



TENANT MOVE IN PACK



A Flat In Town would like to extend a warm welcome to you in your new home.

In addition to the official documents you will have already received (the lease, guidance notes and copies of safety certificates), there are many more practical points we would like to draw your attention to. We would really appreciate you taking the time to look through this document and then keep it in an accessible place to refer to as your tenancy progresses. It contains many useful answers to common questions and problems seen in any property and details about the way A Flat In Town requests that you deal with them.

As your agent we are here to look after the property and any questions you might have about it for the duration of the tenancy, so please do not hesitate to be in touch if there is anything we can do to help.

Information on following areas can be found within this Move In Pack:

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1. Rent (Clause 8 of the lease)

The payment of rent to us is entirely your responsibility. Please set up a standing order to our account details below so that the rent reaches our account each month without problem. We would recommend setting it up so that the funds leave your account three or four days before your rent is due to allow plenty of time for it to reach us by this date. We would like to stress that it is your responsibility to ensure payments always come out of your account. It should be noted that charges may accrue for any late rent payments. As per your application form, we charge £18 per reminder.

Please ensure that **all rent payments should come from one bank account in one transfer.**

Please **reference your payment with the code noted in Important Email 1.** Without this code, we cannot allocate your payment.

Our account details are: Sort Code 80-22-60, Account Number 16797863, Ref (our code for your property as per Important Email 1)

2. Utilities (Clause 27 of the lease)

As per your lease, tenants are responsible for their own bills. At the start of your let, we recommend that you note down the meter readings on the inventory. As part of our service, A Flat In Town will send the meter readings to the relevant utility companies to try and help you with your move. Please note that you will still need to contact the current utility provider in order to complete the account set up. It is entirely your responsibility to do so. If you have not received a bill after three months we would advise that you contact the utility companies with your readings and move in date.

It is possible that bills will come in addressed to previous tenants, please forward them to us immediately. Do not pay any bills that are addressed to other people.

Unfortunately, A Flat In Town cannot deal with any phone/internet/television companies on your behalf. If you would like to reconnect a line in the property, then this is at your discretion and cost. If there is no cable or satellite connection currently in the flat then the landlord's permission must be sought before setting anything up.

3. Inventory (Clause 25 of the lease)

You will receive a copy of your inventory at the start of your let. On arrival in the flat please check through the inventory and inform us of any damaged, missing or extra items. Please note the condition of each item if not perfect and then sign and date the document and return it to us within 7 days.

It is assumed in the inventory that the flat is immaculately clean. We understand that most tenants like to go over things anyway to make them their own, but any dirt should be mentioned to us immediately **on the day of move in**, as reports of it will not be accepted at a later date.

If you can take digital photographs of any problems and send them through to us within a couple of days of your move in, this is very helpful.

We are aware that there can be teething problems at the beginning of new lets. We would advise that you give most issues a couple of days and then contact us with a comprehensive snagging list in writing.

Please note, that if your inventory is not returned to us within 7 days, it will be deemed that you are fully satisfied with the condition and contents of the property.

4. Tenancy Deposit Scheme (Clause 11 of the lease)

A Flat In Town uses Safe Deposits Scotland to lodge all our tenants' deposits for the duration of their tenancy. There is full information on SDS's website (see link <https://www.safedepositsscotland.com/tenant-information>) but essentially, at the end of the tenancy, they are the ones who will be returning, and potentially apportioning, your deposit. All deposit schemes have a dispute resolution mechanism in case we are in dispute over any charges at the end of your tenancy to ensure that all decisions are being made fairly.

5. Insurance (Clause 15 of the lease)

The landlord has insurance for the building and the contents they provide, but a tenant is responsible for their own possessions. We strongly recommend that tenants arrange their own insurance for the duration of the let and can pass on details of a broker we work with if that is helpful.

6. General upkeep (Clauses 16, 17, 18, 29, 30, 35, 37)

Please see Section 10 of this pack for maintenance information.

As stated in your lease agreement the property (including a share of the communal areas outside) must be kept in a clean and tidy condition throughout your tenancy. It is your responsibility to keep on top of the cleaning otherwise at the end of the lease it can take days rather than hours to return the property to its original condition. In some cases flats have required redecoration rather than cleaning when not properly maintained. Regular cleaning of the windows is included in this and we can put you in touch with a window cleaner if need be. It is worth mentioning that properties that are not well cleaned will attract rodents and if these are caused by your living conditions, the landlord will not be liable for any cost.

Please check the smoke alarms once a month to ensure they are still active.

It is not uncommon for items to be damaged during a let. For any small items e.g. mugs, glasses and plates, please replace them with something similar. For any larger items it is best to contact us. Please note it is often much cheaper to deal with any problems at the time rather than leaving them all until the end of the let.

The flat is your home for the duration of your let and we understand that you will want to arrange it in a way that suits you. However, please be careful if you are moving objects, as it is easy to damage walls. If you put up pictures, please use the existing picture hooks/nails unless authorised by us and please never use Blue Tack as this can peel off paint/paper after it has been up for a while and this can result in complete redecoration being needed at the end of the let.

If you are lucky enough to be living in a property with an attached garden then the upkeep of this will be entirely up to the tenants unless otherwise stated.

All A Flat In Town properties are absolutely non-smoking unless otherwise stated. Any damage to furnishings or fittings due to smoking will be deducted from your deposit.

If you are going to leave the property empty for more than two weeks at a time please inform us before you go, just in case any problems should arise. Emergencies never seem to happen at a good time, and when we have received calls from downstairs neighbours with water leaking through their ceiling, it can be helpful to know if the tenant is in the country.

Please be aware that during your tenancy A Flat In Town will be carrying out inspections of the property for which you will receive due notice. The inspections will comprise a quick visual assessment of the general condition of the property and are also a good opportunity for you to voice any concerns or issues.

7. Communal Stairs (Clauses 17, 21 29, 32, 33, 35)

You are responsible for a share of the communal stair cleaning charges and garden upkeep throughout your tenancy. Your neighbours will inform you of the relevant procedures/payment schedules. These charges are usually very reasonable.

Please be considerate towards your neighbours: they may not appreciate excess noise or disturbance. If you plan to have a party we strongly advise letting your neighbours know in advance. Equally if your neighbours disturb you, particularly in anti-social hours, there is a noise team in operation that can help. You can contact them by calling the local Police Force Control Centre on phone number 101.

Please observe the rubbish regulations in your area and do not leave any items in the stairwell. They can attract rodents and may be a health and safety issue in case of an emergency.

8. Security (Clause 17)

We would ask you to make sure that all locks with supplied keys are used. Yale locks alone should never be used to lock a door, these really just to keep the door shut rather than locked. Please be aware that insurance policies may become null and void should a break in happen while flats are not fully locked and secured.

Should there be the need for A Flat In Town or one of our tradesmen to use a set of keys to enter the property, we would use all locks on exit of the property. Please ensure that you let us know if there is an issue with any of the locks as soon as it occurs.

9. Post

It is inevitable that post will arrive for previous occupants. For any mail that is not a bill please return to sender or forward it on (if the relevant address has been provided). Occasionally a previous occupant may have made a prior arrangement to come and collect post. If this is the case please keep any mail that arrives and put it to one side.

10. Complaints Procedure

A complaint should be seen as separate from the standard maintenance problems. For these, please contact us using the details above.

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint about our service, or about the service of a contractor or third party who we have instructed to provide goods or services in relation to a property owned by or occupied by you, please write down the details of your complaint and send it to:

A Flat In Town Ltd, 36 East Claremont Street, Edinburgh, EH7 4JR
info@aflatintown.com

On receipt of your complaint we will adhere to the following procedure: -

Stage 1 - We will acknowledge receipt of your complaint in writing within 5 working days of receiving it, giving you a named contact who will be dealing with the complaint.

Stage 2 - Your named contact will then investigate your complaint and will send you a detailed written reply, including their suggestions for resolving the matter, within 10 working days of us receiving your complaint.

There may occasionally be circumstances outwith our control which prevent us from adhering to this timeframe. These include: -

- when the office is closed for public holidays;
- where adverse weather or sickness has led to staff shortages;
- where we cannot respond in full without the input of a third party (e.g. contractor, landlord, tenant) who is not available;
- where we cannot respond in full without visiting the rental property and the tenant is restricting access;
- where we cannot respond in full without the input of a key member of staff who is not available.

We will contact you if we are unable to respond within this timeframe and let you know when we aim to respond by.

Stage 3 - Upon receipt of our response under Stage 2 above, if you are still not satisfied, you can contact us again in writing and we will arrange for a senior manager to review the decision.

Stage 4 - Our senior manager will write to you within 10 working days of us receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

Stage 5 - You may apply to the First-tier Tribunal for Scotland (Housing & Property Chamber) if we have breached the Scottish Letting Agent Code of Practice and you remain dissatisfied once the above stages have been exhausted, or if we do not process your complaint within a reasonable timescale. You can contact the Housing & Property Chamber at: -

4th floor
 1 Atlantic Quay
 45 Robertson Street
 Glasgow
 G2 8JB
 0141 3025900
<https://www.housingandpropertychamber.scot>

A Flat In Town will be registered with the Scottish Letting Agent Register in 2018 (registration number : to be confirmed) and is required to adhere to the Scottish Letting Agent Code of Practice which can be found at <http://www.legislation.gov.uk/ssi/2016/133/schedule/made>.

In accordance with the code we will retain (in electronic or paper form) all correspondence about a complaint for five years.

Other complaints procedures:

A Flat In Town Ltd is also a member of the Council of Letting Agents (www.counciloflettingagents.com) and you may invoke their complaints procedure if you remain dissatisfied once stages 1-4 above have been exhausted, or if we do not process your complaint within a reasonable timescale.

A Flat In Town Ltd is also accredited with Landlord Accreditation Scotland (<http://www.landlordaccreditationscotland.com/>) and you may invoke their complaints procedure if you remain dissatisfied once stages 1-4 above have been exhausted, or if we do not process your complaint within a reasonable timescale.

11. General Maintenance (Clauses 18 and 20)

a) How to report problems

If you encounter any problems in the flat throughout your tenancy please contact A Flat In Town. We are open from 9.30am until 4.30pm, from Monday to Thursday and 9.30am to 3pm on Friday. We also have an emergency telephone number to ring out of hours. This number is 07867574133 (see Emergency section below for when this number should be used).

Please inform us of any problems as soon as possible in the working day as our tradesmen get booked up quickly and are unlikely to be able to attend the same day if we hear after mid morning. We cannot guarantee a response time as this will be dictated by the other priorities in the day, but we do our best to have problems resolved as quickly as possible.

If we can give our tradesmen keys to your property, this will allow them to attend promptly. However, if you wish to be present while work is being carried out, this is not a problem at all but you should be aware that this can affect response times as due to the nature of their work, tradesmen cannot always guarantee appointment times.

We have our own maintenance department to deal with any problems. If you arrange work privately we cannot guarantee that the costs will be reimbursed. Moreover, if the work does not meet the required standards you may end up paying for any extra costs.

The following notes however are for your guidance and may help you resolve some minor problems without having to call out a contractor.

b) Drainage problems

If you feel that the water is draining away more slowly than it should be, there could be a simple solution.

- Please use a drain unblocker as the first course of action. This can be purchased from any supermarket and may be all that is needed to clear the drain.
- Please ensure that cooking fat and or hot oils are not poured down the drains as this may result in a blockage. If this is found to be the source of a problem, you will be charged for the necessary works.
- If there is a Saniflo toilet in the property, please ensure that no solid items of any description are put in this toilet. It is designed for human waste only and any costs resulting from misuse will be charged to the tenants.
- If the problem with poor drainage in the property persists, please contact A Flat in Town.

c) Vacuum Cleaner

If your vacuum cleaner has lost suction, it may be a simple problem that you can deal with. Check the following:

- Make sure the vacuum cleaner is unplugged, and then cover the floor to protect it from dust and dirt.
- Check the section of the vacuum cleaner that holds the bag. By feeling the bag, you can tell if it is full. If it's full, replace the bag with a new one.
- If the bag is not full, check all accessible pipes/hoses to see if there are any blockages.
- If you are still having problems, call A Flat in Town.

d) Radiators are cold

If the central heating is working and the top of the radiator is cold, it probably needs bled and trapped air needs to be released. To do this;

- Switch off the heating.
- The valve you need to turn can be found at one end of the radiator towards the top. With a rag beneath to catch any drips of water, use a radiator key to slacken the air bleed valve (these can be purchased for a nominal amount from any hardware store). There will be a hissing sound as the air comes out. As soon as water appears, close the valve again.
- The heating can now be switched back on.
- If the radiator still does not heat up fully, call A Flat in Town.

e) Condensation

Condensation is a problem that can affect a variety of properties whether just on the windows or as some black spot mould on the walls/ceiling (in particular in bathrooms). The cause is generally too much

moisture in the air and/or with not enough heating to keep air moving in the property. Below are a few steps you can take to minimise any condensation issues you are having.

- Close the bathroom door when you're having a shower and turn on the fan/open your window so the steam escapes outside. Keep the fan on/window open until at least the steam has all gone from your bathroom mirror (and preferably a bit longer after that!).
- Keep lids on pans when you are cooking and again use the extractor fan in the kitchen/open a window and close the door to the rest of your flat. The aim is always to reduce the amount of moisture going into the air.
- Think carefully how and where you dry your clothes. For example, if you are having a problem with condensation in the bedroom each morning, choose to dry your clothes in a different room of the flat and make sure that the room is well ventilated. Drying clothes over radiators can put a lot of moisture into the air quite quickly and this should be avoided too.
- Heat your property well and ensure there is a good airflow round it. There is a balancing act between opening your windows letting in cold air, but also heating the flat to get the air moving round.
- If you think there is some condensation building up on the walls, occasionally leave your wardrobe/cupboard doors open and shift furniture forward a bit to allow the air to move round behind it.
- If there is condensation building up on your bedroom windows each morning, wipe them down and open them for at least half an hour to air the room once you are up and dressed. Bedrooms can be particularly bad for condensation so you might find that some condensation/moisture crystals really help too.

If you are dealing with an ongoing issue of black spot mould, then this should be tackled as soon as possible. Mild cases can be taken care of by wiping the mould away with a household bleach solution and it is important to go over all the black spot mould or it will come back very quickly. For any areas you feel particularly worried about, please call us to discuss it further.

f) My light switches don't work

If you find that all or some of your light switches don't work, it is possible that a fuse has blown. A blown bulb may have caused this.

- Locate the fuse box and check to see if one of the fuse switches is positioned differently to the others (eg up when the other are down, or sticking out more) then re-set it.
- The lights should come back on, and you can identify if one of the bulbs has blown. Replace it accordingly.
- If the lights do not come back on, or if it is a different type of fuse box, call A Flat in Town.

g) There is no power in my property

If you lose your electricity supply completely, it is possible there has been a power cut.

- Check to see if your neighbours have lost their supply. If they have, it is likely that there has been a power cut in your area and you will have to wait for the power company to deal with this. Call SP Energy Networks on 105.
- If only your property is affected, check the fuse boxes, as described above, if the power does not return call A Flat in Town.

h) Locked out of your property

If you lock yourself out of the property during office hours, A Flat in Town will be happy to help, please contact the office and we will assist where possible. If you lock yourself when the office is closed, please contact us if it is at a reasonable time of the day and we will assist where possible. Otherwise please call ASAP Locksmith on 07939 582395 as they operate a 24 hour service. This phone is always manned and it would be a good idea to put their number into your phone just in case. Please note that tenants will be liable for any costs and replacement keys if the fault is their own.

i) Smoke alarms

If your smoke alarm is sounding with a piercing, constant tone, please firstly check if there is a cause for this that you can deal with (eg burning toast, humidity from an open bathroom door while the shower is running etc). In case of a fire, please vacate the building and call 999 for the fire brigade.

If your alarm is sounding loudly and constantly for no apparent reason, it has been found that dust or a foreign object (eg spider) inside can set it off. To rule this out, please air the room and try vacuuming/cold air hair-drying the alarm unit itself. If this does not work, please remove the unit and the loud siren should stop. You can do this by inserting a small flat head screw driver into the side of the unit (there is a small opening for this) and sliding the unit away from the fixing. Other styles of unit might be in situ and if so, please consult any instructions on the unit or in the manual. It is important to let us know that this has happened so that we can send round our electrician to assess what caused the alarm to go off in the first place.

The final common issue with a smoke alarm is when the back up battery starts to go, the unit will beep intermittently. Normally the unit can be taken down as described above, the battery replaced and the unit put back in position.

j) Mice

Mice are a problem throughout the city but there are several things you can do to ensure they are just transient, occasional visitors rather than permanent residents!

Firstly, please ensure that all food items are safely in high cupboards and that crumbs are meticulously brushed up. If there is no food for a mouse to eat, they won't stay. Take care around your bin and make sure your kitchen floor in particular is regularly swept and washed.

City of Edinburgh Council say that there is no point in sending around pest control unless there is an infestation as pest control will normally just suggest the following approach to tackling a mice problem.

- A mouse poison made by Sorex is often recommended. The poison is contained in a seed that mice like the taste of.
- Some poison in a jam jar lid or other open container left for a few days should attract the mice and you should be able to see the seeds disappearing. The poison needs to be topped up until it no longer disappears. Typically mice die under cover and no bodies are discovered, but when the poison stops going, this means they are no longer present.
- Once the mice are no longer consuming the poison, any holes/gaps in your property can be plugged with wire wool and this should stop them coming in again.

If anyone has any questions, the council would be happy to advise and they can be contacted on 0131 666 2623.

k) Emergencies

If you have an emergency in your property, you will need to contact us to report this. During office hours, this should be on the office number and out of office hours, the number is 07867574133. Please note that the following things constitute an emergency and these are things that threaten your safety or compromise the fabric of the property.

- No heating or hot water at any time of the year if there is a vulnerable person in the property (eg young baby or someone who is elderly or disabled).
- Leaking soil pipe.
- Blocked drain with sewage coming up.
- No cold water. Please check first with your neighbours to confirm if the water has been turned off on the street. Scottish Water has an emergency helpline, 0845 600 8855, and you are able to get service updates from them.

- Blocked toilet if it is the only toilet in the property. If the toilet will not flush but will drain, please pour a bucket of water down the pan until a plumber is able to come round.
- Broken lock, door or window if it makes the property insecure. If this has happened through tenant negligence or damage, this will be a cost for the tenant to pay.
- If you can smell **gas**:
 - Call the Transco 24hr emergency service immediately on 0800 111 999 and listen to the instructions that are given.
 - Open all the doors and windows.
 - Shut off the gas supply at the meter control valve (if you are aware of where this is).
 - Advise A Flat in Town of the steps you have taken and the outcome of Transco's visit.
- **Water leaking** into your property:

If you discover water coming in through the ceiling, windows or doors, you need to act quickly to safeguard the property and your possessions.

 - If there is a flat above your property, go and speak to the occupants immediately and get them to shut off the source of the leak or the water in their property. If they are not in, leave a note asking them to contact yourself or A Flat in Town and if the problem is very bad (and out of hours) you may need to call the Council on 0131 200 2000. This is their out of hours emergency number/switchboard and they can help with flooding, weather damage etc.
 - If your property is on the top floor, call A Flat in Town immediately and we will action the relevant trades company. Again the council may be able to help if the problem happens out of hours.

Please note that the emergency number is not an office manned phone so if you have to leave a message, please be sure to leave your contact details.

I) Guidance on Legionnaires' Disease for tenants

Domestic hot and cold water systems can provide an environment where Legionella bacteria can grow. This can cause Legionnaires' Disease which is a potentially fatal form of pneumonia caused by inhalation of small droplets of contaminated water containing Legionella bacteria. This advice sheet gives useful tips for tenants of rented accommodation.

Most importantly, make sure that:

- Hot water in the system remains hot**
- Cold water is kept cold**
- The water is kept circulated**

In particular, it is important that you:

- **Do not** interfere with the settings on your boiler or hot water system. They should be set so that the water is heated up to 60°C.

Tell us if:

- The cold water is still running warm after you have initially run off any water which may have accumulated in the pipes. It should not be above 20°C.
- There are any problems, debris or discolouration in the water.
- The boiler or hot water tank are not working properly, particularly if the water is not coming out of the taps at a sufficiently high temperature. It should come out at a temperature of 50°C after it has run for a minute at the latest.

Potential issues with showers:

- If they are used only occasionally then flush them through by running them for at least two minutes every week. Keep out of the way whilst this is being done as far as possible.
- Clean the shower head periodically, descale and disinfect it. This should be done at least every six months.

Where a property is left vacant for any time, e.g. student accommodation over the summer holidays, make sure that when it is occupied again at the outset both hot and cold water systems are flushed through by running all outlets for at least 2 minutes.

Legally, it is your landlord's responsibility to take precautions to prevent Legionella being present in the hot or cold water system but tenants and residents also have an important part to play in taking these simple and practical precautions.

12. Ending the tenancy (Clause 24)

You are able to give 28 days' notice in writing that you wish to end the tenancy, however please do not feel that you have to wait until this point before discussing moving. It would be really helpful to both ourselves and the landlord to have as much notice as possible – even if you are not sure of your exact moving date.

As part of your move out, you will be provided a letter with all of the information you should need to allow the property to be handed back to us in the same condition it was handed to you. As part of this, there is extensive information about cleaning.

During your inventory check, we would be grateful if you could also run through the cleaning list which is provided below (the same list will be handed to you at the end of your let) and let us know of any cleaning areas in which you are not happy with so we can arrange for cleaners to visit the property and go over any areas which may have been missed.

A Flat In Town must be informed of any sub-standard cleaning within 24 hours of the let commencing and photos of any notified issues must be supplied with any notifications of dirt/ uncleanliness. Reports of cleaning can not be accepted at a later date. At the start of your let, all items are presumed to be fully cleaned and fresh/clean smelling unless stated otherwise on your inventory.

Cleaning List

Floor Coverings:

All carpets / rugs throughout must be professionally shampooed.

Brush and mop all hard floor surfaces, scrubbing if necessary to remove scuffs on suitable surfaces.

Walls & Painted/Varnished surfaces:

If possible remove any marks with a suitable mild detergent.

Remove any hooks and smooth over the holes.

Repaint areas that have deteriorated during your tenancy if necessary (see para 2). Please do not touch up individual marks.

Wash down doors and skirting boards.

Windows:

Ensure all windowpanes are clean (interior and exterior)

Wash net curtains/dust blinds.

Dry-clean curtains if marked/if you are a smoker.

Kitchen and Utility:

Thoroughly clean all cooking appliances (interior and exterior), including hood and extractor.

Replace cooker hood filter.
Defrost and clean fridge/freezer leaving it unplugged with the door open.
Clean detergent dispensers, filter and door seals in washing machine/dishwashers.
Wash down tiled surfaces/worktops/cupboards/drawers (interior and exterior).
Clean and polish taps.
Clean all tableware and cooking implements, even if unused during the tenancy.
Remove all food items.
Ensure that the top and underneath of wall units are cleaned including kick plates.

Bathrooms and Bedrooms:

Clean and polish bathroom and shower suite, not forgetting to clean behind and under where accessible.
Clean shower screen/curtain/door panels.
Wash down tiled surfaces and grout, bleaching to get as clean as possible if applicable.
Wash down vanity units and cabinets inside and out.
Vacuum/dust the interiors of drawers, wardrobes and cupboards.
Polish mirrors and reflective surfaces.
Launder all linen, press and remake beds.

Other Areas:

Dust/wipe all radiators and heaters, including behind and under.
Dust/wipe down all furniture, electronics and ornaments.
Vacuum all soft furnishings and upholstery.
Ensure that the vacuum cleaner is empty/has a clean bag and all filters are clean.
Tidy any private garden/patio/window boxes.
Remove all self-adhesive hooks, tape, Blue tack and adhesive panels.
Wipe down lampshades and ensure that light switches and sockets are mark/dust free (please do not use water near electricity).
Clean exterior of extractor fans and where there is a removable cover, clean interior.