Renters Insurance

As stated in your tenancy agreement, please keep in mind that contents insurance is recommended. While the landlord will have buildings insurance, this policy does not cover your belongings.

## Keys

We ask that all sets of keys are to be returned at the end of the contract, no later than 10am on your tenancy end date to the office. If during the course of your tenancy you misplace your keys, you will likely be asked to cover the cost of a replacement set and the costs of a new front door lock if necessary.

## Inventory

Your inventory will be sent to you when you move in via Inventory Base. You will have 7 days from receipt to review the document and add any additional comments. Please note that the inventory is carried out by a third-party company, and we use this report at the end of your tenancy to assess any damage that may have occurred during the course of your tenancy.

## Condition of the Property

We work very hard to make sure you have a welcoming, warm and safe home. Before any tenant moves in, we repair anything that may have been broken during the prior tenant`s residency. For non-urgent matters, please allow a period of two weeks for completion from our maintenance team. We also hire a professional cleaning service before you move in. It is important to us to provide a fresh start for you, so please speak to us if there are any issues when you move in.

# During Your Tenancy

## Maintenance

If there is a maintenance issue or a necessary repair, please notify your Property Manager as soon as you notice the problem, this can be done on our website via the homepage. The link will take you to a short online form where you can enter the details of the maintenance, along with your contact details. Please upload any corresponding photos and include any relevant information.

For out of hours emergencies, please call the office phone number on 0118 966 66 60 where you will be given the emergency 24-hour phone number.

## Rent Payments

You will have already paid your first month's rent, so you will need to check your contract to see which day your rent is due on each month. It is your responsibility to ensure standing orders have been received by their bank and set up correctly, and will be your responsibility to end the standing order once your tenancy has ended.

If you are unsure about which bank account to set up your rent payments to, please contact the Property Manager or the Administrative team at Space.

If a rental payment is late or skipped, we will send a reminder text, call or email to let you know that we have not received it.

## Condensation

Condensation occurs when warm moist air comes into contact with a cold surface. Walls, ceilings, and in serious cases floors become covered with moisture which can cause mould, rot, and the growth of fungus. The incidence of condensation is increased if a room is not properly ventilated, the temperature is not moderated, or if excessive moisture is being produced. The cold weather is usually worse for causing condensation because windows are opened less frequently, and more moist air is trapped indoors for longer.

To help reduce the risk of condensation, try to keep the property well ventilated and hang washed clothes outside where possible and not on radiators. During the winter months, having the heating on will also keep condensation at bay.

## Additional Charges

The costs you may have to pay are as follows:

Charge * (not including VAT)	Cost
Late Rent	Where rent is unpaid 14 days after it is due, interest at Bank of England Base rate + 3% will be charged on a daily basis starting from the rent due date. You can also be charged any costs/ penalties the Landlord has to pay his lender if a mortgage payment is missed.
Lost Keys	If you lose your keys you will need to pay for the replacement of the lock and key and the contractor call out costs.
Amendment to Tenancy Agreement / Replacement Tenant / Change of Details	No more than £50 + VAT per request, or the costs incurred if higher than £50.
Damage to the Premises	Contractor invoice.
Failure to keep appointments or prevent access for required visits	Such as gas safety inspections, or periodic inspections which had been previously agreed- unless cancelled no later than 12 hours beforehand you agree to pay any charges as per contractor invoice.
Unreasonable call-out charges	You will be asked to pay any charges as per contractor invoice if you wrongfully ask for contractor to come to the premises, and this is due to incorrect information, inaction on your part or against our or our Agent's advice.

*\*This tenancy is subject to the Tenant Fee Act 2019. This act does not affect the Landlord or his Agent's entitlement to recover damages for breach of the Tenancy Agreement or costs incurred by action/inaction of the Tenant by way of deducting from the tenancy deposit or requesting payment during the tenancy. A Landlord or his Agent is entitled to cover the costs of contractual breaches of the tenancy in accordance with the Landlord and Tenancy Act 1985.*

# Moving Out

We have created a simple checklist for you to use when your tenancy is coming to an end.

- Contact utility suppliers to let them know that you are moving
- Make a note of the gas, water and electricity meter readings
- Turn off the fridge and freezer, defrost them fully and leave the door ajar
- Ensure all your keys are returned to Space by post or by hand in an envelope with your name and room number written on the front
- Make sure your belongings are packed and removed by 10am of your end date
- Organise for a professional clean of the property, or ensure that it is left in the same state that you moved in
- Let us know how we did! We welcome all feedback and we'd love to know how we could improve our service. Leave us a Google review online, or email a member of the Space team

In some cases, you may be asked if you would like to renew your contract with us or extend your tenancy period- you will be contacted near the end of your tenancy to see how you would like to proceed.

# Security Deposit Information

The security deposit which is taken at the start of your tenancy is used as a safety net for both tenants and landlords to ensure that the property is kept in good condition. Once we have been given your notice, we will make arrangements to carry out an inventory with a third-party company. Fair wear and tear will not be deducted from your deposit, and we will take into account the age and condition of all items when your tenancy begins.

Using the inventory report, we will create a comprehensive list of any deductions or damages that were raised and this will be sent to you. You will then be asked to review the list of damages and let us know if you have any disputes.

All correspondence will need to be done by email, as we require a written account of all communication surrounding your security deposit.

Any unpaid accounts for utilities, water charges, council tax or environmental services or other similar services may be deducted from your deposit. This also applies for unpaid rent or other money lawfully payable under the tenancy agreement.

Although we cannot tell you exactly how long it will take for us to return your deposit to you, we will try to complete the process as fast as we can. Please remember that we also need to liaise with any contractors or landlords involved, which can sometimes delay the timescale.

Once any disputes have been settled, we will ask for your bank details so we can return your deposit to you.

In the case of joint and group tenancies, the deposit will be paid to each individual tenant and all members of the tenancy will receive the deductions report, and will be given the opportunity to make any disputes if they want to.

# Thank You

We hope that you have had a great experience with Space Lettings & Management.

We wish you all the best for the future.

If you can take 30 seconds out of your day, please let us know how you found the service you have received and your experience you have had with Space by leaving us a Google review.

We hope you have a had positive experience and all improvements or comments will be listened to.

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