



UNION Tenant Handbook.
All you need to know
about renting with us.



Welcome.

Welcome to your new home at UNION Student Living! We hope you're going to have a wonderful time here and enjoy making it your home.

HOP is the exclusive Letting Agent for UNION Student Living and we have compiled this Tenant Handbook, full of useful information about your Tenancy at UNION. Have a good read through it because it's got some important info inside. Then keep it somewhere safe because it will definitely come in handy when you have questions.

In this handbook we've covered the basics about the property, paying your rent, what your responsibilities are as a Tenant and how to report things like maintenance issues.

There are two different teams who will take care of you during your stay, the UNION On-Site Team and the HOP Property Management team – read more to find out who to contact when.

HOP – Your Property Manager at HOP is Asim, who is on hand to help you throughout your Tenancy with any issues. Email Asim at asim.d@hop-property.co.uk or give him a call on 0113 322 9324. See page 10 for more details.

UNION On-site Team – You'll find the friendly UNION On-Site Team at the building, and they look after the day-to-day running of the building including site management, housekeeping and concierge. The team is run by the UNION Site Manager, Barbara. See page 11 for more details.

Hopefully we've covered most of what you need to know, but if the answer you need isn't in here, please contact us and we'll be happy to help.

Contents.

Welcome.	2
About us.	4
Your Tenancy Agreement.	5
Paying rent.	6
All-Inclusive Tenancies.	7
Additional fees & charges.	8
Contacting HOP.	10
Contacting UNION.	11
Frequently asked questions.	12
Who to notify when moving.	14
Moving in.	15
Your responsibilities.	16
Legionnaires' disease.	17
Furniture.	18
Posters.	19
Cleaning.	20
Mould & damp.	21
Respect your neighbours.	22
Maintenance.	23
Fobs & keys.	24
Access to the property.	25
Renewing your Tenancy.	26
Staying with HOP.	27
Refer a friend.	28
Reviews.	29
Moving out.	30
Check-out inspections.	31
How do I get my deposit back?	32
Air a grudge.	34

About us.

At HOP, we have been working in the student letting market since 2009 and take care of over 2,000 happy tenants in properties all across the city.

We offer a range of property services including lettings, sales, investments and block management and our ethos is 'every move matters', which extends beyond the moving in process, throughout your entire Tenancy and beyond.

Since before UNION was even finished being built, we have been working on the development as the exclusive Letting Agent and Block Manager. The scheme was developed to deliver luxury accommodation tailored to the needs of busy Leeds students and create a place to #StudyInStyle.

We are passionate about property and always aim to be professional in our approach. If we can help in any way, we will, so please get in touch for further support.



Your Tenancy Agreement.

Your Tenancy Agreement is a legally binding contract, so it's really important that you read it thoroughly.

Breaking the terms of the agreement will result in action being taken and can incur charges.

In brief, the contract means that you agree to:

- Pay rent to HOP, on time, for the agreed length of your Tenancy.
- Never withhold your rent, even if you have a maintenance problem. It could cause more problems and possibly lead to an eviction.
- Keep the property in the same condition it was in when you arrived (apart from reasonable wear and tear).
- If you share your property, you share joint responsibility with your housemate for any obligations, rents and repairs.
- Not smoke in the property at any time.
- Report all maintenance issues to the Reception Team at UNION.
- Report any problems or queries to HOP or the UNION team.
- Let us know if your property is going to be vacant for more than 21 days (e.g. over summer).
- Move out at the end of the Tenancy, unless a renewal is agreed.

Please note: If there is less than 6 months left on your Tenancy then you cannot reassign or sublet your apartment. Anyone not on any Tenancy Agreement found living in the apartment will be removed.

Paying rent.

Your rent is due either in one or two instalments, as per the terms of your Tenancy Agreement. It's essential your rent is paid on time for the entire length of your Tenancy or you may incur late payment charges.

Payment should be made by standing order. Setting one up is free and this is the simplest and easiest way to make sure your rent is always on time.

You should have done this already but if not, it's really easy to set it up yourself online directly with your bank.

Your rent needs to go to the following account:

Bank name: Natwest

Account name:

HOP Client Account

Account number: 29951089

Sort code: 50-00-00

Or if you are making an International Transfer:

IBAN:

GB26NWBK50000029951089

BIC: NWBKGB2L

Address: NATIONAL

WESTMINSTER BANK PLC

Chatham Customer Service

Centre, Western Avenue,

Waterside Court, Chatham

Maritime, Chatham. ME4 4RT

When you make your payment it's important you use your individual payment reference so we can allocate it correctly. If you are unsure of your reference number, please contact the HOP accounts team on **0113 322 9324**.

We cannot take rent payments over the phone, so a standing order is essential.

If you have any problems setting up your standing order, or if you think you are going to have difficulty paying your rent on time, then it's really important that you let the team know as soon as possible.

All-Inclusive Tenancies.

Our all-inclusive packages have been designed to make your life as a Tenant as simple as possible. With utilities already included in your rent payment, it makes it easier to budget and know what to expect.

At UNION, your bills inclusive package includes: 350mb Broadband, Electric, Gas and Water and Contents Insurance (with £1,000 laptop cover).

Should you have any issues with your broadband, electric, gas or water then please contact the UNION on-site team.

Your insurance is supplied by Endsleigh and you can find out more about it [here](#).

You will need to get in touch with Leeds City Council about your Council Tax. Full time students are exempt, but you'll still need to contact LCC and get an Exemption Certificate.



Additional fees & charges.

It is important that you are careful with your property, belongings and keys and keep your apartment in the same condition as it was when you moved in.

Failing to clean your property correctly, or causing any damage, will be charged back to you as the tenant. A list of example charges can be seen below.

Call Out Charges

- £50 call out fee to deal with leak caused by a blocked shower trap. Additional charges will apply if further damages are caused needing repairs.
- £75 call out fee for providing access due to lost key after 11pm.
- £75 call out fee if out of hours called in to deal with excessive noise after 11pm.
- £15 for a new key fob.
- £15 for a new postbox key.

Cleaning Charges

- Cleaning costs will vary, depending on the condition of the apartment when you move out.
 - Level 1 (Only light clean required) – £75.
 - Level 2 – £100.
 - Level 2/3 – £125.
 - Level 3 (Deep clean required) – £175.
- If there is any evidence of smoking in the apartment, there may be additional charges.
- Rubbish removal – Extra charge, depending on number of items to be removed.

Estimated Repair Costs for Damages

- Whole studio redecoration (marks on all walls/evidence of smoking) – up to £400.
- Half studio redecoration (marks on some halls/walls/Blu-Tack marks) – up to £200.
- Redecorate inbuilt wardrobe from scuffs/marks – £40.
- Re-fix wardrobe sliding door – £55.
- Shower re-seal due to mould – £88.
- Replace edge of countertop – £65.
- Replacement showerhead – £40.
- Replacement showerhead plus hose – £65.
- Damaged kitchen taps – £75.
- Blocked shower drain – £20.
- Replacement mattress – £200.
- Replacement bedframe – £300.
- Replacement blinds – £155 to £215 depending on size of window.
- Fix/replace blind roller chain – £77.

Contacting HOP.

Our team is full of friendly experts who are always keen to help with any general queries or issues you may have.

Your dedicated Property Manager is Asim and you can reach him directly on **0113 322 9324** or email asim.d@hop-property.co.uk

Take a look at the Meet the Team section on the website to learn more about the HOP Team:

www.hop-property.co.uk/about/team/

The News Section of our website is full of handy blogs and guides to help you throughout your Tenancy with us.

www.hop-property.co.uk/news

HOP Leeds **0113 322 9324**

Accounts queries should be directed to the HOP Accounts Team, including if you have any issues with paying your rent on time.

Accounts Team **0113 323 0830** accounts@hop-property.co.uk

For maintenance issues please contact Reception at UNION in the first instance.

Contacting UNION.

The friendly on-site team at UNION is always on hand to help with any issues relating to the building, housekeeping, security or concierge.

Building Manager

Barbara Massey is the Building Manager who heads up the team at UNION and works Monday-Friday 8am-4pm. Her office is on Level 2, near the gym. You can email her on barbara@unionstudentliving.co.uk

Housekeeping

From Monday til Sunday every week, our lovely housekeeping team keep the building clean and tidy. Please keep your hallways and communal areas clear. If you need a private clean in your apartments, please contact Reception for a price.

Concierge/Reception

Our Concierges are on hand at Reception to solve any queries. You will find them at the main desk between the hours of 8am and 11pm. Should you need assistance please email olesja@unionstudentliving.co.uk

Security

There is CCTV throughout the building, which is monitored 24 hours a day. After 11pm, the Security Team from 4Site will attend if there are any disturbances. If you need assistance after 11pm, please call 4site on **0113 200 2060**. The security team from 4Site are also onsite in Reception from 10am-10pm on weekends.

WeChat at WhatsApp

You can find Barbara Massey on WeChat where we share the latest news and messages about the development. Look out for a QR code round the building to find us on WeChat or send us a WhatsApp to **07935 431297**



Frequently asked questions.

Q: What is included in my room?

A: All rooms at UNION come with the following as standard: Storage double bed, fridge, hob, kitchen, luxury bathroom, Smart flat tv, build in wardrobe with enough space for additional luggage, mirror and coat hooks, desk with three drawers, bookshelves, kitchen bins, large bathroom with large mirror, bathroom bin, desk chair, high quality sofa with two cushions, two coffee tables, addition dining chair, fob key, door viewer, two wired internet sockets and WiFi.

Q: Is bedding, bathroom towels or kitchen utensils included with the room?

A: Bedding, bathroom towels and kitchen utensils are not included as standard in your room. You can purchase a starter pack which includes all of this and more ready for your arrival.

Q: Is insurance included in my rent?

A: Yes, you have contents insurance through Endsleigh with additional £1000 of laptop cover. Details of your cover can be obtained [here](#).

Q: Is there an extra charge to use the gym and cinema?

A: No, this is included in your rent. Please note that the Gym is for tenants only, guests are not permitted to use the facilities in the gym.

Q: Can I use the Cinema and Event Kitchen?

A: Yes – you can use these whenever you like! If you want to use them for a private event, you'll need to book this at Reception via WeChat, WhatsApp or at the Front Desk.

Q: Is laundry included in my rent?

A: Laundry facilities are provided on site at a per-usage cost accessible through an app. Please note: washing machines are not permitted in the apartments.

Q: Can I have guests over?

A: Guests are welcome to visit and stay in your apartment, for up to 3 days. If you have guests staying for longer than this, we will assume they have moved in and will need to add them to your Tenancy Agreement. Moving someone in to your apartment, without our knowledge, is a breach of your Tenancy Agreement and could lead to eviction. When a guest is visiting, you must not give them your fob and they are not permitted to use the gym.

Q: What happens if there is a breakage or problem with my room?

A: You will need to report this to Reception at UNION

Q: Can I smoke in my room?

A: No, you cannot smoke either in your room or anywhere inside the UNION building. As per UK Legislation, it is against the law to smoke indoors. Reception can show you where the designated smoking areas are outside. There are smoke detectors in every apartment and if we suspect you have been smoking in doors, it is a breach of your Tenancy Agreement and could lead to an eviction.

Q: Can someone else move in?

A: Not without express permission from HOP/UNION. Adding someone to the Tenancy Agreement will incur a charge. Also, we cannot conduct a name change with less than 6 months of the Tenancy Agreement remaining.

Q: Can I let a guest use my fob?

A: Fobs are strictly for tenants only. Tenants must not give fobs to anyone else, or the fob will be deactivated.

Who to notify when moving.

Ready to move? Take a look at our handy guide to who you should notify when you're moving home.

Services, utilities & health Gas company Electricity provider Yorkshire water Mobile telephone company Landline telephone company Internet provider TV licensing Doctor Optician Dentist	Financial Your bank Credit card companies Store cards/loyalty cards Your employer Leeds City Council – council tax department
Others Sports clubs and gyms Friends and relatives Schools, colleges and universities Magazine subscriptions Delivery addresses e.g. Amazon and ASOS	Motoring & insurances DVLA Vehicle registration Vehicle insurance Breakdown Recovery Car insurance Home insurance

Moving in.

Here's a quick rundown of what you can expect on the day you move in.

You will need to book in an appointment to collect your keyfob with the UNION team and to arrange you check in and induction. They will email you to arrange this in advance of your moving day. Generally, check in is from the hours of 10am to 4pm but alternative arrangements can be made by appointment.

You'll be given a photographic Inventory. This is a full list of everything in the property and photos of the condition it is in. You be given 14 days to go through it and respond. You'll have the option to either approve it or update it with any additional photos or comments.

Please note that feedback on the Inventory is not the same as logging a Maintenance Request, which needs to be done directly with the Reception Team at UNION.



TOP TIP

Don't forget to test your appliances all work as they should and report any issues within 14 days so you don't become liable for the damage.



Your responsibilities.

Here's a list of the things that you are responsible for during your Tenancy. Make sure you keep on top of these as we'll check on many of these as part of the check-out process.

- Keeping the shower drain free and clear of debris and hair.
- Replacing light bulbs.
- Bleeding the radiators.
- Unblocking sinks and drains and keeping them clear.
- Reading your appliance manuals to make sure you are using them correctly (you can find copies to download online).
- Unblocking vacuums and changing/cleaning filters.
- Cleaning the windows (inside).
- Looking after your keys and keeping the property secure.
- Any damage other than that which has already been noted on the Inventory or fair wear and tear.
- Keeping the property clear of rubbish and using the appropriate bins for refuse.
- Ventilation, especially in kitchen and bathroom, to avoid condensation and damp.



TOP TIP

YouTube has loads of step-by-step guides on many of these things or give us a call if you get stuck.

Legionnaires' disease.

Legionnaires' disease is a serious lung infection caused by Legionella bacteria that can be found in stagnant water.

It is rare in the UK (approximately 300 to 500 reported cases in England and Wales each year), but if your property has been vacant for an extended period (e.g. over summer) it's important to take steps to minimise any risk of it being in the water system.

Below are some simple tips for Tenants to minimise the risk of exposure to Legionella:

- When you first move in make sure that you flush out the water system. Firstly flush your toilet, then run the kitchen and bathroom taps for at least two minutes to let both hot and cold water pass through. Then run the shower in the same way, along with any other taps in the house.
- Running all taps for 2 minutes when you move in will allow fresh water through the system.
- Regularly clean and disinfect shower heads.
- Inform the UNION team if the hot water is not heating properly or there are any other problems with the system.

It is important that water is not allowed to stagnate within the water system, therefore if the property has been left vacant for an extended period during the tenancy, it is important that the water is drained from the system by turning off the stop tap and running the taps until the system has completely drained.

Furniture.

You can re-arrange the furniture within the property to suit you, but you will need to return it to its original position when it's time to move out.

However, you mustn't remove any furniture from the property or store it elsewhere without permission from us first, as we'll need to clear it with the Landlord.

If you're using any of your own furniture, make sure it's safe and complies with the Furniture and Furnishings (Fire Safety) Regulations 1988.

Posters.

Take special care when putting up anything on walls like pictures and posters.

If any damage is caused by decorations or putting things up the Landlord may charge you for any redecoration required.

Only use White-Tack for posters and pictures as Blu-Tack is oily and will leave marks.



Cleaning.

Keeping your property clean is essential to help you get your deposit back at the end of your Tenancy.

- Vacuum all the floors on a regular basis and wipe down skirting boards.
- Clean the cooker after use (and invest in some oven cleaner!)
- Fridges and freezers should be checked regularly for out of date foods etc and wiped regularly.
- Bathroom areas must be kept clean and shower curtains washed to prevent mould.
- Clean any spills/stains on carpets and upholstery immediately to prevent permanent damage.
- Shower drain must be cleared regularly to avoid leaks – if you are in doubt on how best to do this, contact the UNION on-site team who have a handy video to help.

If we notice things aren't up to scratch during an inspection or property viewing, we'll let you know and arrange a re-inspection to make sure things get back on track. If there's no improvement, the Landlord will ask to send in professional cleaners, which would be deducted from your Deposit.

Drains and sinks often become blocked because grease, food scraps or other solid waste has been poured down them. Pouring a cupful of soda crystals and vinegar, followed by boiling water can help.



TOP TIP

If you want to book in a clean with the UNION housekeeping team – feel free to contact Concierge at Reception who will give you a price.

Mould & damp.

It's important to keep your property well ventilated to avoid condensation as it leads to mould and damp.

Here are a few tips to help you reduce the amount of condensation in your home:

- Open your windows daily to allow moist air to escape.
- Use extractor fans and open windows when using the kitchen or bathroom and close the doors to stop the moisture going into other rooms.
- Leave a small gap between walls and furniture (especially when it's a cold wall) so the air can flow around it.
- It's best to dry clothes outside but if you can't, make sure it's done in a well-ventilated room with an open window.
- Make sure airways are not blocked, such as chimneys and air bricks.
- Keep heating levels at a constant temperature, especially in the winter.

For more useful information about keeping mould and condensation at bay have a read of the following information from Shelter:

https://england.shelter.org.uk/housing_advice/repairs/damp_and_mould_in_rented_homes

Respect your neighbours.

Having your own place is great and it's only natural that you'll want to have friends over from time to time to make the most of it.

Now that you are living as part of a community you need to be sensitive to the people living around you. Noise can be a real bone of contention between neighbours so follow these simple guidelines and stay considerate:

- Keep the volume of your music down, particularly after 11pm.
- Let your neighbours know you don't mind turning down the volume if they ask.
- If you are having friends over, keep it to Friday or Saturday nights when your neighbours are less likely to have early starts in the morning.
- Guests are not permitted to use the Gym.
- Guests may not stay over for more than 3 nights.

Remember, anyone you invite into your property is your responsibility, along with anything that gets broken by them.

We encourage you to be very considerate neighbours and avoid parties. These can not only cause complaints but also damage to your property, which you as the Tenant will be liable for.

Maintenance.

If you have any kind of maintenance issue, or need to report a repair, please report this directly to the Reception Team at UNION.

If you are having any kind of maintenance issue with your apartment, or spot anything within the building that needs attention, you should immediately contact the Reception and Security Team at UNION to let them know.

They will hopefully be able to resolve the issue or direct you in what to do next.

If the issue needs additional work to resolve, then the UNION team can contact HOP on your behalf to arrange any required repairs and maintenance.

HOP works with a handful of trusted contractors and even has their own in-house Maintenance Professional, who will be able to prioritise the repairs based on the urgency of the work required.

In Case of Emergency: Your first stop in any emergency is the Reception or Security team, who are always on hand to help.

Fobs & keys.

The UNION operates on a secure keyfob system. Make sure you look after your fob and mailbox key carefully at all times. If you lose your mailbox key or fob, you will be charged £15 each to replace them.

If you happen to find yourself locked out, there are a couple of things you can do.

During Daytime Hours

If you forget your fob and cannot get into the building or your apartment, please contact Reception and they will be able to help.

Out of Office Hours

If it is after 11pm, then you need to call the security team 4site to help you on **0113 200 2060**. Please note: that calling 4site out of hours to allow you back into the building, will incur a charge.

Changing Locks

Remember, you are not permitted to fit or change any internal or external locks yourself. If you do, you may be breaking fire safety regulations and a charge for removing the locks will be made.

Access to the property.

There are a number of reasons that we might need access to your apartment.

1) Property Inspections

We will arrange an inspection of your property with you every three months or at least once in every Tenancy term; also if should you decide to renew or if you are in arrears.

This is just to check that everything is as it should be, so we can help head off any issues before they become more serious. We do send a copy of the inspection report to the Landlord, so it's a good idea to make sure everything is clean and tidy before we come round. We also have to do certain safety checks on a regular basis, as required by law.

2) Viewings

We'll give you 24 hours' notice and will always carry viewings out at reasonable times during the day. Viewing are always accompanied by one of our team.

3) Maintenance, Landlord Visits & Mortgage Appraisals

We may also need to enter the property to carry out any of the above, but will always give you 24 hour advance notice of this.

Renewing your Tenancy.

We will contact you prior to the end of the Tenancy to ask whether you want to stay at the property.

If you want to stay:

- Let your us know and we will arrange for a new contract to be drawn up.
- Until the new Tenancy Agreement is signed, please be aware we'll still need to arrange for viewings to take place.
- We love good Tenants – so much so, there will be no renewal fee to pay if you all decide to stay on another year!
- If only some housemates want to stay on, give us a call to discuss the options.

If you do not wish to stay:

- We will complete a form called 'Section 21: Notice to Quit' which we will post to you between 2 – 4 months before the end of your Tenancy.
- We'll also start marketing the property for let and get new viewings underway immediately. We'll always give you 24 hours' notice of any viewing.



NOTE TO STUDENTS

If you are living in a student area, we will contact you in October to see if you would like to stay another year. It might seem soon, but because of the way the student market works, we need to make a start re-marketing it in November.

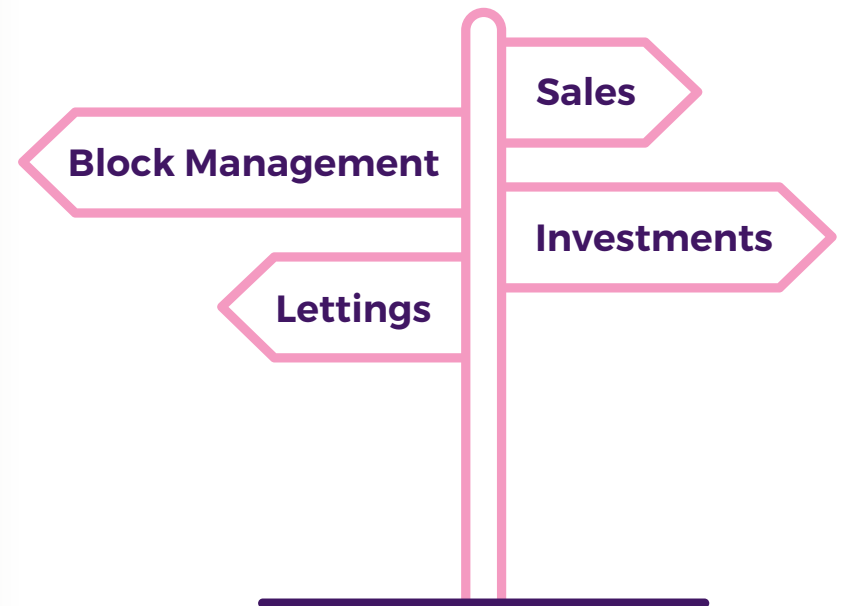
Staying with HOP.

Finding good customers is something we don't take lightly and we'd love you to stay with us!

Maybe you need more space for a growing family, or maybe you've found a new best friend and want to take a 5 bed house instead of a 4... Whatever you are looking for in your next move, let us know and we'll do our very best to match you to a new home.

HOP stands for Home of Property and we cover a broad range of property services. In addition to student and professional lettings we also offer residential sales, block management and specialist investment services.

Give the team a call to find out more.



Refer a friend.

If you think we are good at what we do, then why not refer us? We'll say thank you with a referral fee.

Friends

Recommend us to your friends, and if they take a managed property with HOP then we'll give you a cash reward of £50!

Landlords

We're always on the lookout for new Landlords with the hottest properties. If you know someone who is looking to rent out their house, flat or apartment put us in touch and if they take us on, we'll give you a £100 John Lewis Voucher once we let their property.

Sellers

Do you know someone looking to sell their home? Refer them to our friendly Sales Team and as a thank you, we will send you a £100 John Lewis voucher, once we sell their property.

For more information about referrals, please contact the team.



Reviews.

Your opinion matters to us and we'd love to hear your feedback on your service with HOP and the accommodation at UNION Student Living.

You may well get an email from Feefo asking you what you thought of the service you received from HOP and we'd be grateful for your comments.

If you have a Google account and want to leave a Google review for HOP or UNION, we would appreciate it. Just click on the following links. You'll need to be logged into your Google Account for it to work.

[Click to leave a review for:](#)

HOP Leeds

UNION Student Living

Moving out.

When it's time to go, here's a quick checklist of what you'll need to do:

- You must be out of the property and return all keys to Reception before 11am on the date your contract ends.
- Please ensure you leave any internal doors unlocked when you return your keys.
- Leave the property in the same condition it was when you found it – clean, tidy and all furniture back in its original position.
- Every property is professionally cleaned at the start of each Tenancy. The Property must be returned in the same condition you found it at the start. If the Property requires cleaning at the end of the Tenancy, you will be charged at an hourly rate.
- Make sure you have been through and fulfilled your list of responsibilities (see page 16).
- Log any maintenance issues with the UNION Reception Team.
- Remove all your possessions and any rubbish from the property.
- Notify all the relevant parties of your new address (see page 14 for a list).
- Re-direct post to your new address.
- Cancel your standing order with your bank straight after your last rental payment. This does not happen automatically! It could take up to 21 days to refund overpayments.

Check-out inspections.

Once you have completely moved out we'll do a check-out inspection to review the property thoroughly.

Your contract states that you must leave the property in the same condition you found it in, apart from fair wear and tear. Here is an overview of the kinds of things we will be checking:

- Vacuum all floors and carpets and clean any marks or stains.
- Thoroughly wash any hard floor surfaces.
- Make sure the oven, hob and extractor fan are clean.
- Move the fridge out and clean the area behind it.
- Defrost freezers and clean dishwashers.
- Clean all cupboards, drawers, shelves – inside and out.
- Clean shower cubicles and sinks are to be free of soap residue and mould.
- Clean the toilets inside and out.
- Clean washing machines and don't forget the soap draw.
- If there's any mildew, this will need to be cleaned.
- Wipe down walls and woodwork – don't forget the tops of skirting boards and window sills.
- Light fittings, ledges, tops of doors also need to be dust free.
- Check and clean under beds, sofas and all other furniture.
- Put all rubbish in the outside bins and leave the outside area tidy.
- Replace any missing or broken light bulbs. Bulbs are a lot more expensive than you think when you consider the cost of the handyman to fit it too. Best bet is to replace bulbs yourself!
- Empty Hoover bags.

How do I get my deposit back?

If you've been living at one of our managed properties, it's not the Landlord that holds your deposit, it is a third party called the Deposit Protection Service (DPS).

You can contact the DPS on 0844 4727 000 when you are ready to get your deposit back. You will need your Deposit ID and your Repayment ID for this.

We obviously have to do our checks first, to make sure that the property is clean, tidy and left in the same condition it was in at the start of the Tenancy; but if you've been thorough and all looks good, once we've given the property the all-clear and you've completed the process below, your deposit is usually paid back to you ASAP.

1. Find your Deposit ID

- This will have been sent from the DPS to the 'Primary Tenant' via email at the start of your Tenancy.
- You can request your Deposit Repayment ID by calling the DPS on 0844 4727 000.

2. Find your Repayment ID

- Again, this will have been sent to you from the DPS via email at the start of your Tenancy, normally via email.
- We do not keep a copy of your repayment ID as it's your PIN number to get your deposit back!
- You can request your Deposit Repayment ID by calling the DPS on 0844 4727 000. They will send this through via email to the Primary Tenant's email address.

3. Deposit Repayment

- Before we start this bit, we will need to have completed a Tenancy Check-Out. That means that everyone has moved out of the property and keys are returned.
- Once you have your Deposit ID and Repayment ID, log into the DPS at www.depositprotection.com and insert your Deposit ID and Repayment ID online.
- You can agree to the deposit repayment or request a repayment.
- As long as the Landlord and Tenants are in agreement about any possible deductions from your deposit (e.g. late payment fees, damage to the property or unpaid rent) then the deposit will usually be repaid directly to your bank account between 5 – 10 days.

Air a grudge.

If you are unhappy about any element of the service we have provided to you, please let us know so we can help.

HOP is a member of both ARLA and the Property Ombudsman. We promise to serve our Landlords and Tenants with the highest levels of good practice, fairness and always with the best of integrity.

HOP operates using best practice, and ensure that all of our staff are fully trained and fully aware of their legal responsibilities. Our staff will maintain professional and appropriate contact with our customers and are trained to deal with day to day operational complaints and enquiries.

However, if you would like to make a formal complaint due to unacceptable work or conduct, we have set out the formal complaint procedure to ensure that your interests are safeguarded.

Please head to our website and follow the link labelled 'Complaints' in the website footer: www.hop-property.co.uk

Thank you.

Thanks for taking the time to read through this handbook. We really hope you find it useful during your time with HOP during your stay at UNION Student Living.

We're so pleased you chose to let your property through HOP. If you've any further queries that we can help you with, just get in touch.

As a licenced member of ARLA, the Association of Residential Letting Agents, and the Property Ombudsman for Lettings, HOP adheres to best practice governing the way we operate and carry out our Business.

Wishing you all the best for a happy stay at your new home and we hope you will consider using us again.

Best wishes

HOP



HOP Leeds

0113 322 9324

Coburg House, St Andrews Court,
Leeds. LS3 1JY



hop-property.co.uk

Every move matters.

