savills

RESIDENTIAL LETTINGS

OUR TENANT GUIDE

Everything you need to know and do when your tenancy starts

savills.co.uk



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There are different rules for different tenancy types

Our guide covers both Housing Act and Non-Housing Act Tenancies, if any sections in the guide are specific to one of these, it will say.

HOUSING ACT TENANCIES	NON-HOUSING ACT TENANCIES (NHA)
Assured Periodic Tenancies (APT) An APT is the most common type of tenancy if you rent to private individuals. You usually have an APT if: • you don't share any accommodation with your landlord and they live elsewhere • the rent is less than £100,000 a year • the tenant is an individual and is using the property as their main home.	**Common Law Tenancies** A tenancy would be created as an NHA if the rent is over £100,000 a year, or where it is not the tenant's main home. Company tenancies are also NHA's. A company let is when a company takes on a residential tenancy agreement as the tenant, rather than an individual. The tenancy will be in the company name. The company employee will live in the property.

Our guide contains hyperlinks

If you're reading on a computer, tablet or smart phone you can click on the links, which are all coloured and underlined. If you're reading a paper copy, you can use a search engine to find the information. Please bear in mind any other websites will have their own privacy policies, so please don't assume our rules are their rules. Please look at their privacy statements as soon as you enter their sites.

Protecting you and us

We have a policy for how we hold and may use your personal details in the provision of our services. Our privacy policy explains how we use the information that we collect about you, how you can instruct us if you prefer to limit the use of that information and procedures we have in place to safeguard your privacy. Further details can be found on our website here.

Keeping your money safe

The National Crime Agency (NCA) has warned of a surge in email scams.

Fake emails are being sent by scammers in a bid to steal money by impersonating the person you think you are emailing and getting you to pay funds to their bank accounts instead which you could lose forever.

We'll never change our bank details during a transaction with you, so if you get an email, text message or phone call from 'Savills' that:

- tells you new bank details to make payments to and or,
- asks for your personal or payment information and or,
- tells you about a rebate or penalty.

Please email us at LCS@savills.com before taking any action.

The bank details we will use are:

Bank: Barclays Bank plc
Sort Code: 20-79-41
Account No: 13235653
Account Name: Savills (UK) Ltd Client Account
IBAN: GB84BARC20794113235653
SWIFT Code: BARCGB22
Address: 1 Churchill Place, Canary Wharf
London, E14 5HP

Our Fees and Charges

The rules for how fees will be charged for Assured Shorthold Tenancies (APT) are different to how fees will be charged for Non-Housing Act Tenancies (NHA).

The different payments a tenant will you'll need to make and fees they'll you'll have to pay are detailed throughout, and/or in, the fees sections of this guide. on our Savills website as well as in your tenancy agreement.

All of our fees and charges are quoted including VAT at the standard 20% rate. If the standard VAT rate changes this will be changed.

Welcome to your new home

What you'll need to know and do on your move-in day

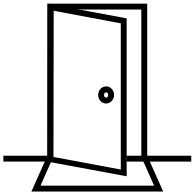
We've included some helpful home hints as well as 'what to do in a property emergency' at the end of this guide.

The advice we give you throughout this guide will differ depending on whether:

- your landlord will be self managing the property or
- our dedicate team of property managers will be looking after the property on their behalf.

You'll need to contact your household suppliers, so you get exact rather than estimated bills

If your landlord manages the property :	If we're managing the property:
You'll need to call all service providers, including the local authority (for your council tax) to set-up your accounts, arrange payment details and give them all meter readings. Telecom services, which includes telephone, satellite, cable and broadband providers won't accept instructions from third parties. The current account holder will need to close their account and you'll need to contact the relevant suppliers to open yours.	We'll tell notify the service providers, including utility suppliers and the local authority (for your council tax), that new tenants are moving in. You'll need to call them, to set-up your account, arrange payment details and also give them all meter readings as they are on your move in day. Telecom services, which includes telephone, satellite, cable and broadband providers, won't accept instructions from third parties. We'll ask the current account holder to close their account. And you will need to contact your chosen provider to set up your own account.



On the day of check-in

During your check-in appointment the inventory clerk will report on the cleanliness and condition of the property as it is at the point of your move-in. It's best that you walk round, inside and out, to review everything with the clerk before you take the keys so you can ask any questions and make any comments.

If you don't have a formal check-in appointment, you need to check the report yourself by walking round the property and noting on it if anything is different to its reported condition. You'll need to send the copy with your notes to your landlord if they manage the property or to us along with sending directly to the relevant Inventory company who will usually add to the report in the form of an addendum. If you don't make contact, it'll be assumed you agree with the report and all of its contents.

Evidence that the smoke and carbon monoxide alarms have been tested should be included in the report, if it's not noted please ask the clerk to check them or speak to your landlord if they manage the property or to us if we manage.



Managing the keys to your property

You'll be given a set of keys for each named tenant, or occupier if it's a company tenancy. If we manage the property, we'll also hold a management set in the office.
If there are any keys, remotes, alarms or fobs noted on the inventory that you don't have please let your landlord know if they manage the property or your property manager know if we manage.

You must let us know if you want any additional sets of keys before you get them cut. You'll need to ask the landlord for their permission if they manage the property or ask your property manager if we manage so we can seek permission from your landlord.

All keys, fobs, entrance cards and similar provided at the start and during the tenancy must be returned at the end otherwise you'll be in breach of your agreement, and charges may be incurred for the replacement of any misplaced keys or entry fobs

You should walk round to check you're happy with everything noted on your inventory, and that you familiarise yourself with the locations of key operational parts of the property

- The mains water supply and how to turn off the stop cock
- The main electric and gas supplies and how to turn them off
- Any fuel, cesspit or septic tanks locations
- Check smoke alarms – where are they, are they working, are they hard wired or battery operated
- Check carbon monoxide alarms – where are they located and are they working
- Where any central heating thermostat is located
- Check where any key, fob or alarm instructions are kept
- Make sure any blind cords are safe and are fitted with child safety devices
- If you are living in a block of flats you must make sure that you make yourself aware of the fire plan for the building and what the evacuation procedures are in the event of a fire.

If you can't locate something: please let your landlord know if they manage the property or your property manager know if we manage.



Now that your tenancy has started

What you need to know and do during your tenancy

Along with your tenancy paperwork you'll have been given a copy of the following documents:

- Energy Performance Certificate (EPC) so you know the properties energy efficiency rating
- The Government How to Rent guide
- The Gas Safety Record (GSR) if there is a gas supply
- The Electrical Installation Condition Report (EICR) along with confirmation of remedial work done, if any
- The deposit Prescribed Information and deposit scheme leaflet if your tenancy deposit is protected in a scheme.

You need to know the contents of each of the above and keep them safely in an easy access place so you can refer to them if needed during your tenancy. If you can't locate them, please tell your local office immediately so they can re-send them to you.

You'll need to check your inventory and check-in report carefully on receipt

Once you've received the above you must let your landlord know if they manage the property or your property manager know if we manage within seven working days, if there is anything incorrect or missing. Remember to include any of the comments you'd made on your move-in day. If we or your landlord don't hear from you within this time, we'll assume you agree with the contents and you have accepted the report as the true condition of the property on your move in date.

Check your tenancy agreement to see who's responsible for the cost of these appointments. Costs vary depending on whether the property is in London or the country, the size of the property, the number of reception/bedrooms/ outbuildings and whether the property is furnished or unfurnished.

Renting a property with communal space

If the property is a flat or has communal areas, it's important to contact the building manager to let them know you've moved in. This ensures they can keep you informed about any important health and safety notices that may affect you.

Your rent must always be paid 'in advance'

Your tenancy agreement will state how often and when rent must be made. We must receive your full payment from one of the named tenants and this must be from one bank account. It is imperative you include the tenancy reference number to ensure we can match your payment to your rented property.

You should have set your rent payment to arrive with us as cleared funds by the rent due date to avoid any delays, we won't send you an invoice or early reminder to pay your rent on time.

Payments coming from a UK bank account should be set up three working days before due and five working days if coming from an overseas account.

If you're paying from an overseas account you'll need to consider the exchange rate and you'll be responsible for paying all bank charges associated with any transaction throughout your whole tenancy. You must increase your payment accordingly to ensure we receive cleared funds for the full amount due to us.

If we collect your rent, you can pay us by online banking, bank transfer or standing order. We don't accept payment by money transfer companies, cheque, credit card or cash in any form.

If your landlord has agreed you can keep a pet at the property your rent amount will reflect this. Once you've signed the tenancy agreement the rent will not be reduced if the pet either doesn't move in or for any reason is no longer living at the property.

Assured Periodic Tenancies (APT)	Non Housing Act Tenancies (NHA)
If any rent payments are late, returned or not paid the landlord can charge you interest on the late rent, this charge will be raised on day 15, and you'll be charged interest from the first day the payment was late. Late rent is a breach of your tenancy agreement, this means if the landlord incurs any penalty charges from the bank, mortgage or other lender because of the late or unpaid payment, you will indemnify them.	If any payments are late or are returned or not paid we will make a late payment charge, and you may also have to cover any landlord bank charges they incur. We'll charge you each time this happens. In addition, the landlord can charge you interest on the late rent.

You can find our fees and charges split by tenancy type on our **Savills website.**

If your right to rent has a time limit, we'll need to carry out a re-check



You'll need to visit one of our offices with your updated right to rent documents just before the time limit has ended, or just before 12 months from the date of the first check, whichever is later. This is because we must verify original identity documents in the presence of the holder of that document.

If you have a 'share code', you will need to ask for a new share code from UK Visas and Immigration send it to us, and we can conduct the recheck online. Share codes expire after 30 days.

If your documents are with the Home Office, you'll need to let us know. If we don't get confirmation your application is in progress we'll have to let the Home Office know.

If you or any adult other occupier receive any communication from a relevant government department or body, you must tell us as soon as you get the communication.

If you lose any keys, security device or associated item, you'll be responsible for replacing them before you leave

Assured Periodic Tenancies (APT)	Non Housing Act Tenancies (NHA)
You'll be responsible for the replacement of keys, fobs, security devices or associated items that are lost or damaged during your tenancy.	We'll let you know whether we'll do this for you and send you the bill or whether you can get them cut yourself. The cost of replacing any keys, fobs, security devices or associated items that are missing at the end of the tenancy will be claimed against the deposit. If the landlord is concerned about security and wants the locks changed, we'll let you know the approximate costs and appointment details.
You can find our fees and charges split by tenancy type on our Savills website.	



You and your landlord will need specialist lettings insurance cover

We'll advise your landlord to get specific buildings and contents insurance for letting their property and covering any of their fixtures and fittings. You should get specific tenant's insurance to cover your own belongings as their policy will not cover your possessions.

Getting the right insurance cover when you rent

Any damage noted at the end of tenancy will be your responsibility.

As well as protecting your own belongings a tenant home insurance policy, amongst other things, can provide cover for accidental damage you, or your visitors may cause to the landlord's property.

You can contact The Lettings Hub, the reference and insurance provider we work with, on 0345 450 9904, or email them at savills.insurance@lettingshub.co.uk or visit their website to view their policy details and secure an online quote here.



Emergency kits are a necessity if you're renting in a rural location

If you're living in a rural area you should prepare an 'emergency' kit which can be kept ready in case of power cuts.

Things you could include are: candles and matches, a torch and spare batteries, a blanket, logs for the fire, some bottled water, a small camping stove, a few tins of tinned food (along with a tin opener).

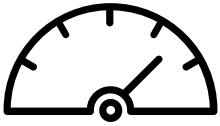
To keep safe during icy weather, you should have a bag of salt stored at-the-ready for clearing paths.

Before you call your electricity supplier or your property manager to report any issues you must check your fuse box and trip switches.



The storing of e-bike's and/or e-scooter's at your property

E-bikes and e-Scooters are powered by batteries, mostly lithium-ion batteries. Whilst most batteries, especially when the product is bought from a reputable company and is looked after in line with manufacturing guidelines - are safe, there is a risk of batteries exploding. If you wish to store an e-bike and or e-scooter at your rented property you must first ask, and then get written permission, from your landlord. You must then follow the rules laid out in your tenancy agreement which include taking reasonable steps to mitigate the risk of damage to the property. You must tell us when we manage your property, and we'll liaise with your landlord.



Smart meters put you in control of your energy use, allowing you to adopt energy efficiency measures that can help save you money on energy bills and offset price increases

You can see your energy usage in real-time, so you know how much is being used and how much you're spending. You can consider adapting behaviour to reduce usage.
Meter readings are automatically sent to the supplier, meaning no more estimated bills, and time saved as you no longer need to do this.

You should let your landlord know if they manage the property or your property manager know if we manage if you wish to make any changes at the property, and smart meters are no exception. Before requesting a smart meter from your supplier please make contact.

If energy bills are included in your rent, the landlord can themselves request a smart meter installation.

New homes are great but it's unlikely you'll move in without any snagging issues

The developers will have checked the property for defects and poor finishing and made good all obvious snagging needs before you move in. As no one will have lived in the property they can't be aware of everything and extra things may become known once you start using the property, for example plumbing issues or electrical items not working properly and so on.

If something isn't working

You must report this as soon as you notice it.

If your landlord manages the property:	If we're managing the property:
Your landlord is your point of contact throughout your tenancy and you should tell them about anything that needs work as soon as you notice it.	You'll have been provided with your dedicated property managers contact details at the start of your tenancy. You should tell us about anything that needs work as soon as you notice it. If you've moved into a new build, we'll need to liaise with the developer. During working hours, you should raise any concerns with your property management point of contact. If you have an emergency between 6pm and 9am during the week or anytime over the weekend including bank holidays, you can call our property management out of hours support 020 3371 3200. You should add this number to your mobile phone contacts now so it's easy to find in the event of any emergency. Only our approved contractors or the landlord's preferred contractors should be used. If you instruct works by anyone else, or if you call them out because of anything you have or haven't done, may be responsible for indemnifying the landlord.

Where we or the landlord are relying on a third party to organise and or undertake works, response times as well as works completion (especially where any replacement parts need to be ordered from overseas) may not be as quick as they'd normally be. This also relates to any communal heating charge invoices that are often issued directly to the building management company and can't be transferred to your name, which you'll be responsible for paying. The third-party provider will be accountable for supplying the invoices, in our experience there are sometimes delays in these invoices being issued.

Everyone living at the property and any visitors must be kept safe

It's important that you allow access to ours or the landlords contractors so they can carry out their checks, and any required works, before any safety records run out. If you can't arrange to be home for the checks, you'll need to liaise with your landlord if they manage property of if we manage - we'll ask the contractor to collect keys from the local office to gain direct access.
You should diarise to check smoke and carbon monoxide alarms weekly because it's your responsibility to make sure they are working throughout the tenancy. If they're battery operated (many wired in systems also have batteries), it's good to have a spare set of batteries at the ready.

Once a year the casing of the alarm should be vacuumed and wiped to ensure dust isn't blocking the sensor chamber.

If at any time you hear an intermittent bleeping/chirping noise you should check which alarm is making it, it could be your smoke or carbon monoxide alarm. Your priority is to check there is no immediate risk to yourself or any occupiers, once you are happy and if changing any battery or wiping any casing doesn't solve the problem please contact your property manager for advice.

If you find any alarm is not working and you've already tried changing the batteries, you must tell your landlord if they manage the property or your property manager if we manage so the relevant action can be taken.



Fire safety in and around the home

Many home fires could easily be avoided, it's important that as a tenant you follow your responsibilities to keep your home safe from fire risk. The RICS Chartered Building Surveyors have written a property guide (for domestic properties only) which amongst other things covers; the most common fire causes (such as candles, electrical circuit overloads and so on); what to do in the event of a fire as well as both you and your landlords key responsibilities. You can read the article by visiting the RICS website and search for clear-guide- to-fire-safety.

If your home has a bio ethanol fuelled fire you must take great care when re-fuelling because both the liquid and gel forms of bio ethanol fuel are highly flammable. You must follow manufacturer's instructions to ensure any refuelling is completed in a safe manner.

If you're living in a property with a balcony or roof terrace you must make sure you understand your responsibilities. Smoking isn't allowed on any balcony or roof terrace and you mustn't store any combustible materials (solid or liquids than can be easily ignited and burned) on them either.

You, any other occupiers or anyone visiting must know where the fire escapes are and how to reach them in the unlikely event of a fire. If you live in a block of flats you must know what the fire evacuation plan is. You should understand all of the health and safety related clauses within your tenancy agreement and not breach any of the conditions laid out.

If you spot something that doesn't look right in the home please let your landlord know if they manage the property or your property manager know if we manage straight away.

Don't risk invalidating any insurance or breaching your tenancy agreement, if you plan to be away from the property

You must tell your insurance company and in addition let your landlord know if they manage the property or your property manager know if we manage. Your insurance policy will tell you the timescales you need to work to and how long you can be away before you need to let them know.

If you don't regularly use a particular water outlet, including inside and outside taps and showers, when you return from any absence from the property that's longer than 14 days to maintain good water hygiene and reduce the risk of legionella you should:

- run water through the taps for five minutes at least once every two weeks for any bathroom that isn't used regularly
- run water through the taps for five minutes if the property is left empty for 14 days or more
- regularly clean shower heads (a minimum of once per quarter)
- make sure the boiler remains set between 50 and 63 degrees.

Swimming pools: remember to open and close them in good time

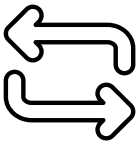
Your tenancy agreement will state who is responsible for opening, closing and looking after the pool (for example adding chemicals at the right time).

If you're responsible and you choose a third party contractor rather than doing any of these jobs yourself, you should book your appointments early because as soon as the weather warms up swimming pool contractors get inundated and we'd hate for you to be disappointed if you book late and they can't open the pool as soon as you'd like.

This is the same when the weather cools down, you must close the pool before the winter sets in.

The H&S Executive swimming pool guidance highlights the risks associated with swimming pool operation and use, and explains precautions which may be taken to help achieve a safer environment when you are using swimming pools Managing Health and Safety in Swimming pools guidance.





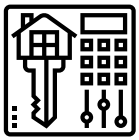
You can change your utility suppliers

However, you must let us know and give us their full contact details.

You'll need the landlord's permission before changing anything at the property

This includes installing an extra phone line, broadband or SKY/Cable TV.

First check your tenancy agreement and the head lease to see if it would be possible.
If there are no restrictions call your landlord if they manage the property or your property manager know if we manage who will discuss what you want to do with your landlord. Don't do anything until you have written permission.



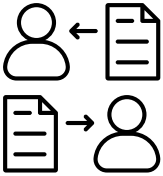
Your tenancy agreement will detail any security alarm responsibilities

Your landlord doesn't have to provide a security system, but if there is a working system at the property (including any burglar alarm), you'll need to know how you must care for it.

You must follow manufacturers guidelines as well as any insurance conditions.

If you change alarm codes, you must tell your landlord if they manage the property or your property manager know if we manage, the new one as soon as you've changed it. If you don't, and any alarm is triggered when the property is accessed it'll be a breach of your tenancy agreement and you'll be responsible for indemnifying the landlord for any loss.

If any system is 'monitored' it is normal for tenants to transfer this service into their own name and deal directly with any third party. You should check your tenancy agreement to confirm what your responsibilities are.



If you wish to change a sharer during the tenancy, you'll need the landlord's permission

You must speak your landlord if they manage the property or your property manager if we manage before taking any action. No switch can be made without your landlord's permission.

If the landlord agrees to a swap, you'll need to find a suitable replacement sharer. When you've given us their details, we'll check the references of your proposed new occupant. The new tenancy start date must fall in line with your existing rent payment date. If we have landlord confirmation, we'll prepare and issue brand new tenancy documentation for everyone to read and sign.

The outgoing sharer will need to arrange for a transfer of deposit funds with the incoming sharer as the deposit needs to stay with the property. In addition, you should make sure any damages are accounted for.

Please review our change of sharer fees and charges on our Savills website.



The property may have a Green Deal plan

If this is the case, you'll be responsible for paying the remaining instalments for the duration of your tenancy.

However, as the property will be more energy efficient, the combined cost of these instalments and your energy bills should be no higher than if no works had been done. Click here to read more on Green Deals.

We hope you'll be very happy in your new home; you should treat it with tender loving care. You need to look after the property and its contents in a 'tenant like manner'.

There are certain jobs and checks that you'll be expected to do around the house as part of your everyday life as a tenant. Below are some of them:

- change light bulbs (and replace with like- for-like)
- replace fuses, change batteries and re-set any trip switches
- test to make sure smoke and carbon monoxide alarms are working
- unblock toilets or sinks when blocked by your waste
- tightening loose handles and such like
- keep the windows clean, wipe down any condensation and clean off any mould
- run periodic maintenance washes for both your washing machine and dishwasher
- clean the washing machine, tumble dryer and fridge freezer filters regularly and empty any water reservoirs
- clean or replace the cooker hood filter when needed
- make sure the dishwasher, and any water softener, don't run out of salt
- run water regularly down any kitchen waste disposal unit to keep it from seizing up
- defrost the freezer compartment whenever you see ice build up
- keep baths, sinks, showerheads and taps free of limescale
- reduce the risk of legionella by following the steps on "maintaining good water hygiene" within this guide
- keep sink waste pipes free flowing by regularly flushing through a drain- cleaning product
- manage the removal of seasonal pests for example bees, wasps, ants, ladybirds and so on.

You'll be liable for any damage (above wear and tear) that's not recorded on the check- in report and deductions may be claimed against your deposit. If anything changes or anyone damages anything during the tenancy, you'll need to let us know as soon as it happens so we can discuss the next steps.



Check manufacturer's manuals for full details of your maintenance responsibilities for all appliances

You must follow all of your obligations as per your tenancy agreement.

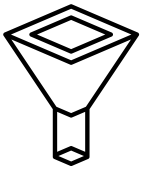
If any repair or maintenance has to be done because of anything you or anyone living at or visiting the property, did or didn't do, you may be responsible for indemnifying the landlord for any loss.

For example, showerheads tend to scale up due to the 'hardness' of water in some areas. A landlord wouldn't be expected to pay for a plumber to de-scale these, you should be doing this on a regular basis.

You must follow manufacturer's instructions before using any appliances or products

At the end of this guide we've included some helpful home hints; these are not a full list of things to look out for. Before you take any action around the property, (this includes any cleaning) you must check manufacturer's instructions and guidelines.

If you report an issue and a contractor but there is no fault, you'll be responsible for indemnifying the landlord for any associated loss.
If you find anything that you expect to be working but isn't, please call landlord if they manage the property or your property manager if we manage.



Keep everything free from blockages

In most tenancy agreements it's your responsibility not to block and to keep clear any gullies, gutters, downpipes and drains. If they're left blocked over time it could cause severe damage and you could be in breach of your tenancy agreement and if so, you'd be responsible for indemnifying the landlord for any loss**.**

Make sure nothing overflows or runs out

Remember to book to have your cesspits or septic tanks regularly emptied during your tenancy, your tenancy agreement will give full details. When you leave, they must also be emptied.

You must keep an eye on your oil/gas levels and book to have them topped up before they run too low. Diarise to check them before the cold weather comes as oil and LPG companies get very busy and you won't want to run out.
If you let them run out and the system shuts down or is damaged you'll be responsible for indemnifying the landlord for any associated loss incurred, for example in re- starting or repairing.

You must pay for any fuel you use during your tenancy. At the end of the tenancy, you must leave the same levels as noted in the check-in report.

Any outside space and gardens should be kept neat and tidy and in seasonal condition

Unless your tenancy agreement says you're responsible, it'll typically be the landlord's role to visit the property for trimming, cutting back and lopping of hedges, trees, shrubs and so on.
You're responsible for the day-to-day garden maintenance; weeding, leaf clearing, watering plants (especially in the dryer summer months), deck cleaning, cutting the grass and so on, unless your landlord has provided gardening services within the rent.

You'll be expected to maintain outside spaces with your own gardening tools (unless any specially agreed clause says the landlord will be providing them) to the standard they were at the tenancy start, unless otherwise agreed in your tenancy agreement.

If you've agreed to any special 'caring' instructions for particular trees, shrubs, plants and so on, you must follow the instructions as per your agreed clause.

Any specially agreed clauses you've agreed with the landlord will detail exactly who is responsible during the tenancy for maintaining all parts of the outdoor space and gardens and you should check what it says. If you are unsure, call your landlord if they manage the property or your property manager if we manage.



Keep your property warm and cosy with efficient heating

You should read the manuals to not only get the best out of any boiler and heating system or any form of other heating such as portable fires or bio ethanol fires but to also make sure you are using them properly. Please always check the tenancy agreemet or with your landlord, or Savills if we manage, if the fire can be used before first using. Some fires may have been capped off and left for decorative purposes.

If you don't have a manual or set of instructions, you can contact the manufacturer or look online for them.

As soon as the cold weather arrives, heating engineers and fuel delivery companies get busy so you should check everything is working in every room early on to avoid having to wait too long for an engineer if you find a problem. During the winter, and before you leave for any trips, the heating thermostat should be set on a minimum of 12-15 degrees at least twice a day or as per the manufacturer's instructions to help prevent freezing pipes during any extreme weather.

If you damage pipe work or the heating is not left on low during freezing weather and they burst, you'll be liable for any landlord loss.

You mustn't alter the temperature on hot water tanks without your landlord's written agreement. Any vents must be left as they are found; they must not be obstructed or blocked. They are there to provide essential ventilation in case of gas or carbon monoxide.

Any airbricks must also be left as found and not blocked or obstructed.

These are there to allow essential air movement to prevent condensation and/or mould.

Unless you have a sealed unit system, to maximise the efficiency of your radiators you should regularly 'bleed' them to stop air blocks. For whichever system you have, you must check the manufacturer's instructions before taking any action. See our helpful home hints section for full advice.

Prevent scalding risk from water storage tanks

If your home has an electric immersion heater and a connected cold water tank with the tank located above a bedroom in your property, keep alert for the warning signs of overheating:
If you see or hear:

- Excessively hot water coming out of the hot water taps;
- Excessive noise or 'bubbling' from the hot water cylinder;
- Hot water coming out of cold water taps, this indicates that hot water is too hot and is therefore venting into the cold water storage tank;
- Steam/moisture in the roof space.

You must switch off the immersion heater system and contact your landlord immediately if they manage the property or your property manager if we manage.

You'll need to manage both the property heating and ventilation to prevent condensation

See our helpful home hints at the end of this guide.

Keeping us updated

You'll need to let us know if your circumstances or contact details change

If you'd like to change any of your standard tenancy terms

After you've signed your tenancy agreement you must contact us or your landlord to discuss. Please review our fees and charges on the Savills website.

If your contact details change during the tenancy

Please let us know. If your property is managed by your landlord you'll also need to tell them.



Whether you can renew or extend your tenancy depends on the type of agreement

HOW LONG YOUR INITIAL TENANCY RUNS FOR WILL DEPEND ON WHETHER YOU HAVE A:	
HOUSING ACT TENANCY	**NON-HOUSING ACT TENANCY (NHA)**
Assured Periodic Tenancies (APT) will run from month-to-month from day one until either the tenant serves notice, or the landlord serves notice and meets one of the grounds for regaining possession of the property. Your landlord won't be able to serve notice to regain posession of the property within the first 12 months if they wish to sell or move back in however other grounds can be used. Under legislation introduced by the Renters' Rights Act, if you moved into a property on an Assured Shorthold Tenancy, this converted to an Assured Periodic Tenancy on 1 May 2026.	For Non Housing Act tenancies, a fixed term is normally agreed by both landlord and tenant at the start of the tenancy. Once we know the landlord's thoughts on whether they want to renew or extend, we'll contact you to find out yours before the end of your tenancy.

If you have a Non Housing Act tenancy and both want to renew the tenancy, we'll negotiate the terms of the renewal between all parties.

Before you make your decision to renew if you are living in a property with an external wall system that has cladding you should ask if there is any update on the fire safety of the property.

If your tenancy agreement includes an 'option to renew', make sure to make a diary note of when you need to let us know by, so you don't lose it. If new references are needed, we'll manage this process as we did at the beginning.

Once the renewal is agreed, we'll prepare the documentation and send to you for review and signing.

Where relevant we'll update the deposit paperwork. We make a charge for contract negotiation, updating terms and arranging a further tenancy and documentation. This includes any updating of references. You can find our fees and charges split by tenancy type on our Savills website.

If you want to end the tenancy you'll need to let us know in writing

If you don't hear back from us on the same day, please call us to make sure your notice has got through to us safely. We'd hate for you to miss your notice serving date because we didn't get your communication.

For Non Housing Act tenancies, your tenancy end date and notice serving deadline will be in your tenancy agreement

You'll normally only be able to leave at the end of your fixed term or before any break clause expires. However, if your circumstances change and you want to leave early you can let us know and we'll see if your landlord would be willing to re-market the property to look for a new tenant and potentially release you from your obligation. However, they don't have to agree to this. Everyone named on the tenancy agreement will need to agree in writing. If a new tenant is found, we'll charge you any reasonable costs for arranging this and the landlord can charge you the sum of any financial loss they've suffered in agreeing to your leaving early.

For Housing Act Tenancies, you will need to give a minimum of two months' notice to end the tenancy in line with their rental period

Where there is more than one tenant, notice served by one binds all and will end the tenancy for all tenants.

If your landlord is marketing the property for sale or letting

Please bear in mind that during the last four months of the tenancy viewings may take place. We'll always call to confirm whether the appointments will be convenient (our aim is to give 24 hour's notice). Please make sure you leave the house neat and tidy ready for any viewings.

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If you're looking for a new home to buy or rent

We understand that at some stage you'll wish to move, we can help you with your move, and if you ask us to, we can work with you in a discreet manner to make sure it doesn't compromise any existing tenancy.

We can put you in touch with one of our local offices in the area you are looking. They'll update you on the market conditions and talk you through everything available depending on your plans.

In the meantime, our available properties can be viewed on our Savills website.

Making the most of your finances

Our specialist SPF Private Finance team are here to help you plan the best strategy for any finance needs you may have. The team will review your situation and suggest the best possible options for your individual circumstances to ensure you get the best rates.

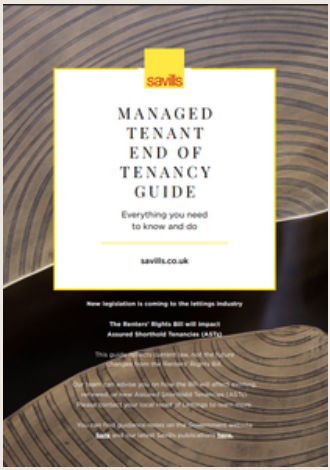
When you speak they'll explain their fees, but as fees are only payable on any mortgage completion, an email or chat over phone is obligation and fee free. You can contact them at: BTL@spf.co.uk or on: 020 7330 0388.

If you take any of their products following a referral from us we may be paid commission.

SPF Part of HOWDEN

Managing a smooth end to your tenancy

We have different guides to support you depending on your tenancy type

If your landlord manages the property:	If we're managing the property:
Click below for our **Non Managed Tenant – Deposit return guide**	Click below for our **Managed Tenant – End of tenancy guide**
	

Customer satisfaction is important to us

We know we're only as good as our last tenancy

Customer feedback helps us to improve our service. You'll receive a feedback survey to complete shortly after you've moved into your new home. Once you've shared your thoughts on how the tenancy has gone so far, please let us know if you'd like us to make contact to discuss anything further.

Recommendations go a long way

We'd really appreciate you leaving a Google Review to share your positive experiences with us.

What if you're not happy with our service

Whilst our team's aim is to provide the highest level of service, things can go wrong. We'd like the chance to put it right. Please make contact with the Savills branch you instructed to let your property / rented your property through, and ask to speak to the head of lettings so you can chat through what's happened with them.

If you're not happy with the outcome, our Lettings Customer Service team are your next point of contact. Please email LCS@savills.com with your property address, your name and a summary of the situation.

If once you've been through our procedure, you want to refer your complaint to the independent redress scheme that we belong to: Property Redress Scheme (PRS) please review their flyer to see how they can help you and what timescales you must work to: PRS consumer leaflet.

Frivolous, vexatious or abusive comments

We'll always aim to treat you respectfully and with courtesy, and we hope you'll do the same in return. If though, we consider a complaint to be frivolous or if it is clear that despite our best efforts, we are unlikely to satisfy you, we may end correspondence or conversations before full resolution is reached. If your complaint contains abusive language or is aggressive in tone whether in person, on the phone or in writing, we'll reply, but we'll advise you in our response that this is unacceptable and that we'll terminate all communication with you if it continues.

You could also speak to our governing bodies, either ARLA Propertymark or the Royal Institute of Chartered Surveyors (RICS). Going through any of these processes doesn't mean you can't take legal action.

Property Redress Scheme (PRS)
Premiere House, 1st Floor
Elstree Way, Borehamwood WD6 1JH 0333 321 9418
theprs.co.uk/contactus

ARLA Propertymark
6 Tournament Court
Edgehill Drive, Warwick CV34 6LG 01926 496 800
complaints@propertymark.co.uk

Royal Institute of Chartered Surveyors (RICS)
Surveyor Court, Westwood Business Park
Westwood Way, Coventry CV4 8JE
020 7695 1670

Deposit money is either protected by the deposit protection scheme that we belong to 'TDS' or protected through the Royal Institute of Chartered Surveyors (RICS) client money protection scheme. For exclusions and limits see rics.org/clientmoneyprotectionscheme. To cover bank charges, we keep any interest.

We're an ARLA Propertymark protected agent

You should always choose an ARLA Propertymark protected agent, look out for their logo.

ARLA Propertymark protected is the letting industry's regulatory body.

Members must comply with a code of practice and byelaws for professional standards and best practices. For ARLA Propertymark members it's The Property Ombudsman Code (TPO Code of Practice). You can click here to read the code, or we can send you a copy if you ask us to.

We train all of our staff to become Propertymark qualified, and we carry out regular update training sessions to make sure you're dealing with an expert. You can have peace of mind knowing we follow strict procedures when dealing with your money or any complaints.

Additional information on ARLA can be found here.

This is a guide and NOT a legal document

Your legal and contractual responsibilities will be in your individual tenancy agreement and any specifically negotiated clauses. Speak to your local office if you'd like any clarification on any of our fees.

Before you sign any paperwork, you must make sure you know and understand the contents of all of the above. If there is anything you don't understand (including any contents of this guide or within anything we give you to sign) please either ask your local lettings team or seek legal advice from a solicitor or an advice bureau before you sign.

We won't accept any liability or responsibility for any actions or inactions by anyone as a result of reading and acting on the content of this guide.

What to do in a Property Emergency

Police/fire/ambulance services

- In an emergency, call 999

You smell gas

1. Don't use electric switches or naked flames
2. Leave the property
3. Free call (UK numbers) the National Grid – gas emergency hotline on 0800 111 999 and follow their instructions
4. Report this to your landlord, or Savills if we manage

A pipeline is struck or damaged

- If a pipeline has been struck, even if there is no gas leak you must report the event to the National Grid gas emergency hotline on 0800 111 999

Electricity emergency

- Free call (UK numbers) the National Grid electric emergency hotline on 0800 404 090 and follow their instructions

Your smoke alarm goes off

- If you don't know why the alarm has gone off you should see if there are any obvious signs of fire from a safe distance, evacuate the property and call 999 for help.

Your carbon monoxide alarm goes off

1. Open as many windows as you can
2. Turn off all fuel-burning appliances
3. Leave the house
4. If you feel unwell, seek medical advice
5. Faulty gas appliance? Call the National Grid – gas emergency hotline on 0800 111 999
6. Faulty oil appliance? Call OFTEC on 01473 626 298

You cannot smell carbon monoxide fumes, therefore you must immediately take all precautions if your alarm goes off.

Your open fire 'smokes' when lit

1. Put the fire out
2. Seek advice from a chimney sweep
3. The chimneys might need sweeping
4. Please always check with your landlord, or Savills if we manage, if the fire can be used before first using. Some fires may have been capped off and left for decorative purposes

For all of the above, once the situation has calmed down, please call your specific property manager directly to let them know what's been happening so they can keep your landlord up to date and let you know of any other action needed and or give you any support.

Helpful home hints

You're responsible for keeping your home in good condition throughout your tenancy

This guide as well as your tenancy agreement explain your full responsibilities and you should read these fully so you know what's expected. Amongst your responsibilities will be carrying out small tasks & checks to keep your home in good condition and prevent future problems.

Over the next few pages are our top tips. Before taking any action or following any of the advice below you should refer to the manufacturer's instructions and/or any guidance manual. This is especially relevant before touching any electrical appliances or using any chemicals for any cleaning. Please bear in mind products containing bleach will stain wood surfaces and some limescale products will irreparably damage marble or chrome fittings.

If you are missing a manual or any instructions, you should contact the manufacturer or find them online. Manuals usually include hints and tips as well as Frequently Asked Questions in case something doesn't appear to be working which you should follow before reporting any fault to us. If you report an issue and we send a contractor but there is no fault, you'll be responsible for indemnify the landlord for any associated loss.

If you find anything that you expect to be working but isn't, please call your landlord immediately they manage the property or your property manager if we manage.



General Troubleshooting

Turning off electricity

If you need to turn off all electricity use the main ON / OFF switch on the electrical consumer unit i.e. fuse box.

Checking your fuse box

Check your consumer unit (fuse box). It will either have fuses or trip switches. Modern electric circuits are fitted with a circuit breaker fuse system. If a fault develops a switch is tripped & the circuit is broken stopping power to the circuit. Older units will have fuses.

Cooker or electrical appliances are not working

1. Make sure the appliance is switched on
2. Check the consumer unit (fuse box) to make sure a fuse hasn't tripped
3. Check the electricity is working/the gas hasn't run out
4. Check any clock is set and working
5. Check any timer hasn't been turned off
6. Check you haven't overloaded a socket with multi adaptors

*Overloaded circuits are common causes of a trip or blown fuse. Therefore do not overload plug sockets by using multiple plug adaptors.

Kitchen extractor hoods

Filters should be replaced regularly to ensure they work efficiently. You'll see the discolouration when the filter needs to be replaced. As a guide this should be done about once in twelve months. If you don't change the filter the filter grease will build up around the cooker.

Dishwasher/tumble dryer /washing machine not cleaning or draining properly

1. Check the powder dispenser draw is not blocked
2. Clean all of the filters
3. Empty the water reservoirs taking care to catch any water with towels or a bucket
4. Check the pump filter is not blocked

Dishwasher isn't washing properly

- Check the salt level is high enough
- Check your rinse aid level is high enough
- Check your appliance manual trouble shooting top tips which may include unblocking the spray arms and cleaning / emptying the filter located in the base inside the machine

It's a good idea to carry out regular maintenance washes on washing machines and dishwashers, using soda crystals or suitable products, to keep them clean, working efficiently & in good running order.

A sink is draining slowly or not draining at all

1. Check there isn't a blockage caused by food carefully pour boiling water down the sink and see if it clears
2. Use a sink plunger to move any particles down the sink pipe
3. Check the u-bend isn't blocked, follow the manufacturer's instructions to safely remove the u-bend and then clean it out
4. Use a drain chemical solution to pour down the sink following the manufacturer's instructions

Low water pressure or no water

- Call your supplier, or check their website for information and/or call your neighbour to establish if it's a problem in your area or just your house
- Follow your supplier's instructions

No hot water or heating

- Check the boiler controls/LCD display are showing electric and water is being demanded
- Check the boiler is not flashing a fault code on the display. If it is, use the manufacturer's instructions for guidance
- Check the gas supply is working for other gas appliances
- Check the clock and timer settings for the boiler
- Check whether it is in an isolated room or the whole house
- Check that the thermostat isn't set too low.
- If your radiators are not heating up properly or have cold spots at the top but are warm elsewhere, it means there is trapped air in your central heating system

If your radiators are not heating up properly or have cold spots at the top but are warm elsewhere, it means there is trapped air in your central heating system.



Unless you have a sealed system, you can bleed a radiator to remove the air pockets and help them run better:

1. Switch your heating on and wait until the radiators are fully heated. If any are completely cold, make sure the radiator valve is turned on
2. Check which radiators have cool spots along the top of the panel and make a note. Be careful not to burn your hands
3. Turn the central heating system off and let the radiators cool down.
4. Some radiators can only be bled with a screwdriver but for others you'll need a radiator key which can be bought from a homeware shop – check the manufacturer instructions
5. Place a towel and bowl on the floor under the bleed valve area and hold a cloth directly under to catch any drips/ streams of water which can be black and dirty
6. Attach the radiator key into the square section in the centre of the radiator valve
7. Turn the key slowly in an anti-clockwise direction, if air is escaping, you'll hear a hissing sound
8. Hold a cloth around it to catch the water because once the air has escaped liquid will start to leak from the valve
9. Close the valve quickly by turning the key clockwise or by using a screwdriver to do the same
10. Check the boiler pressure gauge and make sure it's as it should be as per the appliance manual
11. If it's too low, it won't work and you'll need to repressurise the boiler as per the manufacturer's guidance.

Water leaks

1. If any electric fittings are wet, do not touch them until you've turned off the electricity at the consumer unit (fuse box)
2. Some appliances may have their own isolation valve, if it does, isolate the appliance
3. If not, turn off the water at the main stopcock and switch off any water heaters
4. Place a bowl/bucket and towels under the leak

Burst pipes

1. If any electric fittings are wet, do not touch them until you've turned off the electricity at the consumer unit (fuse box)
2. Turn off the water at the main stopcock and switch off any water heaters
3. Place a bowl/bucket and/or towels to manage the water escape
4. Open all taps to drain water from the system

Overheating immersions

If your home has an electric immersion heater and a connected cold water tank with the tank located above a bedroom in your property, keep alert for the warning signs of overheating.

If the hot water cylinder at any point starts making an excessive noise; excessive hot water comes out of the hot water taps; hot water comes out of the cold water taps or there is steam or moisture in the roof space, this is an indication that the cold water tank may be overheating. You must immediately turn off the immersion and contact your landlord know if they manage the property or your property manager know if we manage

Fridge or freezer isn't reaching temperature

1. Empty the contents to another fridge, or into a cool bag and store in a cool place
2. Defrost the fridge and freezer following the manufacturer's guidelines

Defrost your freezer compartment regularly. Excessive ice build-up will prevent your freezer from working properly & may break the door / flap.

Fridge isn't draining and food is getting wet

- Your drainage valve may be blocked
- Follow the manufacturer's guidance to clear out the drainage hole, a cotton bud used gently can often help

Cooker hood is not absorbing cooking smells

- You need to either clean or replace the cooker hood filter
- Follow the manufacturer's guidelines

Tumble dryer smells of smoke

- Turn off the power switch
- Follow the manufacturing instructions to clean out the filter

No Power

1. Check if any switches have tripped on your consumer unit (fuse box)
2. See if your neighbours are affected
3. Call your electricity supplier
4. To report a power cut or get an update, free call (within the UK) on 105

General gas enquiries

You can call 0845 835 1111 or speak to your supplier.

Pests

- You're responsible during your tenancy for pest control for example ants, wasps, ladybirds, flies and so on
- Mice are common and it can be difficult to exclude them, a mouse can enter through a 6mm hole
- Make sure you store food in sealed containers and crumbs are cleaned away as they are made
- Bins should be closed, and waste regularly removed from the property ready for the council to collect on the relevant days
- If you have a pest issue, traps and baits should be used or you can use a professional pest control company.

Condensation is created by a build- up of moisture in the air. Cooking, boiling water, taking showers/ baths and drying clothes indoors increase it.

If condensation can't dry out it will cause mildew. You should reduce the chance of condensation by:

- Covering steaming pans and opening the window/turning on the extractor fan
- Dry clothes outside or in a well- ventilated room
- Let steam (which would create moisture) out of the room by opening windows and using extractor fans
- Making sure all air bricks and vents are clear from obstruction
- If your windows have trickle vents, it is advisable these should be kept open to allow air circulation
- Keeping your home warm with at least a low basic heat.

If you see any moisture, particularly noticeable on windows, you should wipe it down immediately, to stop it settling and leading to mould growth and follow the above steps to reduce the moisture in the air. If any mould has formed clean it off using a wash of diluted bleach or an appropriate product for the relevant surface.

Fire escapes

Always keep these free from any obstruction.

Police non-emergency number

- Call 101 when you want to contact your local police
- If it's an emergency call 999.



Reporting maintenance issues

You must report these as soon as you notice them

If your landlord manages the property:	If we're managing the property:
You must report any maintenance issues to your landlord during your tenancy, even if you've resolved the situation with a quick fix, please drop your landlord a line to give them an update.	You must report any maintenance issues to us during the tenancy, so even if you've resolved the situation with a quick fix please drop your specific property manager a line to give them an update or contact the central team on: 020 7578 9986 residentialpropertymanagement@savills.com so they can keep your landlord up to date and let you know of any other action needed and or give you any support.





05/2026