



Tenant welcome pack

WELCOME TO YOUR PROPERTY FROM RAWLINSON GOLD



TENANT WELCOME PACK

Who do I contact if I have any questions once I have moved into the property?

If it is a general question near the start of the tenancy or if the property is managed by Rawlinson Gold then please do not hesitate to get in touch:

020 8861 5678

lettings@rawlinsongold.co.uk



Inventory

A detailed inventory and schedule of condition will be provided to you after the commencement of the tenancy from our independent inventory clerk if available. This document is intended to provide an accurate record of the condition of the property, and any fixtures and fittings as applicable.

What about the utilities?

The meters will be read before the start of the tenancy and the relevant utility company will contact you in due course to setup your account, tenants should also read meters as not all landlords have an inventory so readings will not automatically be taken, unless it's managed by Rawlinson Gold.

Why have I been given a Gas Safety Certificate?

It is a legal requirement for your landlord to provide you with an up to date Gas Safety Certificate. This is an annual certificate that proves all gas appliances in the property have been checked and are safe.

The certificate is usually given to you within the Tenancy Pack, however if it is missing and there are gas appliances or a boiler in the property, please contact us immediately.

What about a phone line and Television Licence?

You will need to contact your provider of choice directly to arrange transferring a telephone line into your name if required. Telephone companies will only speak to the account holder directly so unfortunately this is something we cannot arrange for you.



"I had a very good experience in renting a property through Rawlinson Gold in Harrow...."

...they are very professional and transparent in the way the run their business and are a phone call away in case you need any help or support. I would like to give a special mention to Steve and Ali who made sure that my tenancy was smooth right from the beginning and also were very prompt in dealing with repairs and complaints. I would recommend Rawlinson Gold to any prospective tenant in case they are looking for a property to rent in the area."

Venkat



Please arrange to have a valid Television Licence for the property. You can apply for a TV Licence on line www.gov.uk/tv-licence Please note you will need to cancel your account at the end of your tenancy.

Will I need insurance?

The landlord covers the Building Insurance. We highly recommend that you take out an insurance policy in respect of your own contents and also accidental damage to the landlord's contents.

Can I install Cable and/or a Satellite dish at the property?

You must not install Cable and/or a Satellite dish unless agreed in writing prior to the installation. For managed properties please contact steven.gosling@rawlinsongold.co.uk or call **020 8861 5678**, for let only properties please email your landlord directly. Your landlord has the final decision.

Can I put up pictures, photos or posters?

Please do not use Blu Tac, Sellotape or the equivalent to hang any posters, pictures or other items in the property. Greasy marks and possible damage to the surface of the walls will be left when removed. If you have written consent from your agent or landlord please only use commercial picture hooks to fix anything to walls. Unless you have permission from the landlord, please contact us to check this.

What should I do if a light bulb fails?

It is the tenant's responsibility to replace light bulbs, florescent tubes, fuses and batteries that fail during the course of the tenancy, at the tenant's expense. If the light fitting is difficult to remove to change the bulb, please contact us or landlord if not managed.

Smoke & Carbon Monoxide alarms

If there are battery operated alarms fitted at the property it is the responsibility of the tenant to replace the batteries. Please remember to check these regularly by pressing the test button.



What to do if I am locked out?

If you are renting a property which is fully managed by Rawlinson Gold, please be aware our offices are open Monday – Friday 9am – 6pm and Saturday 9am – 4pm for you to borrow keys. If you find yourself in the unfortunate position of being locked out, when the office is closed, you will need to find alternative accommodation arrangements for the night or call an emergency locksmith. You will be liable to pay the costs incurred. If the lock needs to be changed you must ensure your landlord/agent has a replacement key/s immediately. If a representative is required to attend with a key, depending on distance, there may be nominal charge.

Who is responsible for the garden?

If the property includes a garden then it is the tenant's responsibility to keep the garden and outside areas of the property in good seasonable order throughout the tenancy unless noted otherwise in the tenancy agreement.

It is a tenant's responsibility to cut the grass at appropriate intervals and keep the borders and paths weeded.

If your landlord includes a gardener with the tenancy this will be noted in your tenancy agreement. If not and you wish to employ one we can recommend one to you.

Curtains and nets

If you wish to hang your own curtains you must first obtain the landlord's permission and then carefully store the landlord's own curtains and re-hang them at the end of the tenancy in the same condition as you found them.

Dealing with post

Please retain any post addressed to the landlord and kindly drop it into the office (feel free to dispose of junk mail).

Dealing with refuse

Please contact your local council or check the appropriate website for details about collection in your area.



“One of the best estate agencies I have dealt with...

...always very quick to deal with any issues or concerns”

Luke

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Repairs – What should I do when something needs repairing?

Minor Maintenance you can do yourself includes:

- Replacing light bulbs
- Testing smoke alarms and replacing batteries
- Changing filters in cooker hoods
- Tightening up loose toilet seats and loose screws on cupboards and doors
- Bleeding radiators (depending on type of boiler) – please ask advice first
- Cleaning appliances – washing machine dispenser drawer and filter, fridge water drainage hole, dishwasher waste filter

If you have any queries or are unsure what your obligations are please do not hesitate to contact us. Please note on no account should you make any changes to existing fixtures and fittings in the property or engage your own contractors to carry out any work.

Please also read through the appliance manuals provided for you in the property.

Important Note: Deregulation Act 2015

The Deregulation Act 2015 insists that tenants MUST put all repair requests and maintenance issues in writing.

It is essential you contact the agent as early as possible in the working day to ensure your problem is dealt with efficiently.

Our offices are open:

Monday – Friday 9am – 6pm
Saturday 9am – 4pm

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What is an emergency?

If there is a fire, burglary or flooding from an external source please contact the relevant Emergency Services: Police, Fire Brigade & Ambulance by dialling 999 (for Emergencies ONLY) or 101 for less urgent incidents.

For threats to the property which require immediate action:

Gas Leaks

If you smell gas or think there is a gas leak call the Gas Emergency Free Phone Number immediately: 0800 111 9999

Water & Sewerage Leaks

Flood Line 0845 988 1188

Power Cuts

Electricity Emergency Number 0800 678 3105

Central heating and hot water supply failures are generally not considered an emergency. You may be able to use the electric immersion water heater if you have one. Please check the failure is not caused by local electricity or gas problems, the oil tank being empty or by incorrect setting of the programmer/thermostat.

If you have internal flooding from failed plumbing where the leak cannot be contained or a leak which is penetrating electrical fittings or the loss of all WCs at the property, please call 020 8861 5678.

How long will it take for a problem to be fixed?

We aim to resolve all maintenance issues as quickly and efficiently as possible. Once you have reported the problem we may first send a

contractor to investigate the issue further. Non-emergency call outs can take up to 10 days. If any parts need to be ordered after the visit the time frame may increase which we have no control over.

Please be aware we may also need to seek approval from your landlord to proceed with the work needed.

What you can expect from us?

A friendly, professional and helpful service from the Property Management Team.



If an appliance is under guarantee or on a service contract the repair can only be dealt with by that provider.

You will be required to arrange an appointment in order for this repair to be carried out. We will provide you with details if required.

For new houses and apartments we must refer to the Builders for any maintenance issues as the property will still be under warranty. They can take several weeks to deal with nonemergency repairs. Unfortunately this is out of our control.

Property visits

Every managed property is periodically visited by a member of the Property Management Team if requested by the landlord. It should take no longer than 15 minutes. We will meet you at the property at a convenient date and time to carry out our visit, however if you are unable to be at the property and give your permission, we will carry out the inspection using our management set of keys. Please note visits can only be carried out Monday to Friday 9am to 5pm.

Preventing frost damage

Essential precautions need to be taken to protect properties from the results of freezing and avoid both tenants and landlords possibly incurring costly damage.

Over holiday periods, many tenants will wish to go away and will subsequently leave properties empty. We would therefore ask you to observe some simple precautions if you intend to be away from the property for longer than 24 hours during cold periods.

For most properties, it will be necessary to:

Maintain the central heating on a low or normal setting to maintain a temperature of approximately 15c and leave the trap door open to the loft.

We would also recommend that you switch off any appliances such as washing machines/dishwashers but not the fridge or freezer unless they are empty.

Alternatively if you are going away for a long period it may be sensible to employ a plumber to fully drain down the system and turn off the water supply at the stop cock. We can recommend a plumber.



“Rented a property with Rawlinson Gold and had a great experience with David...”

...very good communication and extremely helpful with any questions we had and the process was quick and straightforward, would definitely recommend using Rawlinson Gold in a property search again in the future.”

Paige

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Helpful hints

Condensation and mould

Is your home suffering from condensation? This can cause mould on walls and furniture and make window frames rot.

There is always some moisture in the air, even if you cannot see it. If the air gets colder it cannot hold all the moisture and tiny drops of water appear. This is condensation. It appears in places where there is little movement of air. This is where mould will grow. These steps will help you reduce the chance of condensation turning into mould:

Produce less moisture

- Cover pans
- Dry clothes outdoors
- Vent your tumble dryer to the outside

Ventilate to remove moisture

- Ensure your property is ventilated. Open windows as often as possible and make sure window vents are left open at all times.
- Increase ventilation in the kitchen and bathroom when in use and shut the door.
- Open doors of cupboards and wardrobes occasionally to allow air circulation and ensure chimneys remain ventilated where applicable.

Ventilation and extractor fans are not prohibitively expensive to use, and used correctly can in fact save dilapidation expenses at the end of your tenancy.

If you have a kitchen and/or bathroom extractor fan please ensure these are in full use.

Heat your home a little more

- If possible, keep low background heat on all day, with background ventilation

First steps against mould

First treat the mould already in your home. If you deal with the basic problem, mould should not reappear.

Initially wipe any moisture that forms, especially on windows with a clean cloth or kitchen towel. This will help prevent condensation turning into mould.

To kill and remove mould, wipe down walls and window frames with a fungicidal wash or diluted bleach solution, which carries a Health and Safety Executive 'approval number'. Follow the manufacturer's instructions precisely.

Awaab's Law will be part of the Renters' Right Bill which will hold landlords accountable for promptly addressing damp and mould complaints.

Please contact us should you require more advice on how to prevent and treat condensation and mould.

Drainage

You must ensure that all outside drains to the property are kept clear and free of leaves and litter at all times to prevent blockages and unnecessary costs - please note the relevant clause in your tenancy agreement.

Plug hole protector

Placing plug hole protectors in your bath and shower waste outlet, and food traps in your kitchen sink are two simple and inexpensive ways to prevent blockages and unnecessary costs.



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Ending your Tenancy

Two months before the end of your fixed term please contact the office to confirm if you wish to enter into a further fixed term tenancy. We will however contact you to discuss this.

Leaving early

Sometimes due to a house purchase, change of job or other unforeseen circumstances, you may wish to leave the property before the end of your tenancy. Your tenancy is a legally binding contract for a fixed term as stated in your tenancy agreement.

If you wish to leave early prior to any agreed break clauses in your agreement you will have to agree to terms and conditions and paying the landlord's letting fees, before you make a final decision.

Your landlord is not legally obliged to accept any offer from you to terminate your agreement. Your application to leave must be put to us in writing. If this is accepted you will still remain liable for the full share of rent and all related utility bills until a new tenant signs a new tenancy agreement and physically moves into the property.

Deposit return

We will inform you, in line with regulations, if the landlord proposes to make any deductions from the deposit.

If there is no dispute we will keep or repay the deposit, according to the agreed deductions and the conditions of the Tenancy Agreement.

Payment of the deposit or any balance of it will be made as soon as possible when the landlord and the tenant agree the allocation of the deposit.



Want to get in touch?



To discuss all your renting needs with Rawlinson Gold, please get in touch for a free, no obligation chat to find out how we could help you.

PHONE
Lettings: 020 8861 5678

EMAIL
lettings@rawlinsongold.co.uk

IN PERSON
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Harrow . HA1 2TB