



# TENANTS GUIDE



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# FOREWORD

## Welcome to Portland Management!

Dear Resident,

Welcome to your new home. We are Portland Management, the company responsible for managing your new home. We have designed this handbook to make settling in as easy as possible.

Portland Management is an independent letting agency based in Preston. We have a long history and plenty of experience in managing properties. To see more information about our company, visit our website at [www.portlandpropertymanagement.co.uk](http://www.portlandpropertymanagement.co.uk)

We welcome any feedback from our tenants. We recognise that living in a safe, secure and warm home is important to the quality of life of you and your family. We welcome your interest and contributions to help influence and shape the services we provide.

Throughout your tenancy, we will be your first point of contact if you encounter any problems.

Your sincerely,  
The Portland Management Team

## CONTACTING US

WRITE TO US AT:

9-15 RIBBLETON LANE, PRESTON, PR1 5EZ

OR EMAIL US AT:

[INFO@PORTLANDPROPERTYMANAGEMENT.CO.UK](mailto:INFO@PORTLANDPROPERTYMANAGEMENT.CO.UK)

OR VISIT US AT:

[WWW.PORTLANDPROPERTYMANAGEMENT.CO.UK](http://WWW.PORTLANDPROPERTYMANAGEMENT.CO.UK)

OR CALL US AT:

01772 558 433





# MOVING IN

## Check In

Before you move in, a full inspection report will be completed. This is carried out by an independent inventory clerk who is a trained professional, experienced at carrying out inventories of rental properties.

### The purpose of the inspection is to:

- Detail the condition and contents of the property; and
- Give us a record to help determine if any charges are required against your deposit at the end of your tenancy.

When moving in, if you notice any additional defects or further repairs that need carrying out, please email us with an attached image of the problem.

## The Deposit

At the start of the tenancy you will be required to pay a security deposit which will be held against any damage that is not considered 'fair wear and tear.'

This will be;

- Equivalent to five weeks rent
- Payable on or before the day your tenancy starts

Interest is not payable on the tenancy deposit and it cannot be used for the payment of rent.

You must prepare for any faults to impact your deposit. If you wish to dispute your deposit following the termination of your tenancy, please get in touch with the office. We complete thorough inspections prior to your tenancy and following your tenancy.

## Keys

We will provide you with one set of keys following your sign up;

- Portland Management will keep one set of master keys for management, emergencies or gaining access with your permission.
- Any additional keys that you require will need to be cut at your expense.

### Lost keys/ fobs and lock changes

- If you lose or damage any keys you must pay £10 for their replacement due to negligence or the replacement of locks.
- Your tenancy agreement does not allow you to change the lock(s) without our prior permission.

## Protecting your deposit

By law we have to ensure your deposit is held in an approved Tenancy Deposit Scheme. This was introduced by the UK Government to ensure that deposits paid by tenants are protected and that any disputes about their return are dealt with quickly, inexpensively and impartially.

The Government approved scheme that Portland Management is a member of is the Tenancy Deposit Scheme (TDS). Details of the scheme can be found at [www.tenancydepositscheme.com](http://www.tenancydepositscheme.com).

Once your tenancy deposit has been protected in an approved scheme you will receive a certificate of registration within 30 days of your tenancy start date.



# MOVING IN CHECKLIST

Before moving in please check you have organised the following where they are required:

- Council Tax registration
- Utilities
  - Gas
  - Water
  - Electricity
- Telephone (if required)
- Internet
- TV Licence
- Contents Insurance
- If applicable tell your doctor, dentist, children's school, employer, DVLA, TV licensing and bank that you have moved
- Mail redirected from old address



## PLEASE NOTE:

Portland Management is not responsible for insuring the contents of your home- you are. We are only responsible for insuring the building.

If your home is affected by fire or a burst pipe it could mean financial disaster and emotional trauma if your carpets, curtains, clothing and furniture are damaged or destroyed and you do not have home contents insurance.

# LIVING IN YOUR HOME

**Your tenancy agreement is a legal document and is a binding contract between you and your landlord. Therefore when you sign your tenancy agreement you are bound by the agreement to keep to your responsibilities. It is important that you read your tenancy agreement carefully and understand what it says.**

## Type of tenancy

In most cases the tenancy created will be an Assured Shorthold Tenancy in accordance with the Housing Act 1988. This applies to all tenancies where:

- The rent is less than £100,000 per year;
- The property will be your main and principal home.



## Ending your tenancy early

You are bound to your tenancy term by your tenancy agreement. If you wish to leave earlier, you will be subject to pay the rent until the end of the term.

Leaving the property on a renewal contract is perfectly fine. We ask for one month's notice in writing either by email or post.

If you decide to end your tenancy:

- Give us one month's notice in writing
- Allow us access to inspect your home before your tenancy ends for any repairs and viewings
- Arrange to return the keys
- Make sure your rent account is paid in full
- Remove all your belongings and rubbish from your home and garden
- Repair or pay for any damages you have caused

## The tenancy term

Properties are let on a fixed term, usually on an annual basis, but we may also agree a minimum term of six months. Normally if you have been a good tenant we will renew your tenancy.

Once the tenancy has started you have 'security of tenure' which means you have a right to remain in the property for the period of the term, set out in your tenancy agreement, provided you do not break any of the terms of the tenancy agreement.

At the end of the agreed term we can take possession of the property. We are required by law to serve two months' notice of our intention to do this.

## Ending a joint tenancy

If you have a joint tenancy and both you and your co-tenant wish to end the tenancy then please follow the steps outlined on this page. If only one of you wishes to end the tenancy please contact us. We may advise you to get independent legal advice.

## Changes during the tenancy

If you encounter any changes that would affect your tenancy you must immediately notify the office of this change. You will be required to pay a £50 charge to alter your tenancy agreement. If you are gaining a new house mate it is vital you let us know immediately to ensure joint liability. If you are planning on buying a new pet, you must contact us for approval from the landlord.

# YOUR RESPONSIBILITIES

## Financial

- ✓ Pay your rent and any service charge on time and in advance
- ✓ Pay your gas, electricity, water and council tax bills
- ✓ Get home contents insurance to protect your belongings  
See page 3 for more information on this

## Pets and animals

- ✓ Ask our permission before getting a pet
- ✓ Keep pets under control and clear up any mess
- ✓ Keep your home and garden clean to reduce the risk of pest and vermin infestation

## Safety and security

- ✓ Check electrical plugs and flexes regularly
- ✓ Test your smoke detectors regularly
- ✓ Allow us access for the yearly gas inspection
- ✓ Tell us if you are going to be away from your home for longer than 14 days

## Upkeep

- ✓ Tell us about any repairs that are needed
- ✓ Get our written permission before doing any home improvements
- ✓ Keep your home well ventilated to reduce condensation
- ✓ Do not hoard items, animals or anything else

## Garden and outside area

- ✓ Keep your garden clean, tidy and free from rubbish
- ✓ Supervise children on balconies, outside and in communal areas
- ✓ Check safety latches on windows and balconies are safe, secure and locked

## Other

- ✓ Get our written permission if you want to run a business from your home
- ✓ Report any problems to us



# PAYMENTS

## Ongoing Costs

Renting a property is a big commitment and therefore you must be prepared for any costs that you incur. Ensure you have budgeted for:

- Rent
- Council Tax
- Utilities (gas, electricity and water)
- Phone/ broadband
- TV License
- Contents insurance- see page 3 for more information.

## Arrears

It is really important not to fall into arrears because:

- You may lose your home;
- A Court can order you to pay costs and interest in addition to the unpaid rent;
- Court judgement can affect your credit rating and make it harder to rent another property in the future.

**Please note:** There is a late payment charge at an interest of 3% above the Bank of England base rate upon any Rent in arrears or other monies due under this agreement for more than 14 days calculated from the date upon which it became due to the date of payment.

## Rental Increases

Every two years into the tenancy, we will consider a rental increase depending on the current market. If you receive a rental increase and you wish to dispute it, please contact the office. We understand that everyone's financial circumstances are subject to change.

## What your rent pays for

Rent is a substantial form of income for the Landlord and pays for

- Repairs and improvements to your home
- Managing your home and neighbourhood
- Paying back loans acquired to buy the property

## Paying your rent

You must pay your rent on your payment date as stated on your tenancy agreement every month. This will be by direct debit or standing order as arranged upon your sign up.

## If you face difficulty paying the rent

Your home is at risk if you do not pay the full rent on time. If you experience problems and think you are going to have difficulty paying your rent:

- Contact the accounts manager to discuss the problem immediately.
- Don't ignore letters or reminders.

According to the UK law, we have the right to apply for possession of your home when you are two months in arrears. If this happens you will receive a notice informing you that we are about to begin legal proceedings.

By contacting us early we will have the best chance of helping you.



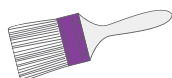
# REPAIRS AND MAINTENANCE

## YOUR RESPONSIBILITIES

### Looking after your home

- Keep your home clean and tidy
- Let us know if your home will be unoccupied for 14 days or more at any one time
- Doing those minor jobs which a tenant is expected to do. Including:
  - Replacing light bulbs, batteries or electrical fuses
  - Bleeding radiators
  - Pressurising the boiler
  - Unblocking sinks or toilets
  - Keeping down-pipes and gutters clear

### Decorating



- Take reasonable care of the property
- Making sure you have permission from Portland before decorating any part of the property

### Garden



- Keeping your garden in good seasonal and tidy order

### Security



- Ensuring windows and doors are locked when you leave the property unattended.

### Ventilation



- Making sure windows are opened regularly, particularly in the bathroom and kitchen to avoid mould.
- See **page 8** regarding how to prevent mould. If you require more information, ask Portland for a document regarding how to prevent mould and condensation.

## VERMIN AND INFESTATION

- If you experience mice in the property within the first two weeks of living there, we will be responsible for removing the infestation. After this, you are responsible and should contact your Local Council
- Contact your Local Council for wasps and bees as this is not the landlord's responsibility
- Contact your Local Council for help with rats. They will tell you what's attracting them and provide advice.



### Flooring



- Ensuring carpets and floor coverings are protected from all stains and burns. Any damage may require complete replacement for which you will be charged

### Rubbish



- Ensuring you dispose of rubbish and not allowing it to accumulate as this will attract vermin problems.
- Finding out what day rubbish is collected in your area and putting your bins out on time.
- On collection day to move the dustbin(s) to the collection point as required by the local Council.
- To ensure all bins are clearly labelled with the property address. To bear the costs of any bin replacements.

### Walls



- Not using blue tack or similar products.
- Only using purpose made picture hooks, not nails, screws or tacks.
- Filling any holes you have created.

# CONDENSATION & MOULD

## HOW TO PREVENT AND AVOID CONDENSATION

The best approach is checking your property frequently, which allows you to notice where the prominent problem areas are.

Check for:

- Rising damp- this is caused by water from the ground getting into the walls and floors, often due to the failure of damp proof course or membrane.
- Penetrating damp- check for the following problems: A leak in the roof or gutter, rain water pipes or the mains water supply; missing roof tiles; damaged flat roof coverings; cracking to brickwork; rotten windowsills; blocked guttering; blocked or missing air bricks; crumbling brickwork or rendering to chimneystacks.

### What is condensation?

There is always some water in the air, even if you can't see it. If the air gets colder, or warm moist air contacts cold surfaces, the air releases its moisture and tiny droplets of water appear. This is condensation.



### When does condensation occur?

Condensation can appear in houses on colder surfaces and in places where there is little movement of air. It usually occurs when a lot of moisture has been produced that can't escape.

For example:

- When cooking
- When having a bath or shower
- When washing clothes
- When drying clothes inside
- When using the dishwasher
- When displaying house plants
- After a cold night

**Reducing moisture helps prevent the accumulation of mould in the property. The followings steps will help you reduce the condensation in your home by producing less moisture:**

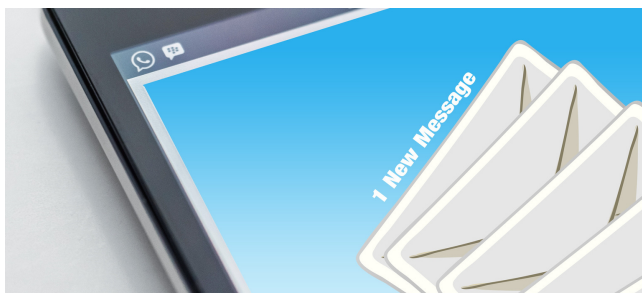
- Always cook with pan lids on, and turn the heat down once the water has boiled. Only use the minimum amount of water for cooking vegetables and do not leave kettles boiling.
- Tumble dryers must be vented to the outside. When using a tumble dryer keep a window open in the room that the machine is in.
- Avoid using paraffin and portable bottled gas heaters as these produce a lot of moisture in the air.
- Do not dry washing on radiators. If drying clothes on radiators is a necessity, keep the windows open.
- Limit showering and when filling a bath, run the cold water first then add the hot- it will reduce the steam by 90% which leads to condensation.

**Ventilation dramatically helps to reduce condensation by removing moist air from your home and replacing it with drier air from outside. It is important to allow ventilation through the property, to prevent damp and mould. Listed are common ways of ventilating your property.**

- Allow open window ventilation for a few minutes. This involves leaving the window wide open, which enables a fast exchange of air and the elimination of residential odours.
- Dry clothes outside if possible. If drying inside, use a space that can be confined and ventilated.
- If you are blocking up a fireplace, fit an air vent to the flue of the chimney.
- Use the extractor fans in the bathroom and kitchen. Close the kitchen and bathroom doors when the rooms are in use.
- Do not block air-brick vents.
- Ventilate cupboards and wardrobes by opening the doors. Avoid putting too many things in them as this stops the air circulating.
- Where possible, position wardrobes and furniture with a gap between internal walls. This allows air to circulate behind the furniture.

# REPAIRS AND MAINTENANCE

## Reporting issues



You should report any issues as soon as you notice them, as these may require instant repairs to prevent it from resulting in a major issue. If any problems go undocumented, it may affect your deposit at the end of the term. Please send us images via WhatsApp or email to support your claim.

## Repairs we charge you for

If you or anyone in your home causes damage, you must report this to us straight away. We expect you to arrange for the damage to be repaired, at your own cost.

Alternatively, we will repair the damage and you will have to pay for the cost of work. Examples of work which we may charge you for:

- Damaged sinks or toilets
- Damaged windows or doors
- Floods from washing machines
- Changing locks due to negligence

## Providing access

The law implies a condition into every tenancy agreement that you must give access for repair work. We would give you minimum 24 hours notice unless it was an emergency. The contractor will contact you to arrange a suitable time, however if you aren't available the contractor will be granted entry to carry out the required work.

## Timescale for completion

### Emergency repairs

**Within 24 hours**

**These are repairs to avoid immediate danger or serious damage to your home**

### Urgent Repairs

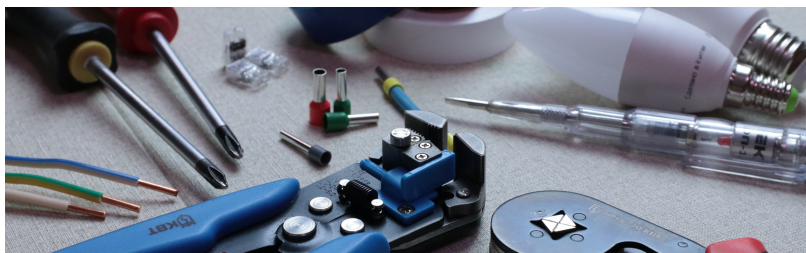
**Within 72 hours**

**These are repairs which cause inconvenience and which if left incomplete, may cause damage to your home**

### Routine Repairs

**Within 28 calendar days**

**These are non-urgent repairs which do not pose an immediate risk to health or safety**



# EMERGENCIES AND SAFETY

- If there is an emergency at night or over the weekend, please call the required contractor directly. This is only for genuine emergencies.
- If there are certain emergencies such as a fire or gas leak, please contact public services. Please use common sense approach in these circumstances.
- In the event of a break in, the police must be notified, as must we.

## Gas

For your safety and by law, you must allow us into your property once a year to inspect and service the gas equipment. If you smell gas call 0800 111 999 immediately. As well as the danger of explosion and fire, the gas supply is extremely poisonous.

## Fire

We will fit a smoke alarm in your home and carry out fire risk assessments. It is your responsibility to make sure you test and change the battery in your smoke alarm and keep your exits clear.

## Electrical

We will test your electricity supply and wiring before you move into your home to make sure its safe. You should make sure that your own electrical equipment is safe and in good working order.

## Asbestos

We will let you know if we are aware of asbestos in your home. We will meet all health and safety guidelines on asbestos and tell you about asbestos safety.

### EMERGENCY NUMBERS

**Gas- Rob 07967829694**

**Electrics- Asif 07813219336**

**Portland Mobile- 07954030505**

**Portland Office- 01772 558433**

# BEING A GOOD NEIGHBOUR



## Parking

If you rent a specific car parking space you must only use that space. You must not store a commercial vehicle, boat or caravan in you allocated spot in a shared car park.

When parking, please be vigilant of your neighbours. Ensure you are not blocking their driveways or parking spots.

## Other

- Do not leave rubbish or bins out on the wrong day, in shared areas where it can cause problems for other people.
- Tell your neighbours if you are having a party, ask your visitors to keep the noise down as you leave
- Bear in mind that your neighbours may have children who want to go to bed early
- Only use audio devices such as the radio or television, or play an instrument within suitable times. At night, keep your volume more reduced
- Please ensure your visitors are respectful of these terms and your neighbours.

## Noise

Noise nuisance is taken very seriously. We will not hesitate to take action against any tenant who causes nuisance.

If you have a complaint about noise, first try discussing it with your neighbour in a polite and tactful way. If this doesn't help, please contact us for advice.



## Pets

Pets and other animals cannot be kept at the property without prior permission as declared in your tenancy agreement. If we do agree to allow you to keep a pet, you will be liable for any damage caused by the pet.

Please note your neighbours may not be an animal lover. Ensure you keep your pet clean, disciplined and politely remove their waste.



# MOVING OUT

## Leaving the property

Your tenancy will come to an end at the end of the fixed term when either:

- A new tenancy is not available
- You do not wish to remain for a further term.

We will write to you at least one month before the end of your tenancy to ask if you wish to leave or to remain for a further period if this option is available.

If you wish to leave, you must advise us of this by letter or email. When we receive this we will:

- Confirm the date of departure
- Discuss the return of your deposit
- Carry out a full property inspection
- Notify you of the cost of any damaged or missing items for which you will be charged
- Return the balance of your deposit, which has been protected by a deposit protection scheme
- You must report any repairs and maintenance issues before you leave and allow access for the work to take place
- Your home will be accessed for any viewings in the final month in the property
- All keys must be returned on the last day of the tenancy. If you do not do this you will be charged rent until they are returned.



## Feedback and Complaints



We are committed to providing a good quality service to all of our tenants and always look to improve based on your feedback. Please help us to do so by getting in touch if you have any concerns.

If you make a complaint we will:

- Try to resolve the matter as quickly as possible
- Apologise for any mistakes we have made
- Aim to respond to you within 5 days

You can help us deal with your complaint efficiently by:

- Providing your full details, including full property address
- Telling us who you have dealt with before
- Telling us how you will like the complaint to be resolved.

**Please complete the above by emailing:**  
**[info@portlandpropertymanagement.co.uk](mailto:info@portlandpropertymanagement.co.uk)**

## Moving Out Early

In some circumstances we may agree to end your tenancy term early. However, you would remain responsible for the rent until the end of your term. If we are able to find a suitable tenant to take over from you, we may consider lifting this obligation.



# PRIVACY POLICY

## **INTRODUCTION**

We are committed to protecting your privacy. This privacy policy explains how and for what purposes we use the information collected about you. Please read this Policy carefully. By using our website or any services we offer you are agreeing and consenting to the processing of your data as set out below. We sometimes use your data to provide additional marketing or communication services but you can always opt out of this.

## **Information we collect about you**

We collect and process the following information about you:

- Information you provide to us. You can provide us with information about you by filling in forms on our website or by contacting us by telephone, email or otherwise. The information you provide to us may include your name, address, email address, telephone number and any other information you choose to provide.
- Information we collect about you. This is different to information you give us because it relates to technical data that we collect. When you use our website, we automatically collect information about you, your computer or mobile device, your IP address and information about how you use our website and other websites.
- Information we receive from other sources. We may receive information about you if you use a property portal website to contact us. This could include details of your property search and information about your likely interests. We may combine this information with other information you provide to us or which we collect about you.

## **How we use your personal information**

We use personal information about you for the following purposes:

- Providing services to you. We use your personal information to provide you with information and services that you request from us and to administer any promotions or competitions you enter with us.
- Marketing and advertising. We use your personal information to provide you, or to permit selected third parties to provide you, with information about goods or services that we think will interest you.
- Service improvements. We may use your personal information to tell you about changes to our services and to help keep our website secure.

## **The legal basis for processing your personal information in these ways is typically one of the following:**

- Consent. You have consented to us using your personal information for this purpose. You can withdraw this consent at any time by emailing [info@portlandpropertymanagement.co.uk](mailto:info@portlandpropertymanagement.co.uk)
- Performance of a contract. It is necessary for us to process your personal information to perform a contract with you, or for us to take steps on your instruction prior to entering into a contract with you.
- Legitimate interests. It is in our legitimate interests to use your personal information for this purpose to operate our website, to provide and promote our services, and to protect our business.
- Legal obligations. It is necessary for us to process your personal information to comply with the law.

## **Sharing your personal information**

We may share your personal information with third parties in the following circumstances:

- Landlords, tenants, vendors and purchasers. When you ask us to do so, we may share your personal information with current or prospective landlords, tenants, vendors and purchasers (and their respective advisers) in relation to any potential sale or rental. If any of these third parties is a business, then they will become a data controller of the information we provide, and their own privacy policies will apply.
- Our business partners, suppliers and subcontractors. We may provide your personal information to our business partners, suppliers and subcontractors who are providing services to us, or where necessary to provide a service you have requested.

We may also share your personal information in order to obtain professional advice, or to comply with a legal obligation or a request from law enforcement or another regulatory authority.



# PRIVACY POLICY

## **Storing your personal information**

The information we store about you is stored on computer systems based in the European Economic Area (EEA). Once we receive your information, we will use strict security procedures to try to prevent unauthorised access. The computers that store the information are kept in a secure facility with restricted physical access and we use secure firewalls and other measures to restrict electronic access.

Only employees who need access to your information to perform a specific job are granted access to personally identifiable information. We may require you to co-operate with our security checks before we disclose information to you.

We will store your personal information for as long as is necessary for the purposes for which it is processed. These periods will vary depending on the nature of the information and your interactions with us.

## **Cookies**

We use cookies and other similar technologies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website (for example, to remember your details and improve our website). By using our website, you agree to our use of cookies.

Refusing or withdrawing your consent to cookies You may adjust your browser settings to refuse cookies, but some of the services on our website may not work if you do so. You can find our more information about cookies at [www.allaboutcookies.org](http://www.allaboutcookies.org) and [www.youronlinechoices.eu](http://www.youronlinechoices.eu).

## **Your rights**

You have the right to tell us not to use your personal information for marketing purposes. You can exercise this right by unsubscribing using the link in any of the marketing emails we send you.

UK data protection law also gives you the right to access your personal information, to object to the use of your personal information for certain purposes, and the right to erase, restrict or receive a machine-readable copy of your personal information. You can exercise any of these rights by contacting us at the address below or by emailing [info@portlandpropertymanagement.co.uk](mailto:info@portlandpropertymanagement.co.uk). We will comply with the law in responding to your requests. That means that there may be some legal reason why we cannot comply with all requests. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

## **Changes to this policy**

We may amend this policy from time to time. New versions of this policy will be posted on this website and are effective immediately, so you may wish to check this policy any time you provide us with personal information.

### **Links to other websites**

Our website may contain links to other websites that are not run by us. If you follow a link to another website, please note that other websites have their own privacy policies and we are not responsible for those policies or other websites' content. You should check these privacy policies before submitting any personal information to these websites.

## **Contacting us**

If you have any questions about this Privacy Policy or the way we handle your personal information, please contact us at:

The Watermark  
9-15 Ribbleton Lane  
Preston

PR1 5EZ

Or

[info@portlandpropertymanagement.co.uk](mailto:info@portlandpropertymanagement.co.uk)

We hope that we will be able to answer any questions or concerns that you have.