

TENANT HANDBOOK

TOMORROWS LETTINGS TODAY



A Warm Welcome From All At Horizon Lets!

We hope you will be extremely happy with your home and that you enjoy a long and comfortable tenancy with us.

This handbook has been designed to provide you with useful information about your home and your rights, as well as information about the services available to you.

Horizon Lets are committed to providing our tenants with a high standard of service and always vow to be communicative and transparent to ensure that your tenancy agreement is as stress free as possible.

Useful Contacts

British Gas Emergency	www.britishgas.co.uk	0800 111 999
TV License	www.tvlicensing.co.uk	0300 790 6130
BT	www.home.bt.com	0800 800 150
Sky	www.sky.com	0800 151 2747
Police Non-Emergency	police.uk/contact/101	101
NHS Non-Emergency	www.nhs.uk/111	111

Do you need to find out who your electricity provider is?	0845 601 5467
Do you need to find out who your gas provider is?	0800 111 999



Please sign up for the Arthur app which you will have been sent an invite to. This allows you to report issues and talk to our team at any time of the day meaning you can report emergencies as and when they happen.

Firstly, we would like to take this opportunity to welcome you to your new home that is managed by Horizon Lets.

Please keep this document for the duration of your tenancy – this is your guide to our services.

The guide is set out in clear sections and details what you can expect of us and what we expect of you.

A few Points For You To Know:

- If you are changing your contact details; such as mobile or e-mail address at any point just let us know
- Please use the tenant app for Arthur – you should have had an invite for this but if not, we can send it again
- Inventory and Schedule of Condition- You will be given a copy of your specific Inventory and Schedule of Condition of the property when you move in and be asked to make any amendments within 7 days. If we don't receive any amendments, you will be deemed to have accepted the Inventory and Schedule of Condition

Amenities

BT points, TV aerials or cable points may be present, there is no guarantee they are live though, so it is the tenants' responsibility to make any of them active if required. If this incurs a fee this will be your responsibility as the tenant



Keys

- One set of keys will be handed over for each tenant named on the tenancy agreement
- If additional keys are required, these can be cut and supplied subject to a reasonable fee. This includes fobs, window keys and post box keys
- If you want to get any additional keys, fobs, or cards, you just need permission from the Landlord. Please contact us to agree this
- All keys, fobs, access cards etc need to be returned at the end of the tenancy
- You will be charged for any keys, fobs, access cards, etc, that are not returned at the end of the tenancy

Meter Readings

- Upon the commencement of your tenancy, meter readings will be provided by us, where possible
- If this is not possible due to access arrangements, we will request them from the landlord or Block Management Agent
- If you don't have access to your meters and you want a reading, it is best to contact us

Utilities And Bills

- We will use Help the Move to set your account up with the current utility provider for Gas, Electric & Water. You will need to set up any payment arrangements yourself once you have confirmation of this account
- You need to contact your local council to set up your account and payment details
- Should you want to have a landline and/or broadband, you need to contact your preferred supplier
- If any incoming lines are dormant, it is the tenant's responsibility and cost to make them live should they wish to
- If you wish to have satellite television and you're in an apartment, it's down to the building management company to either provide you access to a communal system or grant permission to have a dish installed
- If you wish to have satellite television and you live in a single private dwelling, you just need permission from the Landlord
- All costs for the above must be met and paid in full by the tenant
- It is the tenant's responsibility to cancel all contracts at the end of the tenancy and to pay all full and final bills

Rental Payments

- Your rent due date is the date which is stated in your tenancy agreement – this will have been agreed before your contract was created
- Rental payments must credit the Horizon rent account on or before this date every month
- You must use the reference given to you to ensure all payments are allocated to your account correctly
- If you wish to change the details you can do so with your bank
- If you miss a payment you must call or e-mail us to avoid further action
- If a payment becomes more than 14 days overdue then late payment charges will be implemented as stated in the AST



Reporting A Repair

- We will always ask you to meet the contractor at the property as a first option. If this is not possible and we have a set of management keys, we will advise you of a date that the contractor will attend the property
- Where possible, the contractor will make an immediate repair
- If parts are required this may mean the repair cannot be carried out immediately
- If necessary, you may need to authorise subsequent access to the property to fix the repair
- We aim to deal with all repairs in a timely manner but sometimes there are situations beyond our control. Please be patient with us if this does happen

Parking

- If your property comes with parking, you need to know if it's allocated or not – we would normally tell you this but be sure to check if we do not mention it
- You are only permitted to park in the allocated bay unless your parking is communal
- You must ensure that if you need a permit, it is displayed correctly
- We are not liable for any penalties or fees incurred if you fail to park correctly

Insurance

- It is your responsibility, as the tenant to purchase contents insurance to protect your personal belongings
- We would also strongly advise that your policy allows you to protect the property from accidental tenant damage

Occupation Of The Property

- Only people named on the tenancy agreement are to reside at the property
- Any person not listed on the agreement found to be living at the property is a breach of contract and you may be served an eviction notice as a result
- If your circumstances change, and you need to add a Tenant / Permitted occupant you must send us a message on the Arthur App
- All applications to change a tenancy agreement must be granted by the Landlord before they take effect
- Your deposit will be held in a government-backed tenancy deposit scheme
- For further details on the scheme and ID reference please refer to your tenancy agreement

Your Contract And The Legal Implications

- Your tenancy agreement is a legally binding contract for a fixed term
- You cannot vacate before the expiry date without the Landlord's permission. Fees will apply in this instance
- You and any joint tenants are responsible for the rent and all terms and conditions until the contract has legally ended, even if you decide to vacate before
- Please refer to your tenancy agreement for the full terms agreed on giving notice

Access To Your Property

- You will be provided with reasonable notice if we need to access your property
- You have agreed to not unreasonably deny access to the Landlord their Agent or any person authorised by the Agent or the Landlord to enter the property
- In the case of an emergency, no notice needs to be provided by the Landlord or Agent and either they or an appointed contractor can attend

Do's and Do not's for Tenants

Please Do ...

- Clean regularly and dispose of rubbish frequently
- Check and clean the washing machine filter and soap drawer regularly
- Change your own light bulbs
- Set up and pay for all the utilities including council tax
- Maintain any balconies or gardens belonging to the property
- Notify Horizon if your property is going to be empty for 30 days or more

Please Do Not ...

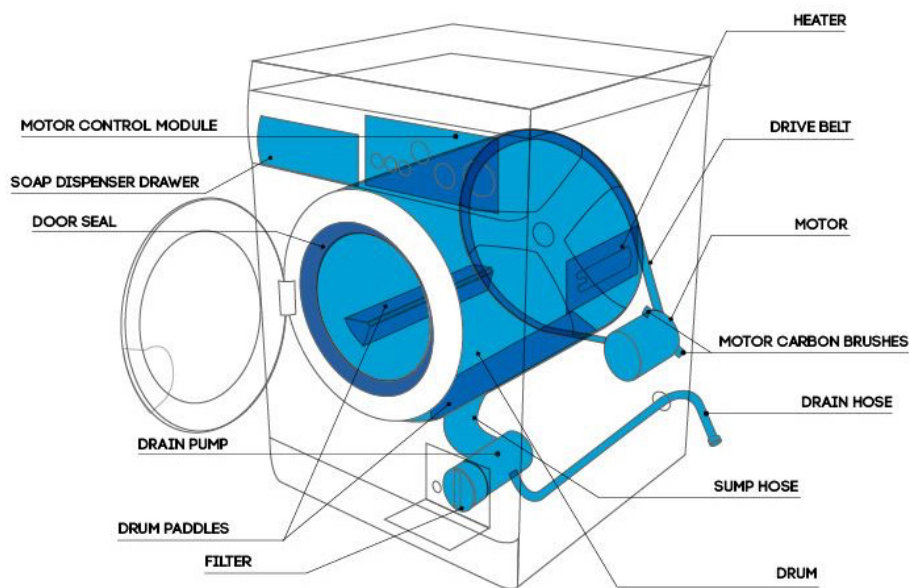
- Keep any pets or animals at the property unless authorised by landlord
- Smoke or allow visitors to smoke within the property
- Put up any picture hooks, pins, blue tack or similar
- Paint or wallpaper without prior permission from your Landlord
- Change or alter the locks without permission from your Landlord
- Annoy or upset your neighbours – anti-social behaviour is not tolerated



Frequently Asked Questions

How Do I Check My Washing Machine Filter?

- Look for a compartment which is usually labelled 'Emergency Drain'
- Make sure you have a towel and bowl in case water comes from the machine
- Open this cover with the towel underneath the washer and unscrew the filter
- Remove the filter, remove dirt, and waste and replace the filter into the machine



How Do I Change A Spotlight?

- Turn off the power source. Make sure the light is deactivated, even if the bulb is burned out
- Remove the cover from the spotlight. Some may require simple pushing or turning in the right direction. Others may be installed with screws or hinges that must be removed
- Set the cover and any hardware that goes with it aside in an area in which it will not get lost or damaged. If necessary, for multiple pieces of hardware, label or draw out a diagram so you remember where each one goes
- Remove the bulb from the spotlight. Turn the bulb counter clockwise to remove it from its socket. Alternatively, some spotlights may be directly attached to wires by a plug; unplug the bulb to remove it. Replace the old bulb with the new. Plug the new bulb into the socket or screw it in clockwise
- Reattach the cover and any hardware. Once everything is back in place, turn on the lights to test the new bulb

Can I Decorate My Property?

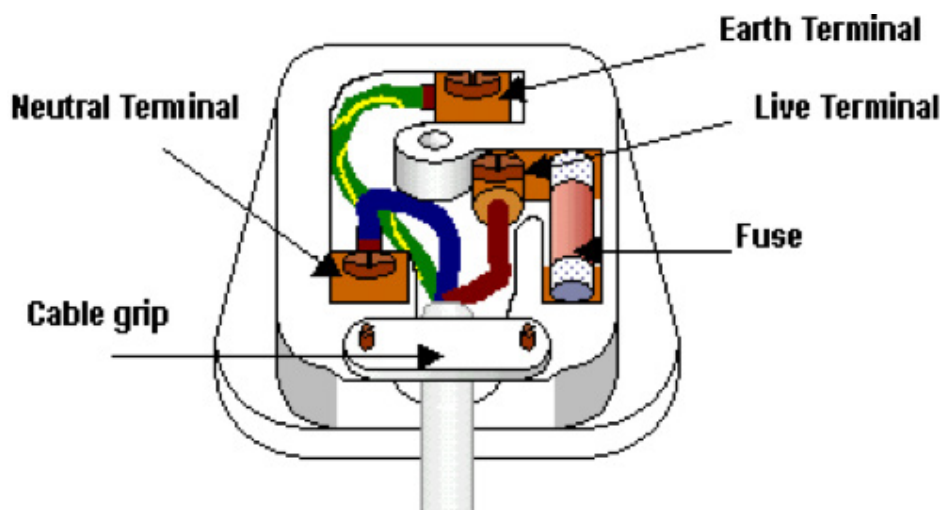
- A tenant can decorate the property provided permission in writing has been obtained from the landlord before any works start. If permission is not given for this then you will be asked to put it back to how it was yourself or pay for somebody to do so

What Is An Inspection?

- We will regularly schedule visits to the property. These are to make sure that the property is being looked after and maintained in a good condition. We will also be looking for any maintenance issues which may need reporting to the landlord

How Do I Change A Fuse In A Plug?

- **Unplug the device.** If an appliance stops working, the first thing to check is the fuse in the plug. Before you can change a fuse, switch the socket off before removing the plug
- **Unscrew the back of the plug.** Look for the main retaining screw that holds the back cover of the plug in place. Gently unscrew the back cover on the plug until it becomes loose
- **Remove the backing plate.** Take the backing cover off the plug and put this somewhere safe, you'll need to reinstate this once you have changed the fuse
- **Unclip the fuse from its holder.** Look at the wiring inside the plug and in particular pay close attention to the brown or 'live' wire. Just next to the brown wire is the fuse holder and the fuse simply clips into the two metal prongs. Use your fingers or the end of a flat screwdriver to tease the fuse out of the holder
- **Replace the fuse like-for-like.** When you are replacing a fuse it's important you replace it with the same type that was already there. Look the amp rating on the fuse. This is clearly displayed on the side of the body
- **Put the cover back on.** Once the fuse is in place, clip the cover back onto the plug and tighten up the retaining screw
- **Plug it in and turn it on.** Now turn on the appliance and it should work straight away. If the fuse has been replaced and the appliance still doesn't work, then it's likely to be fault with your appliance





What Should I Do If My Electricity Goes Off?

- Your first point is to check if the issue relates to just your property. Look at neighbouring properties
- If it is a power cut it may be worth waiting a while because it does happen from time to time
- If it is just your property, it is likely to be a faulty appliance that has caused your electricity to trip. You will need to check your fuse box to see if the trip switch is off. This is usually the main red switch
- Unplug all your appliances
- Flick the trip switch back on
- Begin to plug in your appliances one by one – this will determine whether it is an appliance that is causing your electricity to trip. If an appliance is deemed as faulty it will need to be replaced

Who Is Responsible For Repairs?

- The landlord is responsible for maintaining the property in a good state of repair. They will do this through us! If you have a fault or an issue which needs reporting please let us know asap so we can deal with this for you. If you do damage the property by accident you will be expected to cover the cost of putting it right

How Do I Find Out When My Bins Will Be Collected?

- The simplest way to find this out is to ask a neighbour
- However, if you would prefer then you can also ring your local authority and they will tell you the collection days for each bin
- If there are any changes to this then they will send documentation telling you about this

If you have any further questions, please feel free to contact us.

Alternatively, you could look at our website by clicking the link below:

www.horizonlets.com/tenant-faqs/

Preventing Damp In Your Home

- Avoid moisture build up
- Ensure extractor fans are switched on, working, and used appropriately
- Think about where the moisture is going to go
- Ensure your rooms are well ventilated –open the windows at least once a day
- Heat your home in accordance with the weather conditions
- Do not dry your washing on radiators – the moisture goes from the item into your room and if there is no escape damp will build up
- Regularly clean the property including surfaces, windows & sills
- Allow air to circulate in the property – this might mean moving the furniture around every now and again – especially if it is against an outside wall
- If you can see water coming in, make sure you report it
- If you spot any signs of damp and you have tried all the above, you MUST notify us. If there is damp in your property at the end of your tenancy you could be held liable and your deposit will be at stake

Fire Safety

The easiest way to ensure your smoke alarms are working correctly is to test your smoke alarms at least monthly

- If any of your smoke alarms have a one-year battery, make sure it is changed every year
- Only take the battery out when you need to replace it
- Never disconnect or take the batteries out of your alarm if it goes off by mistake
- Mains-powered alarms are powered by your home power supply. It is still important to remember that they still require testing
- Testing smoke alarms tests the smoke sensor as well as the power supply and/or battery
- You may have linked alarms, so that when one alarm detects a fire, they all go off together. If this is the case, you still need to ensure you test all levels

Looking After Your Smoke Alarms

- Make testing your smoke alarms part of your regular household routine
- Test them by pressing the button until the alarm sounds. If it doesn't sound, you need to replace the battery
- If a smoke alarm starts to beep on a regular basis, you need to replace the battery immediately
- If it is a ten-year alarm, you will need to ensure that your landlord replaces the whole alarm every ten years

In The Kitchen

Make sure you take extra care if you need to leave the kitchen whilst cooking, take pans off the heat or turn them down to avoid risk

- Avoid leaving children in the kitchen alone when cooking. Keep matches and saucepan handles out of their reach to keep them safe
- Make sure saucepan handles don't stick out – so they don't get knocked off the stove
- Take care if you are wearing loose clothing that could easily catch fire
- Keep tea towels and cloths away from the cooker and hob
- Double check the cooker is off when you have finished cooking

Take Care With Electrics

- Keep electrics away from water
- Check toasters are clean and placed away from curtains and kitchen rolls
- Keep the oven, hob, and grill clean and in good working order. A build-up of fat and grease can ignite a fire

How To Avoid Electrical Fires

- Always check that you use the right fuse to prevent overheating
- Make sure an electrical appliance has a British or European safety mark when you buy it
- Certain appliances, such as washing machines, should have a single plug to themselves, as they are high powered
- Try and keep to one plug per socket
- When charging electrical goods, follow the manufacturer's instructions and look for the CE mark that indicates chargers comply with European safety standards

Keep Electrical Appliances Clean And In Good Working Order To Prevent Them Triggering A Fire

- Look for signs of dangerous or loose wiring such as scorch marks, hot plugs and sockets, fuses that blow or circuit-breakers that trip for no obvious reasons, or flickering lights
- Check and replace any old cables and leads, especially if they are hidden from view – behind furniture or under carpets and mats
- Unplugging appliances helps reduce the risk of fire
- Unplug appliances when you're not using them or when you go to bed

Plan Your Escape

- Plan an escape route and make sure everyone knows how to escape
- Make sure exits are kept clear
- The best route is the normal way in and out of your home
- Think of a second route in case the first one is blocked
- Practise your escape plan

TOP TIP:
Keep door and window keys where everyone can find them



The loft is not part of the living space of your home and must not be used for storing heavy items

- The joists in loft spaces are not designed to carry the same weight as floors within your home
- Loft insulation can be crushed by stored items, which makes it ineffective and can result in heat loss through the roof. This leads to increased energy costs and could increase the risk of condensation and black mould
- Stored items could restrict access to water tanks or cables in an emergency and could be a fire risk
- Items stored in lofts and roof spaces are not covered by our insurance in the event of a roof leak, burst water tank, fire or electrical faults in the loft

Vacating tips

- **Packing:** Do not leave this until the last minute. If your items are not moved before your checkout date, or you are not ready to hand the keys back on the tenancy end date, we'll have no alternative but to charge additional rent until the keys are handed back and you are fully moved out with the property ready for inspection
- **Missing items:** If anything listed on your inventory that belongs to the property / Landlord has been accidentally lost or broken, we would recommend that you replace it with an item of the same quality. It is much easier and cheaper for you this way; otherwise, you might get charged a call out fee for someone else to replace it for you
- **Painting:** We know that walls get marked from time to time but if you have marked a wall, then you must first try and remove the mark. If this doesn't work, then you may need to fill the affected area and then repaint the whole wall in the same type and colour of paint. Patch painting stands out and can often make the damage look worse than before, meaning we will have to get a professional painter in at a cost to you

- **Cleaning:** This is the part that most people dread, however, please make sure you give the property a good clean before you leave. This includes the extractor filters, oven, microwave, fridge/freezers, and the inside of cupboards. You will be charged if we need to instruct a professional cleaner, so giving everywhere a good scrub before you leave could save you additional fees on cleaning
- **Light bulbs:** All light bulbs must be working properly when you leave. Again, it is easier if you do this yourself, otherwise you will get charged for replacements and a call out fee
- **Switches, sockets, skirting boards and windowsills:** This is often the one that gets forgotten. We don't want to have to send a cleaner just to clean light switches because you forgot to give them a wipe
- **Fridge freezers:** They must be fully emptied, defrosted, cleaned, and turned off with the doors left open. This prevents the mould developing and gives the appliance a good airing which will stop any smells
- **Washing machines:** Please be sure that these are also empty, and you have cleaned the inside of the door, the outside of the appliance and the soap drawer. Nobody wants to see dry, stuck on old washing powder even if it does smell quite nice
- **Carpets:** We will always consider any wear and tear on the carpets, but you will be charged for a professional clean if there are any stains or spillages
- **Windows:** You will need to clean the inside and outside of the windows. This can either be doing it yourself, if able and safe, or organising for someone to clean the exterior windows (in some instances they may be covered by the building management company)
- **Bedding/Curtains:** Any bedding (including mattress covers) or curtains provided by the property will need to be washed and ironed. You will also need to ensure you re hang curtains and place the bedding back on the bed ready for the inspection after you have left
- **Furniture:** If the property is furnished and you have moved the furniture around, this all needs to be moved back to its original place

- **Bathroom:** Make sure you give it a deep clean paying attention to the taps, shower screen, toilet seat and any cupboards which may be in there. Make sure that the tiles, grout, and seals are all free from mould. One last thing is to clean the extractor fan--ensure you remove all dust and any blockages
- **Utilities:** You'll need to get in contact with your utility companies and let them know when you will be leaving the property. You should do this for Water, Electricity, Council Tax, Gas and Telephone
- **Deposit:** We will first need to check the property has been left satisfactorily and feedback anything needed to the landlord. After we have done this and any deductions have been agreed if needed, we can return your deposit
- **Timescales:** The amount of time it takes to get your deposit back depends on how you leave the property and how long it takes for any deductions to be agreed. Once we have everything we need, we can usually get your deposit back to you within 10 days

Compliments, Comments, and Complaints

We are always looking to improve the way we operate, so we would like you to let us know when we do something well or when we haven't quite got it right

You can make a complaint, compliment, or comment by emailing

hello@horizonlets.com or calling **0333 577 2118**

If you are still dissatisfied with our findings you have the right to contact your Local Government (Housing) Ombudsman

We hope you enjoy a long and happy tenancy

SUPPORT:

If you have any concerns regarding your rental payments then please contact us quickly to resolve the issue! We understand that everybody hits difficulty sometimes and can help you easier if we know there is an issue



HorizonLets.com

hello@horizonlets.com

0333 577 2118



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SUPPORTING
THOSE WHO
SERVE.**

