

Frost's DURING THE TENANCY

Repairs and Maintenance

We hope that your tenancy runs smoothly however, if you should experience any problems with either the contents (owned by the landlord) or structure of the property, please contact the Property Management team between the hours of 9am - 6pm Monday - Friday on 01727 861 199 immediately to request an approved contractor to investigate the problem.

In most circumstances, where any work required is costly, it may be necessary for your landlord to obtain more than one quotation from contractors, or to instruct a surveyor to assess the nature of the problem so that it can be resolved effectively.

Your landlord will require your assistance during this time so that we can gain access for quotes and may ask a contractor to call you to arrange access. If you would prefer to be present when a contractor visits you can then book an appointment to suits you however, please ensure that you liaise with the contractor and ensure that you move any appointment you cannot attend or they may charge you for their failed visit.

You are advised not to instruct a contractor directly; except in the event of a genuine emergency. For the avoidance of doubt we would define examples of an emergency to be maintenance matters that pose a threat to health and safety. The reason we offer this advice is that the Landlord may not agree with alternative reasons for a call out and therefore the liability of paying the cost may remain with you.

Maintaining the Property

During your tenancy, there are areas for which tenants are responsible including normal household maintenance for example: replacing light bulbs, fuses, cleaning windows, cutting lawns, maintaining hedges, borders, keeping all guttering and drains clear from leaves and blockages, the removal of pests such as fleas, ants, wasps etc. and any other tasks that are considered normal household management. Ventilation of the property is also a necessity, to alleviate condensation. Any condensation within the property will be the responsibility of you as tenants.

Garden Maintenance

If there is a garden with your property, you must keep it in good order. You must not uproot established trees or shrubs, and you must not remove lawns already laid at the commencement of your tenancy.

Smoke and Carbon Monoxide (CO) Alarms

During your tenancy it is your responsibility to replace any batteries within the Smoke or CO alarms if they are not working to ensure safety as per your tenancy agreement terms. We recommend that you test your alarms on a monthly basis as a minimum to ensure that they are in working order. If you find an alarm is not working, and changing the batteries does not rectify this, you should notify us immediately so that we can arrange its replacement.

Gas Appliances

It is a legal requirement that your landlord complies with the Gas Safety (Installation and Use) Regulations 1994 and subsequent associated legislation. Your landlord must have ALL gas systems, appliances and flues tested and checked at least every 12 months by a Gas Safe registered engineer. These regulations do not apply to appliances owned by tenants, for example a gas cooker. In your move in pack you have received a copy of the Gas Safety certificate and we will contact you to arrange an appointment when this is due for renewal. It is in the interests of your own safety and welfare that you co-operate fully with contractors making appointments with you to carry out gas safety inspections. For your own safety we would recommend you have any gas appliances of your own tested once every twelve months.

We can supply details of a gas engineer known to Frost's upon request. You will be provided with a copy of the gas safety certificate by the Gas Safe engineer upon completion of the visit.

Changes to the property

Your landlord wants you to treat the property as your own home but do remember, the landlord must give their consent prior to any redecoration or alterations. Failure to comply with this may result in you being charged for the cost of returning the property to its original condition at the end of the tenancy.

Lost Keys and Fobs

We know how stressful it can be when you lose your keys, so if this happens, please call your Property Manager and if we have another set you will be able to collect them from the office providing sufficient ID to have a set cut (although this will have to be at your own cost). If a lock change is required as a result of lost keys we may need to call a locksmith at your cost. Unfortunately you will also need to replace any keys that your landlord holds, so that they can access the property. For properties in a block with communal entrance doors, you may will also need to arrange a replacement key so that you can access your property and regrettably the communal door key of others in the same block. Landlords will not accept liability for the loss of keys by a tenant.

Break-ins / Vandalism

We hope that you will never experience a break-in, however, in the unfortunate event that this happens during your tenancy please do the following:

Firstly, report the incident to the police and be sure to obtain a crime reference number.

Secondly, contact your Property Manager if there is any damage to windows or external doors so that we can arrange for a contractor to secure the property.

It is important that the police are informed, and a Crime Reference number obtained otherwise this may prevent you or your landlord from making an insurance claim.

Broken Glass and Windows

With anything dangerous like broken glass, please ensure that you report this to us immediately. It is the responsibility of a tenant to repair any windows or glazing broken at the property during the tenancy both internally and externally with like for like glass.

Rent Reviews and Increases

At the end of your fixed term your Landlord reserves the right to review the rent and an increase may be sought. You will be contacted in advance of the end of the fixed term to see if you and your landlord wish to agree a renewal.

Who may occupy the property - Right to Rent

Landlords have a legal obligation under the Immigration Act 2014 to ensure that every adult occupant over the age of 18 has the right to rent a property in England. Frost's have already conducted the initial Right to Rent checks before the tenancy start date and will contact you if there is any need for future checks, depending on your nationality and your Visa.

Due to these checks, it is very important that guests over the age of 18 who are not on the tenancy agreement are not permitted to occupy the property. You may not transfer your tenancy to another person. If one of the named tenants wishes to leave, regardless of whether they are to be replaced, please contact us immediately to enable us to discuss this with your landlord and make the necessary arrangements.