

TENANT HANDBOOK

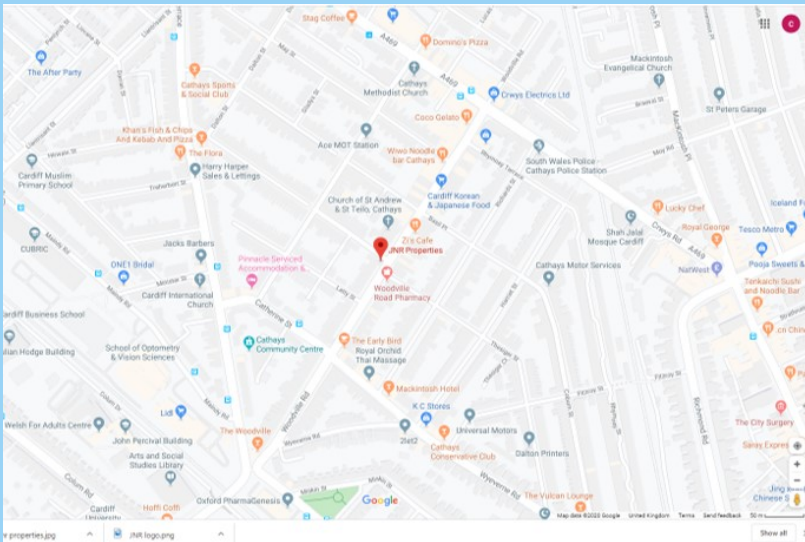


Welcome to Your
New Home





WHERE ARE WE LOCATED?

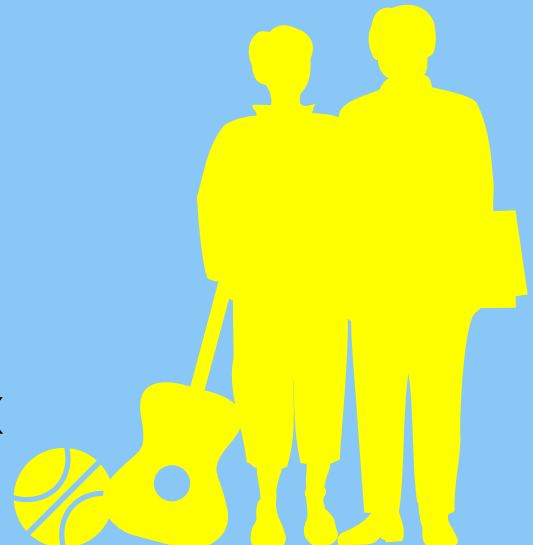


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OVER THE LAST EIGHT YEARS JNR HAS SUCCESSFULLY LED 1000s OF TENANTS TO A HAPPY HOME.

Not your conventional Letting Agency,

We keep things simple, professional and honest throughout the letting process, so our landlords and tenants are always confident everything is understood and straightforward. Founded in 2012, JNR is Cathays leading Letting Agent, specialising in modern spacious apartments specifically designed for busy students and professionals.



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CONTRACT SIGNING PROCEDURE

I've paid my Holding Deposit – What happens now?

Upon paying your Holding Deposit, we need to gather all your Personal Details using our Application Form. Please note that this will need to be completed in full and signed.

Each Tenant will be asked to complete a Guarantor form which will need to be completed and received by JNR within 14 days of paying the initial fee. (Holding Deposit). It must be signed by a witness, this witness

CANNOT be yourself.

Your financial Guarantor is someone who agrees to pay your rent provided you cannot do so. They must be:

- Aged 21,
- A UK based home-owner,
- Related to you

If you are an International Student, and unable to get a Guarantor it is possible alternative arrangements can be made, these should be discussed with your Letting Negotiator, before paying the initial fee.

If you are a professional, it may be possible for you to provide an employment reference and pay quarterly instalments.



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CONTRACT SIGNING PROCEDURE Pt 2

You will be required to open a household account from which all rent payments will be collected. Details of your household account must be provided at the time you sign your contract.

What should I bring to my contract signing appointment?

- All members of the group
- Any missing information required to complete the 'Personal Details' forms
- All completed 'Financial Guarantor' forms
- 2 forms of identification for each tenant
- Bond deposit payment for each tenant*
- Completed Direct Debit mandate for

Please note that if your contract signing appointment is less than 14 days prior to the commencement of your tenancy, you will be required to bring your bond deposit payment and first months rent in cleared funds (i.e. credit/ debit card or bankers draft made payable to JNR). Your bank/building society may charge you for issuing a bankers draft.



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BOND DEPOSITS

All deposits are registered with an approved deposit protection scheme in line with the My Deposit Scheme government regulations

(www.direct.gov.uk/en/TenancyDeposit). This deposit will be held by JNR during the period of the tenancy and subsequent extensions in a secured client account. You will be provided with a certificate of registration.

COMPLETING SIGNING PROCEDURE

Your contract signing appointment will only be completed once all other documentation has been received and checked. Please ensure that you have followed all of the above steps so that your appointment runs as smoothly as possible.

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MOVING IN PROCEDURE

The following has been prepared to make moving into your property as easy as possible:

- You must make an appointment to collect your keys at least 48 hours in advance. For all check in appointments between July and September we suggest you make an appointment as early as possible to avoid disappointment.
- We would recommend that all members of the group are present when collecting keys as an inventory will be completed at this time and will not be amended at a later date. Only one inventory will be carried out per property.
- Keys will only be issued from our office to the tenants named on the agreement upon commencement of full rent payment which must be in cleared funds.
- You will only be permitted to occupy the property providing all original documentation and payments have been received, together with details of your household account and a signed Standing Order agreement.
- Tenants are responsible for all utility bills from the commencement date of the tenancy. It is the tenants' responsibility to contact the utility companies with the meter readings to open a new account in the household name.
- For all tenants who are students you are required to forward your student exemption certificates to Cardiff Council in order for all council tax charges to be cleared. If you are not a student please make arrangements to set up a new account and pay your bill as normal.
- If you experience any difficulty once you have moved into your property please contact our office immediately and we will endeavour to attend to any problems as quickly as possible. Please note that during the period of July to September when the majority of all tenants move in all maintenance works are performed on a priority basis.

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LANDLORDS AND TENANTS

REPAIRS

Unless the tenancy is for a fixed term of more than 7 years, the landlord is responsible for repairs to:

- The structure and exterior of the property
- Baths, sinks, basins and other sanitary installations
- Heating and hot water installations
- If you are renting a flat or maisonette, other parts of the building or installations in it which he or she owns or controls and whose disrepair would affect you.

Responsibility for other repairs depends on what the landlord agrees with you. He or she is not responsible for repairing damage caused by you during your tenancy.

SAFETY OF GAS AND ELECTRICITY

The landlord is required to ensure that all gas appliances are maintained in good order and that an annual safety check is carried out by a tradesman who is registered with CORGI (Council for Registered Gas Installers). The landlord must keep a record of the safety checks and provide you with a copy within 28 days of each annual check. You are not allowed to bring in your own gas appliances and will not be covered under this check. The landlord is not responsible for maintaining gas appliances brought into the property by the tenants. As a tenant, you must allow the Landlord, his Agents or his tradesmen reasonable access to the property in order to carry out necessary works

FIRE SAFETY OF FURNISHINGS AND FURNISHINGS

The landlord must ensure that any furniture and furnishings he or she supplies meet the fire resistance requirements in the Furniture and Furnishings (Fire) (Safety) Regulations 1988.

COUNCIL TAX

It is your responsibility to inform Cardiff Council that you are the tenants at your property. This should be done at the commencement of your tenancy. All students must also provide JNR with a copy of their council tax exemption certificate. The certificates can be obtained from your University - check with your academic registry if you are unsure where to get yours. Unless all certificates are received, Cardiff Council will be unable to confirm that your property is exempt from charges. Without proof of exemption or payment JNR will be unable to return your bond deposit at the end of your tenancy.

UTILITY CHARGES

You will normally be responsible for paying all utility charges including water, sewerage charges, gas, electric and telephone charges unless your landlord has agreed to meet any of these charges. This should be specified in your tenancy agreement.

LANDLORD AND TENANT RIGHTS

LANDLORD AND ACCESS

The landlord, or landlord's agent, has the legal right to enter the property at reasonable times of the day to carry out the repairs for which he or she is responsible and to inspect the condition and state of repair of the property. 24 hours' notice of an inspection of the property must be given except in emergencies.

WHAT ABOUT THE TENANTS?

QUIET ENJOYMENT

You have the legal right to live in the property as your home. The landlord should ask your permission before he or she enters the premises, unless of course there is an emergency situation. The landlord cannot evict you without a possession order from the court. If the landlord sells the freehold of the property, you will retain any rights you have to remain in the property, as the tenancy will be binding on any purchaser.

RUBBISH

Please ensure that you put out your rubbish no earlier than 7pm on the day before and no later than 7am on the day your collection is due (check with Cardiff Council if you are unsure of your collection date). Do not leave rubbish bags in the front garden of the property as the refuse collectors are not permitted to enter the property to remove rubbish. Any items left in the property or in the front or rear gardens at the end of the tenancy will be removed by JNR and the cost incurred will be deducted from your bond deposit.

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LANDLORD AND TENANT RIGHTS Pt 2

NOISE AND NUISANCE

Noise is the biggest cause of disputes between neighbours, especially for people living in flats. You can minimise the amount of noise you make by:

- Keeping TV sets, music systems and radios away from walls next to where someone else is living;
- Keeping the volume down, especially late at night or early in the morning;
- Not standing stereo speakers and televisions directly on the floor, as the sound carries into the flat below;

If we receive complaints of noise nuisance emanating from your property we will contact you by letter. If the noise nuisance persists the case will be referred to Cardiff Council who are at liberty to impose a considerable fine against you. In addition, such behaviour will put you in breach of your tenancy agreement and have a negative effect upon your tenancy.

As part of your Tenancy Agreement, you have agreed not to cause a nuisance, or disturb or harass your neighbours. In addition, as the tenancy holder you are responsible for making sure that all members of your household, including your visitors, do not cause a nuisance whilst at or in the vicinity of your home.

We treat nuisance and racial or other types of harassment as a breach of tenancy and may start proceedings against you. We will not tolerate any form of harassment. Action will be taken against any tenant found to be responsible for harassment. As the tenant you are responsible for any visitors to your house/ flat. We also believe that our employees should be able to conduct their work in safety and we will take action against anyone harassing our staff.

You may not bring any pets or animals into the property.

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PAYING YOUR RENT AND CHARGES

Rent must be received in cleared funds for the 1st day of each month by **STANDING ORDER** (i.e. payment from your household account) Any amendments to your Standing Order instruction must be put in writing to our office with at least 10 days notice prior to the collection date.

The Landlord may charge the Tenant an additional fee of £20.00 if the

payment of the Rent is late, which will not be charged until the expiry of the applicable grace period under the Act and will not exceed the maximum permitted under the Act. (4 days grace period ((5th)) Charges of £20.00 added on the 6th)

A reminder will be sent, and an additional charge of £20.00 will be added if not cleared by the 14th.

Sometimes things can happen that makes it difficult for you to pay rent, please contact us as quickly as possible to discuss your situation.

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MOVING OUT AND BOND/DEPOSIT RETURNS PROCEDURE

THIS PROCEDURE MUST BE FOLLOWED TO EFFECTIVELY GET YOUR BOND BACK AS QUICKLY AS POSSIBLE:

MOVING-OUT:

The end of the tenancy period will come to the end of the fixed term when either new tenancy is not available or tenants do not wish to renew current tenancy or to remain for further term.

Two months prior to vacating date as a tenant of JNR Properties you will receive letter with question if you wish to stay in the property or wish to leave. If occupier (s) decide to move-out, we require written confirmation to be sent to JNR Properties via post or email. Next step will be to book exit inspection with one of JNR Properties employees. The last member of the household to vacate the property must make an appointment with JNR for a exit inspection. Please note that only one inspection per household will be performed once all tenants have vacated and all personal belongings have been removed.

Once the inspection is confirmed we would advise the below:

- Book professional removal company if required;
- Book redirection of the post with Royal Mail and cancel any future deliveries;
- Go through all your belongings and give away unwanted items (which do not belong to the property and weren't specified in inventory list);
- If you wish to have property professionally cleaned, it needs to be booked in advance by yourself;
- Advise JNR Properties if any repairs might need doing;
- Please cancel rent payments (direct debit or standing order) after last rent reached our accounts;
- Provide us with forwarding address.

If the tenants fail to attend the exit inspection it will be performed in their absence and any findings will be deemed as final. Whichever member or members of the household signs the exit inspection will be deemed as signing on behalf of the household as a whole. It is the tenants' responsibility to book an exit inspection.

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Appropriate action will be taken to rectify any defects and restore the property to its pre-tenancy condition (as noted on your inventory) and you will be notified in writing of any proposed deductions.

If you disagree with the decision made, your reasons must be forwarded in writing to the JNR within 7 days to enable us to review your case. Failure to do this will be deemed as your authority to appropriate deductions as stated from your bond/deposit.

During moving-out and check-out process, you must to follow the below:

Keys Return all rooms and house keys to JNR personnel (upon inspection). Should you fail to return your keys by the end of your contract date you will be charged for replacement locks and keys.

If you leave the house earlier than the last date of your tenancy agreement, please give your house keys to the final person that will be carrying out the inspection with JNR.

UTILITY BILLS

Obtain meter readings for both gas and electricity. You will need to contact your gas and electricity suppliers to confirm you are vacating the property and that these are the final readings. You will need to provide proof of payment to JNR for the gas, water, electricity and council tax in order to have your bond deposit returned. Failure to provide proof of payment will lead to your deposit being withheld until such bills are cleared.

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MOVING OUT AND BOND/DEPOSIT RETURNS PROCEDURE

CLEANING

The property will need to be cleaned to ensure that all the deposit is returned. Please note the following:-

KITCHEN

All cupboards are to be emptied and all work surfaces cleaned. The cooker should be thoroughly cleaned, paying particular attention to the oven and grill. Fridges and freezers must be emptied, defrosted and cleaned, the power turned off and the doors left open. The floor should be cleaned and all unwanted food/rubbish should be disposed of in an appropriate manner.

BATHROOM

The bathroom suite and tiled surfaces should be cleaned to remove any build-up or deposits. The floor should be cleaned and any unused/ unwanted toiletries or rubbish should be disposed of.

LOUNGE

The carpet and all soft furnishings should be vacuumed and all hard furniture should be wiped with a damp cloth.

BEDROOMS

All personal items/belongings should be removed. The carpet should be vacuumed, paying particular attention to the area under the bed. All hard furniture should be wiped with a damp cloth to remove any stains or marks.

Upon your departure, all rubbish bags and unwanted items of furniture should be left at the front of the property (not in the front garden) ready for collection on the appropriate day. Charges will be made to the household for the removal and disposal of items not listed on the inventory. Should the property not be adequately cleaned upon inspection, professional cleaners will be appointed and all charges will be made to the household which may result in a delay when returning your bond deposit.



MOVING OUT AND BOND/DEPOSIT RETURNS PROCEDURE

- If members of your household are renting the property again for the next academic year but you are vacating, please ask your household to forward to our office, a letter signed by each remaining member of the household stating that you do not owe any monies for outstanding bills and that they are happy for us to return your bond to you.
- Please note that once you have vacated the property you will not be allowed access to the property. Should JNR have to allow you access you will be charged a call out fee of £30.00 plus VAT for each visit. You may find the Royal Mail redirection facility useful to forward your mail to your new address, see www.royalmail.co.uk for further details.
- Any damage caused during the tenancy is the tenants responsibility - this will include: damage to walls by nails or blue tack, damage to furniture including cigarette burns, damage and stains on carpets, damage caused by bicycles stored or brought through the property, damage caused by condensation when the property has not been ventilated sufficiently and damage caused by negligent use of showers.
- Tenants are responsible for the costs of repairs required to rectify damages to the property as noted during the exit inspection. In the event that remedial works are required your bond will only be returned once invoices for these works have been submitted. All works coordinated by JNR are subject to an administration fee.
- The deposit is not to be used by the tenant towards the final rent payment. The deposit shall be returned to the tenant (without interest and less any relevant deductions, where applicable) once the tenancy has been terminated, the property has been vacated and within 21 working days of receiving written proof that all utility bills have been paid (subject to receipt of maintenance invoices as above).

Bond deposits are only returned once all rent arrears for the household are cleared in full. This includes any charges for late payments and returned payments, as highlighted in your Tenancy Agreement.

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HEAD TENANT RESPONSIBILITIES

We will ask you who you would like to be the Head Tenant, of the property. This Person will be responsible for the following;

- First point of contact for the duration of the Tenancy.
- The Head tenant will be the first point of contact for all correspondence ie, Responsible for informing all the Tenants based solely on the Property. Eg; Viewings, maintenance ect,
- Allocating the Deposit at the end of the Tenancy to whoever is due,
- The head Tenant is the only point of contact, if there is a dispute raised in regards to the Deposit at the end of tenancy, Once all terms and conditions have been met the deposit will be refunded to the head tenant who will distribute fairly to all tenants.

COMPLAINTS PROCEDURE

Although we acknowledge every complaint as set out below, if you would like to pay us a compliment we would also like to hear from you.

STAGE 1

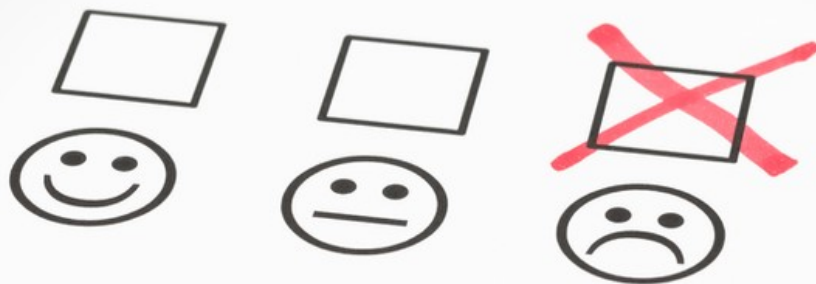
Contact a member of the JNR team in person or by phone at either of our offices to register the details of your complaint. If we cannot resolve the matter over the telephone or in person we will ask you to put your complaint in writing. We will send you an acknowledgement of your letter within 3 working days. Your complaint will then be investigated and a written response will be issued within 10 working days of the acknowledgement.

STAGE 2

If you are not satisfied with the reply, a JNR Manager will review your complaint, the response and your observations. Our final viewpoint of the complaint will be issued to you in writing within 10 working days

STAGE 3

If you are still unhappy after receiving the final response to your complaint, you can ask The Lettings Property Ombudsman to consider it. This is a free, impartial and independent service. You will need to submit your complaint within 12 months from the date of our final view point correspondence.



EMERGENCIES

For emergencies relating to your tenancy (see list below of what constitutes an emergency), please contact JNR. We are open Monday to Friday from 9.00am to 6.00pm.

If you have emergency maintenance to report outside of normal office hours, please call one of the following numbers:

- For electrical faults where there is the danger of fire please contact RYLEC on 07920133680
- If you suspect a gas leak please contact TRANSCO on 0800 111 999
- For water leaks and loss of heating or hot water please contact Lee Underhill on 07969568408
- If you have been locked out of your home and require a locksmith please contact CATHAYS LOCKSMITH on 0735780985 Please only use this service for real emergencies.

If the system is abused you may put someone else's health at risk and you will be charged £75.00 + VAT for a false call out.

When can I expect someone to attend to the problem?

Once you have registered your maintenance query it will be assessed as to the response time required for that problem. For example if there is a water leak or gas leak, then this is considered a priority and someone will call to attend these matters within a few hours. If the query is relating to a broken door handle, the time allocated to repair this will be considerably longer but within a specified time guide.

What is an emergency? These are some examples:



- Gas leaks
- Electrical fault where there is danger of fire
- Total or partial loss of water supply - First check with the water supplier
- Leaking water or heating pipe, tank, cistern or toilet
- Dangerous structures such as loose cast iron rainwater gutters, unsafe chimney stacks or roofs
- Serious danger to the security of your home

CHARGES LIST



ADMIN CHARGES

FULL CHARGES LIST	COST
Rent Arrears 1st	£15.00
Rent Arrears 2nd	£15.00
Rent Arrears 3rd	£15.00
House Visits for Chasing Rent	£50.00
Call Out Charge (Tenant Fault ie Lock out, Blocked Drains ect)	£30.00*
Call Out Charge for Unnecessary Maintenance (No Fault Found)	£20.00 + Contractor Invoice Charge*
Admin Fee-Replacement Tenant	£20.00

* Please note these charges are a guide only, charges will vary according to the contractors charges, size, quality of furniture and the existing decoration of the property.

CHARGES LIST

DOORS AND FITTINGS	Cost
Replacement Door Handle	£35.00
Replacement Door Hinges	£30.00
Replacement Door Closer	£50.00
Replacement Exterior Door Locks	£50.00
GENERAL	
Redecorating Walls	£30.00
Redecorating Ceilings	£30.00
Replace stained/damaged Carpet	£25.00
Replace vinyl or laminate per sqm	£30.00
Replace/replenish Fire Extinguishers	£60.00
Replace fire Blankets	£25.00
Light Bulbs/ End of Tenancy or Dur-	£15.00 Per LIGHT bulb

* Please note these charges are a guide only, charges will vary according to the contractors charges, size, quality of furniture and the existing decoration of the property.

CHARGES LIST



CLEANING	Cost
Average Cost of Cleaning a 4 Bed House	£180.00
Average Cost Cleaning Carpet PER ROOM	£20.00
Rubbish Removed PER BAG	£10.00
Returning Furniture to Original Position	£50.00
Removal of Items NOT listed on the Inventory	£10.00 PER ITEM

* Please note these charges are a guide only, charges will vary according to the contractors charges, size, quality of furniture and the existing decoration of the property.



