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A GUIDE FOR TENANTS

When letting a property through ourselves you can be safe in the knowledge that certain service levels are met. You can be sure that the property you let through us will have the required safety certificates and that any queries you have will be met with a prompt and professional response.

You can rest assured that we will have advised the Landlord of the property concerning any repairs or refurbishments we feel necessary to ensure the property is in a fit state for the purposes of letting, together with clear information regarding your rights and responsibilities. We are pleased to confirm that we are Members of The Dispute Service the Administrators of our Tenant Deposit Scheme and NALS (The National Approved Letting Scheme).

VIEWINGS AND PROCEDURES

You will be accompanied on any viewings you arrange with us. Once you decide to proceed on a property we will carry out references and draw up necessary paperwork to include the correct period of notice as per the tenancy agreement.

RENT Your first months rent will be paid by way of cleared funds and future rent is payable by Standing Order through your Bank. It is your responsibility to ensure that rent payments are made on time and as per the Tenancy agreement.

INSURANCE Whilst buildings insurance is the responsibility of the Landlord, it is the tenants responsibility to arrange contents insurance.

REPAIRS/MAINTENANCE It is essential that repairs or damages be reported to us immediately in order to rectify them as soon as possible, in some cases we may need to refer to the Landlord for approval. In the unlikely event of an emergency (and emergency only) it is your responsibility to ensure that actions are taken to protect the fabric and contents of the property.

INVENTORIES/DEPOSITS A full inventory of the property will be taken before you take up occupancy, which you will be required to sign and return to us. Our Inventory process includes the taking of digital images. During our final inspection of the property the condition and contents etc of the property will be checked off against the original inventory. Any repairs or replacements to be made to satisfy the inventory will be paid from your deposit. Deposits are held in a separate client account and we hold Clients Money Protection Insurance in accordance with our Tenant Deposit Scheme regulations. Deposits will be returned as per the Contract and in accordance with the regulations of our Tenant Deposit Scheme. A leaflet explaining the details of the scheme will be given to you prior to the commencement of your Tenancy.

INSPECTIONS From time to time we will contact you to inform you of our visit to inspect the property. Inspections are done by area and in blocks of properties and consequently the date of inspection can not be changed. Due to the varied nature of our properties it is impossible to know how long our Inspector will be at each property. Consequently we are only able to give a time window as to when we will be visiting. The purpose of this visit will be to ascertain that all is well. On your vacation of the property we will carry out a final inspection, checking over inventories etc. Please be aware that you will not be allowed to re-enter the premises after the end of your tenancy.

SERVICES You will be responsible for the various utilities i.e. gas, electricity, telephone and water whether metered or not. Telephone lines and TV ariels are not guaranteed available. It is your responsibility to take your own meter readings on taking up occupancy and indeed when you vacate (Registering readings with the various Companies). If you require a telephone service you must contact BT direct together with Virgin cable TV network if required, the cost of which will need to be covered by you. You will also need to have a TV licence if you intend to have a TV on the premises. An information sheet supplying all the contact details of utility suppliers together with Council Tax (which is also your responsibility) will be given to you before your tenancy commences. Carters Property Management accept no liability in the event of any dispute arising between Landlord and tenant concerning the payment or non-payment of Utility Bills.

INTRODUCTION ONLY If we are not employed to manage the property you will be given contact details for your Landlord. Your Landlord will be responsible for the preparation of an Inventory, placing your deposit in a Tenant Deposit Scheme, repairs, and ongoing collection of rent. The procedures for these will be explained to you at the time of Contract signature.

GENERAL SAFETY INSTRUCTIONS WITH RESPECT TO ELECTRICAL APPLIANCES

When changing a fuse in any plug to any electrical appliance please ensure that the correct size fuse is fitted into the plug.

When cleaning appliances always ensure that they are disconnected from the mains. Never take electrical equipment into the bathroom.

The electrical components of electrical appliances sited within the kitchen area should never come into contact with water.

Lawnmowers and garden equipment (if applicable) should be stored in a dry area, the cable should be inspected regularly. It is advised all equipment used outdoors should be used with a residual current device (RCD) also known as a 'power breaker'. Always disconnect from the mains before cleaning.

NEVER ATTEMPT TO CLEAN OR TOUCH ANY COMPONENT OF ELECTRICAL GARDEN EQUIPMENT UNTIL YOU HAVE DOUBLE CHECKED IT IS DISCONNECTED FROM THE MAINS.

Closed shoes should be used when electrical garden equipment is being used i.e. no open toed sandals etc. Never use electrical gardening equipment near children, near paddling pools or the like, or near animals.

Please be vigilant and report to us immediately if you are suspicious of any electrical equipment either not performing satisfactorily, sparking, any staining around sockets or cracked sockets or over heating sockets.

Take extra care with kettles, irons, toasters etc which can become hot, also trailing cables can be hazardous. Check smoke alarms regularly. If in doubt about the correct fuse to use in a plug consult the manual or an electrician.

N.B. These particulars are set out as a general outline for the guidance of intending lessees and do not constitute part of an offer or contract.

By signing this document you confirm that you have received, read and understood the document: "What is The Tenancy Deposit Scheme" published by The Dispute Service

A copy of Carters Property Management Ltd – A Guide to Tenants, was given to us on:

Date:

Signed by Tenants:



Version 3811

