

We have found from experience that a good relationship with tenants is the key to a smooth-running tenancy. As Property Managers the relationship part is our job. Our policy of offering a service of quality and care therefore extends to our tenant applicants too and we are pleased to recommend properties to rent which conform to certain minimum standards. Quality properties attract quality tenants.

**GENERAL CONDITION** - Electrical, gas, plumbing, water, central heating and hot water systems must be safe, sound and in good working order. Repairs and maintenance are at the landlord's expense unless misuse can be established.

**APPLIANCES** - Similarly, if the property contains appliances such as a washing machine, fridge freezer, cooker, dishwasher etc. these should be in working condition. All portable electrical appliances must be PAT tested. We can arrange this for you. Repairs and maintenance are at the landlord's expense unless misuse can be established. If you are worried an appliance may be at the end of its life then replace or remove it. If it's part of the inventory and it expires during the tenancy, you will have to replace it.

**DECORATIONS** - Interior decorations should be in good condition, and preferably plain, light and neutral. It is worth considering cleaning or replacing carpets if necessary.

**FURNISHINGS** - It is recommended that you leave only minimum furnishings, and if you leave anything at all, these should be of reasonable quality. It is preferable that items to be left are in the property during viewings. If you are letting unfurnished, we recommend that the property contains carpets and curtains. It is worth remembering most tenants have their own personal possessions.

**CROCKERY AND BEDDING** - Our experience shows that most tenants will put any items left in the property into a cupboard and use their own. For this reason we recommend you take them out, or at least just leave the minimum. If a applicant asks for such items we can liaise with you at the time.

**PERSONAL ITEMS, ORNAMENTS ETC** - Personal possessions, ornaments, pictures, books etc. should be removed from the premises, especially those of real or sentimental value. Some items may be boxed, sealed and stored in the loft at the owner's risk, or perhaps one built in cupboard could be locked. It is important that adequate cupboard space is left for the tenant. We do not recommend that a whole room or the garage be locked, thereby reducing the space for the tenant and of course, the rent.

**GARDENS** - Gardens should be left neat, tidy and rubbish-free, with any lawns cut. Tenants are required to maintain the gardens to a reasonable standard provided they are left the necessary tools. However, few tenants are experienced gardeners and if you value your garden, or if it is particularly large, you may wish us to arrange maintenance visits by our regular gardener.

**CLEANING** - At the commencement of a tenancy the property must be in a thoroughly clean condition. This should include kitchen worktops and cupboards together with all other drawers/wardrobes etc. If you prefer, we can arrange for the property to be cleaned on your behalf. At the end of each tenancy it is the tenant's responsibility to leave the property in similar condition. Where they fail to do so, cleaning should be arranged at their expense.

**MAIL FORWARDING** - We recommend that you make use of the Post Office redirection service. Application forms are available at their counters, and the cost is minimal. It is not the tenant's responsibility to forward mail.

**INFORMATION FOR THE TENANT** - It is helpful if you leave information for the tenant on operating the central heating and hot water system, washing machine and alarm system, and the day refuse is collected etc.

**KEYS** - You should provide one set of keys for each tenant. Where we are Managing we will arrange to have duplicates cut as required, at your expense.

**UTILITIES** - A tenant can change utilities provider if they choose to do so. We can arrange to have them changed to a provider who we find efficient and whose charges are reasonable, albeit perhaps not the cheapest.

**GOLDEN RULE** - The golden rule is that good quality accommodation will always attract good quality tenants and a property should ideally, be presented in a condition that you would expect if you were living there.