

Information about your tenancy

Thank you for renting a property from **Lords Associates of London**. We act as agents on behalf of the landlord of your property (only on property's which we manage). As agents, we have an obligation to the landlord to ensure the tenancy runs as smoothly as possible, the rent is paid promptly and the property is maintained to the same standard as the day the tenancy began. Therefore, we would request that in the event of any issues arising during your occupation of the property, you contact us as soon as possible.

We also would like you to have a stress free and good experience while renting through Lords Associates of London.

This document is a very brief summary of certain points in your agreement and contains information that will ensure that your tenancy of the property will be as comfortable as possible.

PLEASE TAKE SOME TIME TO READ YOUR AGREEMENT. IT CONTAINS IMPORTANT INFORMATION THAT YOU SHOULD BE AWARE OF WHILST RESIDING AT THE PROPERTY.

The Tenancy Agreement

The agreement you will/have signed is a legal contract between the landlord of the property and yourself. You should read the agreement carefully and ensure you understand it fully and if in doubt consult a solicitor or other qualified person. The tenancy agreement places legal obligations on you, some of which are explained below.



Property Visits

We conduct regular visits of all tenanted accommodation, normally every four to six months. The purpose of the visit is to check to ensure there are no maintenance issues that need attention and also to check the property is being maintained in a fair manner.



Each visit will normally take less than twenty minutes, and we will contact you beforehand giving you notice of our intention, with an appointment date and time. If for any reason the appointment is inconvenient, please contact us immediately so that we can reschedule the date.

Faults & Repairs

If a fault becomes apparent at the property, you must inform us immediately. Failure to do so may mean that you are held responsible for any further deterioration as a result of the delay. Once we have been informed of a fault we will contact the landlord and act upon their instructions.



Please Note: You must not instruct a contractor to undertake any work without our permission. The cost of any works carried out without our permission will become your responsibility.

Smoke/Fire & Carbon Monoxide Detectors



When any detectors are fitted in the property, under the terms of your agreement, you are obliged to ensure they are checked regularly and are kept in good working order. *This is for your safety and the safety of others living in the accommodation.* We recommend a daily check; however, they must be checked at least once a week. If you become aware of a fault you must notify us immediately.

Decorating

Should you wish to make any changes to the property, you must inform us in writing and wait until written permission is given before any work commences. Permission will not be withheld unreasonably. However, should the redecoration be anything garish, at the end of your tenancy we may insist that the property is repainted to the same standard as when you moved in.



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Gardening



If your property has a garden it is your responsibility to ensure the lawns are cut regularly and the borders are kept weed-free. In addition, the gardens must be kept tidy and free from refuse.

Deposits

We require a deposit for every tenancy. This deposit is refundable only after you have vacated the property and provided that:

- Your rent is paid up to date.
- All utility bills relating to the tenancy have been paid.
- The property has been well maintained.
- Any items listed on the inventory are all present and in good condition.



The landlord must be satisfied with the property before the deposit is refunded. As long as the points above are satisfactory, the deposit will normally be refunded within 10 days.

Rent

Tenants are responsible for ensuring the rent is paid in full and on time. Paid by standing order, rent is deducted from your bank and should reach our account by the rent-due day. This saves you the worry of taking the trouble of bringing the rent to our office, and protects you from the potential of a bad payment history, should the rent be brought in late.



Insurance

The landlord is responsible for insuring the property. You are responsible for arranging your own insurance for your possessions. Neither the landlord nor we will accept any responsibility for loss or damage to your possession whilst at the property.



Going Away?

If you are going to be away from the property for more than two weeks at any one time you must inform us in writing. Being unoccupied for a period may affect the house insurance and we may have to take steps to protect the property.



Vacating

You must vacate the property on the agreed date (usually the last day of the tenancy agreement). We will make an appointment to meet you at the property where we will take meter readings and take the keys. We will require a forwarding address and will contact you at this address when we are able to release the deposit.

Pets

You must gain written permission from the landlord before introducing pets into the property.

You must consult us prior to introducing a pet and submit a written request which must include the age, type and breed. Permission will not be withheld unreasonably. However please be aware that the introduction of some animals may cause an increase in the amount of deposit we hold.



Complaints Procedure

Should you have any concerns relating to the handling of a transaction or believe any aspect of our service has not met your expectations, we'd appreciate hearing from you.

We would like to ensure that any concerns are dealt with as quickly and efficiently as possible.

Please contact our property manager on +44 (0) 1895 233 761 so they can help resolve your concern. Alternatively, you can fill in the contact us form which can be found on our website http://www.lordsassociates.co.uk/contact_us.asp or write to us at:

Lords Associates of London
4 Marlborough Parade
Uxbridge Road
Hillingdon
Middlesex
UB10 0LR



Emergency Numbers

For all emergencies, contact your local Police Force, Ambulance Service or Fire Service, on 999 or 112.

For gas leaks or suspected gas leaks, call the British Gas Emergency line on 0800 111 999.

For properties that we manage, please contact 01895 233 761 if you have any problems (Monday – Friday between 09:00 – 18:30 and Saturday between 11:00 – 15:00)

For out of hours emergency's, please contact Kasim on 07866 682 173

Finally

We do hope you will be happy in the property. If we can be of any assistance please do not hesitate to contact us via the details below:

Telephone: 01895 233 761

E-mail: office@lordsassociates.co.uk

Address: 4 Marlborough Parade
Uxbridge Road
Hillingdon
Middlesex
UB10 0LR