

VITALSPACE

TENANT

HANDBOOK

Welcome to your new home and thank you for renting with us

Office Opening Hours

Monday – Friday 09:00 - 18:00

Saturday – 10:00 - 16:00

Sunday – Closed

Please report requests for property repairs through:

<https://vitalspace.fixflo.com>

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01. New Tenancy Documents – Keep Safe

- The following documents are contained in the Tenancy Pack, please do read through them as they contain important information.
- Copy of the Assured Shorthold Tenancy Agreement
- EPC – Energy Performance Certificate
- EIRC - electrical installation condition report
- TDS Leaflet and Tenancy Deposit Protection Certificate
- Government How to Rent; the checklist for renting in England
- VitalSpace Tenant Handbook
- Gas Safety Certificate – where applicable

02. Your New Tenancy – Next Actions Required

- Please set up a standing order with you bank to pay the rent on a monthly basis – the VitalSpace bank account number and reference to be quoted are in the enclosed Tenancy Pack
- Meter Readings / Utilities / Council Tax
The Tenant is responsible for informing the Local Authority of their details for the payment of Council Tax.
- VitalSpace will provide the tenant with meter readings on the day of move-in and will inform the utility companies of the readings together with details of the new Tenant. However, it is the tenant's responsibility to ensure an account is set up in their name and pay the bills as they become due.
- An inventory and property condition report will be produced prior to the start of the tenancy. The Tenant will be asked to counter sign the inventory and property condition report to confirm their agreement that the document provides an accurate description of the property; any amendments the tenants wish to make should be emailed to VitalSpace within 5 working days of the start of the tenancy together with any relevant photographs. lettings@vitalspace.co.uk

03. Your Renewal of the Tenancy

VitalSpace will contact the tenant two months before the end of the Tenancy to find out if the tenants wish to renew the tenancy and the terms being offered by the Landlord.

04. Property inspections

VitalSpace carry out regular inspections of the property on behalf of the landlord, to ensure the property is being kept in good condition and that any problems with the property are identified and resolved in a timely manner.

VitalSpace will give at least three days notice by either email or letter of the date and approximate time of any scheduled inspection.

Inspections are normally carried out on a Tuesday, Wednesday or Thursday between 10am and 4pm. Tenants do not need to be present at the property as VitalSpace staff can access the property using their property management set of keys.

05. End of Tenancy – Move Out Procedure

After notice has been served to end the tenancy Vital Space will send the outgoing tenant a set of 'End of Tenancy Procedure Notes' which detail the arrangements for the move out of the property. Once the property has been vacated and the keys have been returned to the VitalSpace office the condition of the property and contents will be checked against the inventory and condition report completed at the beginning of the tenancy.

Please ensure the furniture and contents are in their original location within the property and the fridge or freezer [if supplied] is thoroughly defrosted and left in a clean condition. The outgoing tenant must ensure that any unwanted possessions or furniture not belonging to the property are removed from the property prior to the end of the tenancy.

Redirection of Post - At the end of the tenancy the tenant must arrange postal redirection with Royal Mail. The Landlord/Agent cannot forward any post to the Tenant's new address.

06. Locks and Keys

The Tenant is not permitted to change any locks at the property nor have any duplicate keys made without the landlords/Agent permission. At the end of the tenancy the Tenant must hand over to VitalSpace all of the keys and fobs they hold for the property. Any missing keys may result in the locks having to be replaced which will be at the cost of the tenant.

Where a replacement communal access key is issued by the Building Managers during the tenancy VitalSpace must be informed and have the opportunity to obtain a copy of the key.

07. Burglary or Attempted Break In

If a break-in results in broken windows or other damage to the property, this should be reported to the Police and your insurance company if any of your personal possessions have been taken. Please obtain a crime reference number as this may be required by the Landlords insurance company to make a claim under the buildings insurance policy. Failure to do this may result in delays to any repairs being undertaken.

In some circumstances, the police may arrange for any broken windows to be boarded up. Please inform VitalSpace promptly of any attempted break-in or similar incident.

08. Burglar Alarm

The Tenant must inform VitalSpace of any change to the code to the burglar alarm from that originally provided by VitalSpace.

The Tenant will be responsible for any charges levied if any security alarm is set off accidentally by the Tenant or anyone under their control. The Tenant will be responsible for the costs of any repairs to the alarm system resulting from misuse or abused of the system.

09. Reporting Repairs

Please report any fault to the Vital Space office as soon as you become aware of the problem by through our website:

www.vitalspace.co.uk or <https://vitalspace.fixflo.com/>

Our online system is a quick and easy to use making it a convenient way to report repairs or problems with the property or **call 0161 747 7807**

Our office is open - Monday to Friday 09.00 to 18:00, Saturday 10:00 to 16:00 and closed on Sunday

If you are in a joint tenancy please nominate one tenant to contact VitalSpace and chase up progress, this will avoid duplicate calls being logged and eliminate the possibility of repairs being double booked.

Please note VitalSpace does NOT offer an out of hours contractor service.

10. What to do in the Event of an Emergency

The Landlord recognises that in some rare circumstances, it may be necessary for the Tenant to engage the services of a contractor outside of normal office hours. This will involve potential extra expense for the Landlord and therefore the Landlord/Agent has a duty to ensure that best practice is adopted and that all actions are fair and reasonable.

The Landlord will only accept responsibility for out of hours repairs in a genuine and clear emergency, which cannot wait until the next working day. The Landlord/agent reserves the right to challenge the Tenant on any unsubstantiated callouts and the associated costs incurred. The Tenant should make all their decisions in the full knowledge of the above information.

What is an Emergency? - The purpose of these guidelines is to ensure that the Tenant understands what the Landlord/Agent considers to be an emergency and has to be dealt with immediately, and those matters considered to be non-emergency and can be carried out as urgent or routine maintenance during normal working hours.

An emergency is deemed to have occurred when an unforeseen circumstance arises that if not dealt with quickly would:

- Damage or will lead to significant further damage to the Property.
- Endanger the Tenant or other occupiers in the Building or cause them unreasonable discomfort.
- Render the Property unfit or unsafe for habitation or insecure

Below is a guide as to the action that should be taken in a particular set of circumstances.

If you are in any doubt, during normal office hours please consult the VitalSpace office on **0161 747 7807**.

Repair/Fault	Emergency	Action Required
Blocked Drains	Yes	Unless caused by tenant negligence (i.e. wet wipes) contact the building managing agent or report to VitalSpace by telephone or via our website.
Blocked Sink/Bath	No	Use sink / drain unblocking product if this does not work then report to VitalSpace
Break-in to Property	Yes	If security is compromised, report to the police (non emergency) on 101 for insurance purposes and obtain a crime reference number. If out of hours call appropriate contractor to secure premises.
Break-in to Building	Yes	Call the Building management company.
Burst Pipes	Yes	Turn the water off at the stop tap – Please refer to your inventory for the stop tap location. Report to VitalSpace as soon as possible.
Door Locks	No	Unless security is compromised and locks have failed, report to Vitalspace. If out of hours, call a locksmith. If Lost keys - see below.
Fire	Yes	Dial 999 and ask for the fire brigade. Report to VitalSpace immediately.
Gas Leaks	Yes	Call the National Gas emergency 0800 111 999

Guttering/Roofing	No	Report to VitalSpace via our website.
Security alarm	No	Try the reset action and re-enter alarm number. - Report to VitalSpace via our website.
Leaking waste pipes	No	Catch any water leaks in a suitable container. Report to VitalSpace via our website.
Lost Keys	No	Tenant has the sole responsibility to obtain replacement keys. Contact VitalSpace to arrange to collect the management key. A Deposit will held until the keys are returned.
Power Loss/No Lighting	Yes	Check trip switches within consumer unit. Check with the power provider if complete power loss. Report to VitalSpace by telephone or via our website.
No water	Yes	Check stop tap is fully open. Check with United Utilities if no water coming into the property. Report to VitalSpace by telephone or via our website.
Heating not working	Yes	Report to VitalSpace by telephone or via our website. - Please check heat settings and timers. - Please re-set the boiler. Check the pressure gauge.
WC flush	No	Check for blockages. Use a bowl of water to manually flush away. Report to VitalSpace via our website.

11. What If you Smell Gas or Suspect a Gas Leak

Take action **IMMEDIATELY**

1. Turn off the gas supply at your gas meter.
2. Open all the windows and doors and leave them open to ensure air flow to disperse the gas. If you can't open the windows because they're locked or for any other reason, get outside and into the fresh air as soon as possible. While you are airing out your home, avoid using any electrical switches, as the sparks could cause an explosion. This includes light switches. Similarly, avoid smoking, using matches or burning any naked flames (e.g. candles) as they could all ignite the leaked gas.

Once you have taken these steps call the National Gas emergency number **0800 111 999**, this number is free to call and available 24 hours a day.

Please inform VitalSpace about the situation arrange for an engineer to attend after Transco have attended to carry out necessary repairs.

12. Water Leaks

VitalSpace must be informed immediately should the floors, walls or ceilings of the property begin to show signs of water damage, for example: damp marks on the walls, stained ceilings or loose plasterwork in any room.

Wooden floors will absorb escaping water and become uneven, especially in a bathroom or kitchen, please lookout for any of these signs.

Unchecked water leaks can cause serious damage to the fabric of the building and be very expensive to repair.

Please regularly inspect the bathroom fittings, taps, showers seals and floor around the bath, shower and toilet, for signs of wear and tear and water escape.

Water that is lost from a metered supply will be charged for by the water company, this loss will remain the responsibility of the tenant until the escape is notified to Vital Space.

13. Building Access Fobs / Parking Fobs

Where a building requires an entry fob to gain access these will be issued to each named person on the tenancy agreement. Car parking fobs are issued where there is an allocated car parking space included with the property. Fobs may need to be placed against the entry panel to gain access or have push buttons to operate the remote control. If the fobs are lost or stolen, replacements must be obtained from the building management company at the tenants cost.

14. Car Parking Bay – If applicable

The Tenant must park within the markings of their designated bay and must not grant any third party any right whatsoever the use of the Car parking bay/s. The Landlord or Agent reserves the right to alter the Car Parking Bay giving reasonable written notice to the Tenant should the building property managers require such a change.

15. Use of Extractor Fans to remove Condensation

Kitchens and bathrooms are usually fitted with electric extractor fans to remove moist air from the property and reduce condensation building up in the property. They should be operated whenever water is used, such as cooking, washing clothes and showering or having a bath. Fans should be left running until the damp air has been removed from the room. Many bathrooms have a fan which is switched on when the light is turned on, the fan continues running for some minutes after light has been turned off, this is normal and helps bring fresh air into the room. **If you turn the fan off in the night please ensure it is turned back on in the morning.**

Some windows have a trickle vent system; this is designed to provide draft free ventilation. Please ensure these vents are opened and kept clean as required, to prevent moisture and condensation building up in the property.

The drying of clothes on wall heaters or central heating radiators is prohibited as it creates additional air borne moisture within the property leading to severe condensation and will cause rusting and damage to the radiator. Wherever possible use a clothes airer, tumble dryer or outdoor clothes line. If there are no fans or trickle systems fitted, please ensure the windows are left latched to allow fresh air to circulate.

Try to periodically move furniture around, as units and furniture kept along a wall for long periods of time may create problems of dampness/mould, due to limited circulation of airflow.

If you require a copy of our 'Guide to Avoiding Condensation' leaflet for helpful advice, please contact our Lettings Department and we will be happy to send you a copy.

16. Precautions Against Frost Damage

The Tenant must take every precaution during cold weather to avoid frost damage and burst pipes. If the Property is left vacant or has rooms containing water service pipes which are cold and exposed or plumbing, the Tenant is advised to leave the central heating system running on the **frost prevention setting**.

The Landlord, Landlord's Insurance Company or Building Managers will not consider claims for costs associated with water damage where the Tenant has failed to follow the above guidance.

17 Buildings Insurance

The Managing Agents for apartment buildings will normally arrange insurance to cover the fabric of the building including fixed bathroom fittings. Contents that belong to the landlord will be insured by the Landlord with the Tenant responsible for insuring their own personal property. The Tenant will remain liable for any damage they cause to the Landlords contents and deductions will be made from any deposit held in such a case.

If the Property is to be left unoccupied for more than 4 week's the Tenant must notify VitalSpace and the Building Managing Agents together with any company responsible for security devices i.e. burglar alarms etc. The Tenant is responsible for taking all reasonable steps required by the Building Managing Agents and Landlords insurers, as not to invalidate the Buildings insurance policy and contents insurance policy.

18. Contents Insurance

It is the responsibility of the tenant to insure their own contents. The excess on such a policy will remain the responsibility of the tenant. Suitable cover can be obtained from variety of sources and websites.

19. Excessive Noise

The Tenant must ensure that noise is kept to a minimum and that no noise is made in the property which is audible outside the property between 11pm and 7am. Where persistent noise is made which causes upset to neighbours it will be treated as Anti Social Behaviour and be reported to the authorities.

20. Behaviour of Guests

Any guest of the Tenant is expected to abide by the terms of the Tenancy Agreement and Tenant Handbook.

21. Aerials / Sky Dishes

The Tenant will not be permitted to install any aerials or satellite dishes apart from an internal television reception aerial unless the Landlord/Agents' permission has been obtained.

22. Repairs Due to Misuse of the Property

The Tenant will immediately replace and pay for any glass broken within the property.

The Tenant is responsible for the replacement of all light bulbs and fuses within the Property.

The Tenant will immediately pay for or replace any components of electrical or heating appliance, which become defective due to misuse. Misuse includes drying wet clothes on wall panel heaters.

23. Picture Hooks / No BLU TAC

Where a Tenant wishes to hang a picture they must use suitable picture hooks with approved nails. The Tenant must not damage the walls of the Property with nails, screws or other fixings.

The use of glue, adhesive putty, blu-tac or sellotape on the wall surface is strictly prohibited. The costs of redecorating areas where blu-tac has been used will be recharged to the Tenant.

24. Smoke & CO2 Alarms

It is the tenant's responsibility for testing and replacing the batteries to all smoke alarms during the tenancy. The smoke alarms will be checked during the routine property inspections carried out by VitalSpace. Where a smoke alarm or CO alarm is found to be faulty it will be replaced.

25. Smoking is Prohibited

Smoking is prohibited in rented property managed by VitalSpace. Where smoking has occurred in the property during the tenancy the costs of redecoration and cleaning will be deducted from the tenants deposit.

26. Television License

The Tenant is responsible for obtaining a valid TV License or notifying the TV License authorities if a TV is not watched.

27. Washing Machine and Dryers

- Please be aware that the pumps and drains of washing machines can easily become blocked with items left in the pockets of clothes, such as coins, hair grips etc. **Please check your washing thoroughly prior to putting it in the machine!**
- should the machine require attention due to a blocked pump or drain due to items e.g. coins being found in the machine, the cost of the repair will be charged to the tenant.
- the dryer function of a washer dryer must not be overloaded as this will cause damage to the machine and will not dry your clothes effectively.

28. Care of Windows

The Tenant should clean the inside of the windows of the Property at least once every two months. The opening lights of the window should be checked regularly to ensure they are lubricated and can be opened when required. Windows should not be forced as this will damage the handles and hinges, the costs of repairs in such cases will be recharged to the tenants.

29. Obligations Arising from the lease and future Regulations

Where the rented property is held on a long Lease the lease will impose rules and conditions on the use of the property, The Tenant shall observe these conditions and perform such other future rules and regulations issued at any time in the future by the Landlord and Building Management Company.