



Tenant Handbook V24. All you need to know about renting with us.



Welcome.

Welcome to your HOP property! We hope you're going to have a wonderful time here and enjoy making it your home.

This is your Tenant Handbook. Pour yourself a cuppa and have a good read through it because it's got some important info inside. Then put 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.

Hopefully we've covered most of what you need to know, but if the answer you need isn't in here, please contact your Property Manager directly who will be on hand to help you throughout your Tenancy.



Contents.

About us.	4
Your Tenancy Agreement.	6
Paying rent.	7
All-Inclusive Tenancies.	8
Bills & utilities.	10
Contacting HOP.	12
Useful contacts.	14
Who to notify when moving.	15
Moving in.	16
Your responsibilities.	17
Legionnaires' disease.	18
Cleaning.	19
Posters.	20
Furniture.	21
Mould & damp.	22
Respect your neighbours.	23
Maintenance.	24
What to do in an emergency.	26
Lost keys.	27
Access to the property.	28
Renewing your Tenancy.	30
Moving out.	32
Check-out inspections.	34
Selling your property.	35
How do I get my deposit back?	36
Refer a friend.	38
Reviews.	40
Air a grudge.	41

About us.

Our ethos is 'every move matters' which extends beyond the moving in process, throughout your entire Tenancy and beyond.

Creating happy homes is at the heart of our business and we have a great deal of experience when it comes to dealing with renting in Leeds.

Our Property Managers are professionally trained and are fully qualified to answer your questions and ensure that your Tenancy runs smoothly. Your Property Manager will also take the time to know you and your property personally so you'll always be talking to someone you can rely on that understands your situation.

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 housemates for any obligations, rents and repairs.
- Do not smoke in the property at any time.
- Report all maintenance issues through our website.
- Report any problems or queries to HOP.
- 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.

An up to date list of charges can be found in your Tenancy Agreement.

Paying rent.

Your rent is due either monthly or quarterly, 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:

Linley and Simpson Client account Ltd
Sort code: 09-02-22
Account number: 10377158



TOP TIP

Make sure you cancel the standing order after your final rent payment has gone out.

When you make your payment it's imperative you use your unique payment reference so we can allocate it correctly. If you are unsure of your reference number, please contact our team on **0113 320 2000**.

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 bills packages have been designed to make your life as a Tenant as simple as possible. With utilities already included in your rent payments, you know exactly how much money is coming out every month.

Our bills package includes: Gas, Electric, Water and Broadband.

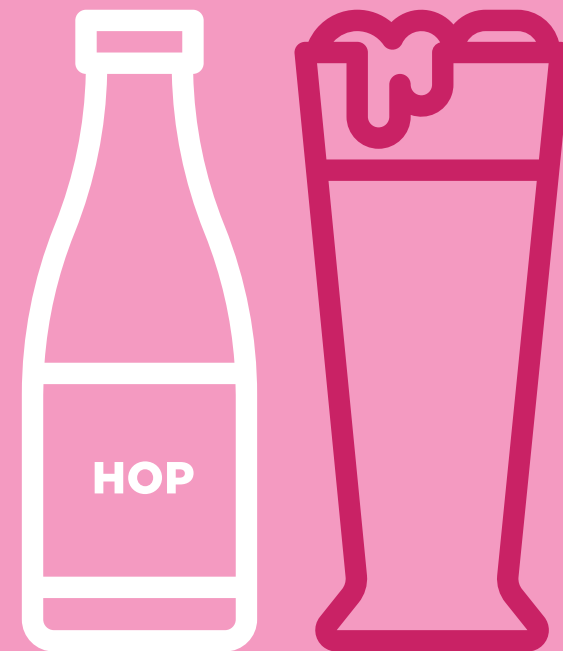
All packages are subject to availability. In the case of broadband we can only provide the fastest speed available in your area. If the product is not available, a similar product will be provided.

If you have any issues with your supplied utilities, please report it using our 24/7 online maintenance reporting portal: hop-property.co.uk/report-a-repair

The provision of utilities is subject to a Fair Usage Policy and to make sure that you are keeping within the limits of the policy. If you go over this maximum amount, then you will be charged for any excess.

All Tenants are required to get in touch with Leeds City Council about paying Council Tax. Full time students are exempt, but still need to contact them for an Exemption Certificate.

All-Inclusive living.
More time for the
better things in life.



Bills & utilities.

If you have not got a bills-inclusive tenancy with HOP, then it's up to you to sort your own utilities.

The majority of our Tenants take up the all-inclusive option, but if not, then it's up to you to get all your utilities set up and pay the bills promptly. This will include Council Tax, gas, electricity, water, TV licence, telephone and internet. You should also consider sorting out contents insurance for your belongings.

When you first move in, take your meter readings from your inventory then get in touch with the relevant companies to register with them and get an account opened.



TOP TIP

Use price comparison websites to find the best deals from energy companies.

Full time students are exempt from paying Council Tax, but still need to contact Leeds City Council for an Exemption Certificate.

You can find out who your current utility suppliers are by calling the following numbers:

Gas supplier – Contact National Grid UK Meter Helpline on **0870 608 1524**.

Electricity supplier – Contact the MPAS Consumer Helpline on **0845 601 3268**.



Contacting HOP.

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

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/

Please log all maintenance issues via our 24 hour online reporting portal (see page 24 for more details).

www.hop-property.co.uk/report-a-repair/

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

Accounts Team accounts@hop-property.co.uk

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

www.hop-property.co.uk/news

We also have an online Knowledge Bank packed with useful info and downloads.

www.hop-property.co.uk/knowledge-bank/

HOP General Enquiries
0113 320 2000



Useful contacts.

Leeds City Council Council Tax Bins & Recycling	www.leeds.gov.uk 0113 222 4404 0113 222 4406
Yorkshire Water	www.yorkshirewater.com 0345 1 24 24 24
BT	www.bt.com 0800 800 150
TV Licensing	www.tvlicensing.co.uk
Gas National Grid UK Meter Helpline	0870 608 1524
Electric MPAS Consumer Helpline	0845 601 3268



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.

Pick your keys up from our office, remembering to bring your ID with you. Each Tenant will have their own set and we'll give all sets to the Nominated Tenant that comes to collect them. Before we give the keys out, we'll have to double check that all the paperwork is in order and that the first rent instalment has been collected. It's a good idea to test all the keys when you get to the property to make sure they all work correctly.

You'll be emailed a photographic Inventory. This is a full list of everything in the property and photos of the condition it is in. You will be given 7 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 separately (see page 24).

Personal Property Induction. Depending on availability, we can offer you a personal check-in service and go through the inventory with you to ensure everything is in order (due to a large volume of move in's, this service is not available between 25th June – 9th July).



TOP TIP

Don't forget to test your appliances all work as they should and report any issues within 7 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.

- Replacing light bulbs.
- Bleeding the radiators.
- Unblocking sinks and drains and keeping them clear.
- Testing smoke detectors and replacing batteries.
- Re-setting any 'trip' switches.
- Reading your appliance manuals to make sure you are using them correctly (you can find copies to download online).
- Re-lighting pilot lights on the boiler.
- Keeping the pressure topped up on the boiler.
- Ensuring external drains are kept clear of debris.
- Unblocking vacuums and changing/cleaning filters.
- Cleaning the windows (inside and out).
- 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.
- Keeping outside areas clean, tidy and weeded.
- Return any post for the previous occupants to sender – just write 'RTS' on the front and pop it in a postbox.



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 HOP or the Landlord 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. If the property has been left vacant for an extended period during the tenancy, the water must be drained from the system by turning off the stop tap and running the taps until it is completely empty.

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.

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

Invest in a plunger for blocked drains, sinks and toilets. It's not only useful, but can be quite a lot of fun too!

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.

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 in a cellar, shed or outhouse 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.



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.
- If you've got a tumble dryer with a vent pipe, make sure it runs outside your property (e.g. through a 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.

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, just use our 24 hour online reporting system.

To keep things as efficient as possible, we can only handle online requests. Go to www.hop-property.co.uk/report-a-repair/ to log your request. It's an automated system that allows us to communicate between the Landlord and the Contractor accordingly.

Until a request is logged online, we cannot send anyone out to deal with the issue.

Once you have logged your issue, we'll be in touch to discuss the next steps and, if required, arrange for a contractor to come out and see you.

We only use a handful of trusted contractors to do repairs and they prioritise the urgency of the work and will respond accordingly. Here's an idea of the timeframes that they will aim to work to wherever possible:

	Example	Contact	Visit
Emergency	Flood/Burglary/Gas Leak	ASAP	Within 24 working hours
High	No heating/hot water	Same day	Within 24 working hours
Medium	Other maintenance e.g. appliances	Within 3 days	Within 7 days
Low	General maintenance	Within 3 days	Within 30 days

Need to report a repair? Use our fully automated online system, 24 hours a day.



What to do in an emergency.

In an emergency situation, we prioritise our maintenance requests. We will get back to you as soon as possible and aim to get out to the property within 24 working hours.

When there is an emergency, we ask you to log your request on our maintenance portal in the normal way but also ring to speak with a member of the team directly.

If there has been a break-in at the property, be sure to ring the police.

If you smell gas, ring **National Grid** on **0800 111 999**.

If you lose power or water, then please contact your utility provider in the first instance.

If you are calling out of hours and the office is closed, we have pre-recorded emergency details for you to follow. Just call the office number: **0113 320 2000**.

Lost keys.

Make sure you look after your keys carefully at all times.

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

During Office Hours

If we have a spare key, we can lend it to you. Please bring your ID to the office, which we will keep until the key has been returned.

Out of Office Hours

We advise you to call our out of hours emergency locksmith first, before contacting a local locksmith. Please ensure you keep the original lock if it has been replaced. You will need to pay for the locksmith yourself.

Lost and Stolen Keys

Security is obviously a very serious matter. If any keys are lost or stolen during the Tenancy or not returned at the end of the Tenancy, we will need to replace the locks entirely and supply any replacement keys, which will be charged back to you – so please keep them safe!

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 the property.

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 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 some people on the Tenancy want to stay – but other ones want to move out – 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.
- If you are a professional on a Periodic Tenancy, you must give us one month's notice in line with the date on your Tenancy Agreement.



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.



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 the office 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 17).
- Log any maintenance issues on our maintenance portal (see page 24).
- Remove all your possessions and any rubbish from the property.
- Notify all the relevant parties of your new address (see page 15 for a list).
- Contact all your utility companies and request final bills to cover up to (and including) the last day of your Tenancy.
- 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, baths 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.
- Take meter readings.
- 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!
- Replace batteries in smoke alarms.
- Empty Hoover bags.

Selling your property.

Sometimes the Landlord may want to sell the property you are currently renting.

Don't panic if this happens! A new owner cannot break your Tenancy Agreement so you, as Tenants, will most likely remain in the property, it just means a new owner will be taking over as Landlord.

If we need to conduct viewings at the property, we will always give you 24 hours' notice.



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 Tenancy Deposit Scheme (TDS).

Before you start the Deposit return process, we must 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, these are the next steps:

1. Locating your Deposit

You can visit this link on the TDS website and use your Certificate Code or Deposit Account Number to locate your Deposit. If you don't have these to hand, you can enter your surname, Deposit amount, the start date of the Tenancy, and the Tenancy postcode, which will locate your Deposit.

2. Request repayment of Deposit

Your Deposit is protected in the TDS Custodial Scheme. That means TDS holds the full Deposit for the Landlord for the duration of your Tenancy with HOP. To start the re-claim process, the Lead Tenant will need to raise a repayment request with TDS.

Simply log in and select the "Request repayment of Deposit" option. Here you can detail if any deductions are required for things like damages, rent arrears, redecoration, etc. You'll also need to state when the Tenancy ended and input your bank details (if you haven't already done so).

As long as the Landlord and Tenants are in agreement about your repayment proposal and any possible deductions from your Deposit (e.g. late payment fees, damage to the property or unpaid rent) then TDS will arrange payment within 5 working days of bank details being received.

3. Deposit Disputes

If there is a disagreement about the amount of Deposit to be paid, TDS has a self-resolution platform, where they ask the parties to try and negotiate to resolve the dispute. If the parties cannot reach an agreement then the next step is to move into TDS's formal dispute process and free adjudication service. At this stage, evidence will be requested from parties.

The importance of Check-in/Check-out reports

At the end of your Tenancy, an inspection is conducted to assess the condition of the property; this is called a check-out. It involves a walk through the property to document any changes, damages, or cleanliness issues that may have occurred during the Tenancy. The purpose of the check-out is to compare the current state of the property with the initial Inventory, which was created at the start of your Tenancy. This comparison helps determine if there is any deterioration outside of reasonable fair wear and tear, and will help decide whether any deductions should be made from the Deposit.

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.

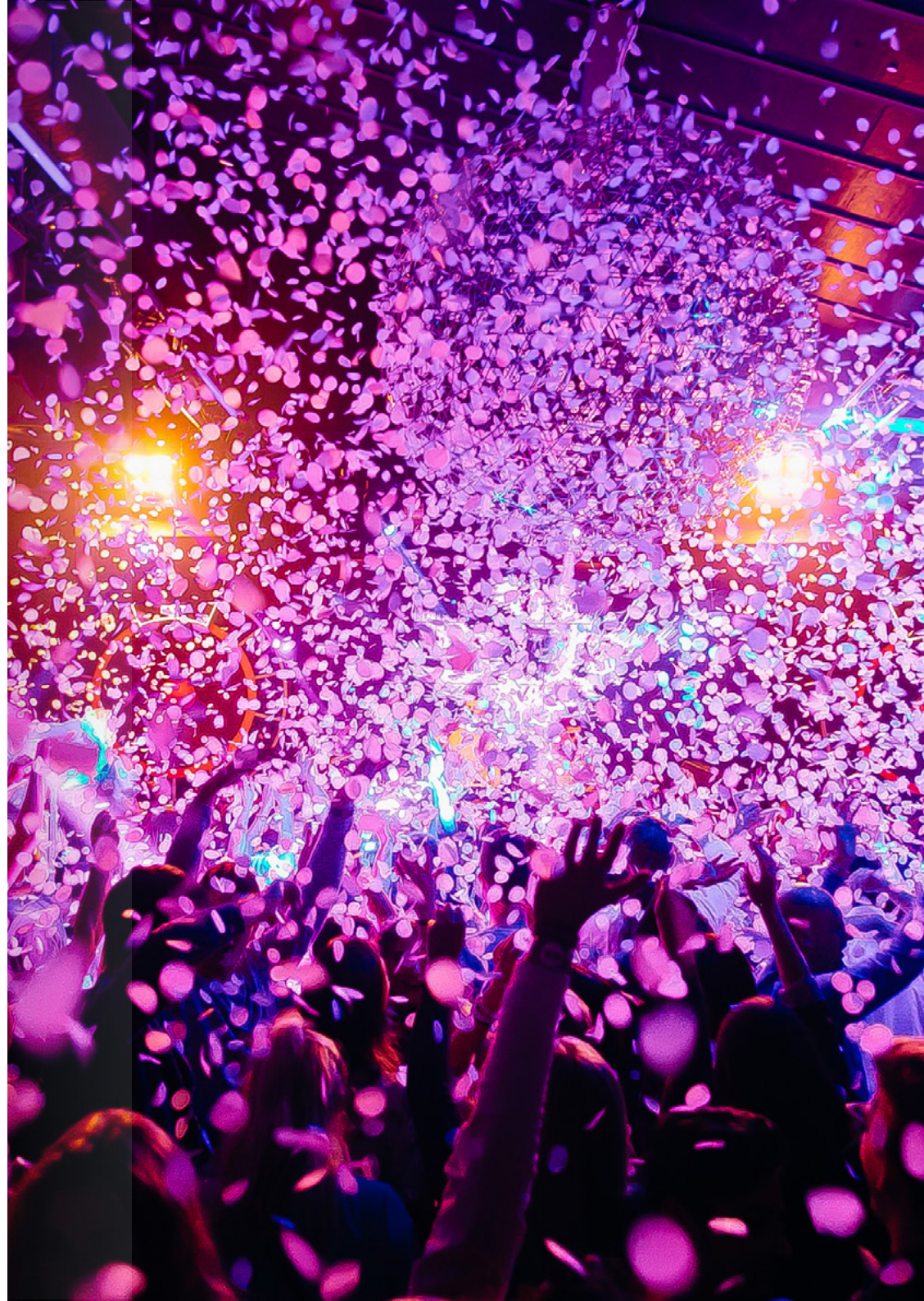
Friends

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.

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.

We're proud holders of Feefo Trusted Service award which is an independent seal of excellence that recognises businesses for delivering exceptional service, as rated by real customers. You may well get an email from Feefo asking you what you thought of the service you received from us and we'd be grateful for your comments.

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

Visit the link below to leave a Google review for HOP: <https://bit.ly/HOPReviews>



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 a 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 us.

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.

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

Best wishes

HOP



Every move matters.
We're proud to deliver
award-winning service.



HOP Lettings

47 Headingley Lane, Headingley,
Leeds, LS6 1DP
0113 320 2000

hop-property.co.uk



Every move matters.

