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The Boathouse Business Centre,

1 Harbour Square, Wisbech, Cambs, PE13 3BH



My House
online

Tenant Welcome Manual May 2021

Making your move as easy as possible...

So, you've breezed through the application process, received confirmation of the signed Tenancy Agreement and now for the best part, you've finally got the keys to your dream home and we hope you're very happy here! This is your Welcome Pack to help you move into your new property as quickly and easily as possible.

At My House Online we love to help make the moving in process even smoother. What's more we like to see that you receive a caring and personal welcome to your new home. We speak four different languages, so if you prefer to speak your native language, please let us know!

Let us know your preferred language. We can speak:



Русский
(Russian)



Polski
(Polish)



Lietuvių
(Lithuanian)



English

Our predetermined checklist and fully comprehensive welcome pack provides all the information you will need about your home, from reporting faults to insurances you should find all the information you need in this pack.

It ensures everyone is fully aware of processes and expectations of how to conduct themselves and look after the property for the duration of the tenancy and helps to minimise the risk of misunderstandings.

<input type="checkbox"/>	Read my Welcome Pack
<input type="checkbox"/>	Check the Inventory and Schedule of Condition within 5 days of Tenancy Commencement
<input type="checkbox"/>	Contact Local Authority to arrange Council Tax Payments
<input type="checkbox"/>	Arrange adequate insurance cover – including accidental damage
<input type="checkbox"/>	Set up standing order with the bank for rent payment (three days in advance of rent due date)
<input type="checkbox"/>	Arrange Television Licence
<input type="checkbox"/>	Utilities – Change gas and electric providers if required
<input type="checkbox"/>	How do I operate appliances within the property?
<input type="checkbox"/>	How do I report faults?
<input type="checkbox"/>	Where do I report faults?
<input type="checkbox"/>	Who can I notify issues of during out of office hours
<input type="checkbox"/>	The importance of the tenancy agreement and the implications
<input type="checkbox"/>	How to avoid condensation and the consequences of condensation
<input type="checkbox"/>	What to do and what to expect on the check out

Enjoy your New Home!

Firstly, on behalf of My House Online, welcome to your new home. We hope that you find your property comfortable, and your stay here will be a pleasant one. This handbook details important information about the property, as well as the expectations placed on you while residing here. Please complete the short tick list at the end of this section so you know all your tasks are complete and all you need to do is sit back, relax, and enjoy your surroundings!

Inventory report

As soon as you move into the property, please ensure you thoroughly check your Inventory Report. This document confirms the condition of the property at the beginning of your Tenancy. If you wish to make any comments with respect to the Inventory Report, these must be received in writing within five days of the commencement of the Tenancy send sent to either office@myhouseonline.co.uk or via post to:

My House Online, The Boathouse Business Centre, 1 Harbour Square, Wisbech, Cambs, PE13 3BH

Gas and Electricity

Unless otherwise advised, at the commencement of the Tenancy, gas and electricity will be supplied, or will be in the process of being set-up with the Landlord's chosen provider. However, you are free to change to a different energy company if desired. We will aim to obtain meter readings, which you will find on the inventory. If your Landlord has chosen to provide their own inventory, we suggest taking readings as soon as you arrive at the property.

Council Tax, Television Licence and Telephone

We are unable to instruct these suppliers, therefore you will need to contact them directly. The Landlord is not liable to provide and maintain a working television aerial to receive standard terrestrial television. It is your responsibility to ensure that a TV licence is obtained, this can be completed online at www.tvlicensing.co.uk or at a Post Office.

Should you wish to install Satellite or Cable TV at the property, please contact your local office as we can arrange a contact for you, as well as requesting consent from your Landlord should it be required.

IMPORTANT: It is the Tenant's responsibility to ensure the relevant transfers are accurately made. You may be charged if any utility is cut off during the Tenancy term.

Insurance

It is your responsibility to insure your possessions throughout the term of the Tenancy. The Landlord will take no responsibility for any damage or loss to Tenant's possessions.

The cover must include accidental damage caused to the Landlord's contents, buildings, furniture, fixtures, and fittings. Please note that standard contents insurance policies may not always include this cover.

Right to Rent

In accordance with the Immigration Act 2014 either Landlords or the Landlord are required to carry out further Right to Rent Checks during the course of the tenancy. Further checks are required where a tenant has a time limit on their leave to remain in the UK.

Energy Performance Certificate (EPC)

You will be issued with an EPC which provides information on both the energy efficiency and environmental impact rating of the Property.

TOP TIP: Energy Saving light bulbs and efficient use of the heating and lighting system will assist in reducing energy bills.

Mail

If you receive any mail for the Landlord or for the ex-Tenants, please either drop this off at your local branch or re-direct through the postal system.

Future Rent Payments

Please refer to your Tenancy Agreement to confirm how and when rent payments are to be made. You will need to set up a standing order mandate with your bank for future rent payments to My House Online. Please refer to the Tenancy Particulars for the bank account details. The standing order mandate should be dated three days prior to the rent due date to allow for the transfer of funds to reach our account on the correct date. A standing order is your instruction to your bank to make a payment and remains your responsibility throughout the Tenancy term. You are the only person who can change, amend, or cancel a standing order mandate payment.

Please check your **Standing Order** has been set up with your bank and is dated three days prior to the rent due date.

Access Arrangements

Access to the property will be required on occasions by your Landlord or Agent.

If a set of keys is held, then you will be notified in advance of any prospective visit and permission will be gained for access. If you are unavailable for an appointment with any contractor employed by your Landlord or Agent having previously been agreed and arranged, then you will be liable for all costs incurred.

Any time the property is left vacant it must be left securely, with all openings locked. After any visit by a contractor, the Landlord and the Landlord's Agent will always fully secure the property.

Maintenance

Please refer to your Tenancy Schedule for details of the management category for the property. For all managed properties, if you have a maintenance problem, please report this via **Fixflo**, the quick and easy online reporting system for My House Online:

We have a commitment to resolve issues quickly and reliably. This online

**Report your
maintenance issues
using Fixflo by
clicking here.**

system helps us to receive the information that we need in order to understand your problem. It also allows you to upload photos of your problem that may help our contractors to bring the right tools and equipment to fix your problem. You will receive an e-mail with your submitted report. You can report issues on any smartphone, iPhone, iPad or PC in over 40 languages, and it will translate it into English for your property manager.

Repairs for non-emergencies that are reported online are likely to be dealt with more quickly than those that are reported by telephone or by email.

Emergencies MUST continue to be reported to us by telephone on 01553 670179. Please note if the issue is non-emergency call out charges may apply. If the cause of any repair is found to be the responsibility of the Tenant (refer to the Tenancy Agreement) or is as a result of negligence, you will be held responsible for the cost of the repair.

Rent Collection / Introductory Only Properties

If the property is managed by your Landlord, their contact details will be provided. You must speak to them directly if you have any maintenance issues.

General Tenant responsibilities

Tenant Like Manner

The tenant has a duty to behave in a 'tenant like manner' which has been defined in case law over the years to include 'the little jobs about the place'.

Warren v Kean (1954) 1 QB 15

Tenant like manner means doing the 'little jobs about the place' which a reasonable tenant would do (e.g. cleaning windows and chimneys, replacing fuses, unblocking sinks etc.) and not damaging, or allowing the family or guests to damage the house.

You are expected to maintain the property in a good state of repair, ensuring that issues are reported on FixFlo as soon as reasonably possible. Regular and adequate ventilation and heating of the property will prevent condensation and mould growth.

“ *The Tenant must take proper care of the premises ... he must do the little jobs around the place which a reasonable Tenant would do.* **”**
- Lord Denning.

Whilst some damages caused by tenants may be deemed to be the responsibility of the tenant under their obligations to behave in a tenant like manner, the landlord is still responsible to carry out the repairs. Reimbursement may then be sought from the tenant after the event.

Fair Wear and Tear

If it can be removed, it is not wear and tear. Under the Terms of your Tenancy Agreement, you are under an obligation to look after the Landlords' contents. Please read the instruction manual before using any equipment.

Repairs

With regard to repairs, obligations are placed on all three parties: the Agent, the Landlord and the Tenant.

Obligations of the tenant

The tenant has obligations to take care of the contents and property they are renting. These obligations would be:

- the covenants written in the tenancy agreement,
- any implied obligations.

Obligations in the tenancy agreement would include:

- not to damage the property or allow the property to be damaged,
- to maintain any gardens,
- to repair or replace any items that have been broken during the tenancy.

If the tenant replaces missing or destroyed items, they should replace them with the same style and type of item. If that is not possible, they should be replaced with items of a similar quality, specification, and style. The tenant has implied obligations, which include:

- to pay the rent,
- to carry out small jobs that a tenant would be expected to do,
- not to block sinks or drains with waste,
- to report faults.

If the tenants fail to report faults when they knew, or should have known, about them, and as a result the property is further damaged, the tenant would be responsible for the extra cost of the repair. This damage is known as **permissive waste**.

If the tenant causes damage to the property, they would be liable for the repair or replacement of the item. This damage is known as **voluntary waste**.

Going on Holiday

If the property is to be left vacant for longer than 14 days, please ensure that you advise your Landlord or Agent. It is essential that every precaution is taken to avoid frost damage and burst pipes during cold weather. If the property is to be left empty between the months of October to April, please ensure the heating is left on a constant low setting in order to protect the pipes from freezing.



Emergencies

Certain emergencies such fire, a break-in or gas leak require that you immediately contact the appropriate public emergency service. Please use your judgement in such cases.

Ensure that you are experiencing a true emergency and that the issue cannot be resolved between 9:00 and 17:00. Emergency callouts when a repair is not justified, will be charged for.	
EMERGENCY	NON-EMERGENCY
Complete power outage in the building.	If it can be switched on again at the mains box in the house. If it is an area outage.
Severe leaks, water burst or complete tap washer failure .	Dripping taps or toilets that keep running at a slow pace.
Fire - Call 999	A small fire that was contained quickly with minimal damage.
Burglary in progress – Call 999	Burglary discovered but security of guests not at risk.
	No Internet or slow internet speeds.
Lost keys, keys broken in lock, left in room. This will be charged for (see our price list).	Locks that are stiff or difficult to open.
Complete boiler failure, loss of heating or hot water .	Temperature not high enough for personal preference.
If you smell gas or a there is a gas leak - Call National Gas Emergency service on 0800 111 999	
Toilet overflowing because of blockage.	Toilet, drain blocked, but not overflowing.

Tenant Actions Regarding Fire

A fire detection and alarm system is fitted to this building to help ensure the safe evacuation of people in the event of a fire. It is important that tenants understand their role in the event of an alarm sounding.

- If you discover a fire, sound the alarm, and call 999 for the Fire & Rescue Service, unless the alarm sounds briefly at the pre-arranged test time.

TREAT ALL ALARMS AS AN INDICATION OF FIRE IN THE BUILDING.

- If you suspect you may have activated the alarm, for example by burning toast, check the sensor to see if the red light is on
- Leave your accommodation promptly along with any guests.
- Close the door to your accommodation **but do not lock it.**
- Only use firefighting equipment provided if you are competent and it is safe to do so.
- Assemble outside the building and account for other residents if possible.
- Never go back into a building that is on fire.
- Unless confirmed by others that it has been done, dial 999 for the Fire & Rescue Service
- **Do not silence or reset the alarm** unless you are absolutely certain it was activated from a sensor in your own accommodation and that there is no fire.
- Report all alarm activations to the Manager.

Note: It is a criminal offence to tamper with or otherwise disable any part of the fire alarm system.



This document is approved by the National Landlords Association (NLA)

www.landlords.org.uk

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When will the Tenancy Deposit be returned? (*Where applicable*)

Assured Shorthold Tenancy

If the Tenancy is an Assured Shorthold, the deposit will be protected under the Tenancy Deposit Protection Scheme.

The Tenancy Agreement and relevant scheme documentation will provide you with the statutory information relating to the protection of your Tenancy Deposit and what the Deposit can be used for.

All Prescribed Information will be provided in accordance with the requirements of the scheme used.

The Deposit is held as Stakeholder. Common Law and Corporate Tenancies Deposit is held as stakeholder, but not protected under the Tenancy Deposit Protection Scheme.

Note: Refer to your Tenancy Agreement for confirmation of how your deposit is being held.

No Deposit Option (NDO)

If your Tenancy is subject to the NDO any references made to charges against your Tenancy Deposit will be claimed directly from you for payment.

Renewal/Extension of Tenancy Agreement

Approximately 2 months before the expiry of your Tenancy, you will be contacted with a view to clarifying whether the Tenancy will be renewed or extended upon the expiry of the current term.

Those Tenants who have paid rent in advance will be required to do so again upon any renewal.

Notice

PLEASE CHECK THE TERMS OF YOUR TENANCY BEFORE SERVING A NOTICE OF SURRENDER - IT WILL ONLY BE ACCEPTED IF SERVED IN ACCORDANCE WITH THE TERMS OF THE AGREEMENT.

Notice must be signed by all named Tenants. If your Landlord has served Notice for Possession of their property, please contact us immediately for details of other properties currently available.

Pets

Pets cannot be kept at the property without written permission from your Landlord. If such permission has been sought and received, you will be required to sign a **Pet Addendum** to confirm what is required during and at the end of the Tenancy. An additional deposit is payable.

Water Hygiene

At the start of the Tenancy please ensure all taps are run for a short period and WCs flushed. Prior to taking the first shower, and when a shower is not being regularly used, please run on a hot setting for a reasonable period of time. After any absence from the property, please ensure taps and showers are run and WCs flushed before use.

I've just moved in my new property, how do I...

Operate appliances within the property?

Upon entering your property, all appliances will have been checked and will be switched on ready for use. Please ensure you are familiar with the operation of appliances – where available instructions will be included in the welcome pack. If you are unsure of how to operate an appliance do get in touch with your friendly property representative.

Report faults?

Upon receiving the welcome pack for your new property, you will automatically be enrolled on to FixFlo (so long as your property is managed by us). This is the My House Online Maintenance Reporting Platform. It's a really intuitive app and an extremely user-friendly way of reporting all types of different issues within a property.

Raise issues during out of hours?

It's always worth reporting any issues via Fixflo in the first instance, this service is available 24 hours a day, 365 days a year. If the issue is extremely urgent a member of the My House Online team is available to help when required, they can be contacted on **01553 670179**.

I also wondered...

What is the Tenancy Agreement for?

It's essential that all parties understand the importance of the Tenancy Agreement, the expectations set out and the implications if this is not adhered too. All parties should familiarise themselves with this document, ensuring that it is read and kept in a secure place.

What is the inventory and schedule of condition?

It's extremely important that throughout the duration of the tenancy and upon moving out that the items within the property are left in exactly the same condition that they were presented in. This document lists items within the property, as well as the condition so that all parties are aware of how the property should be left upon leaving their tenancy. It too should be stored in a safe place along with the tenancy agreement and welcome pack.

I'm a new tenant and I'm unsure...

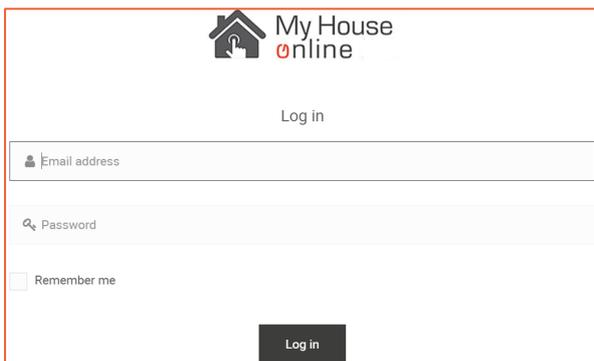
How to report issues at my Property

I've moved into a rental property managed by My House Online and discovered a couple of issues, but I'm not sure how to report them. What do I do?

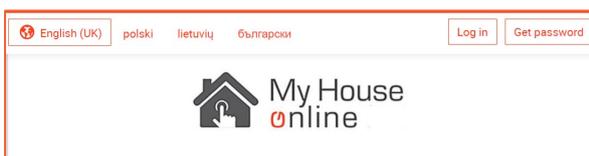
Reporting any issues in your property is as easy as 1, 2, 3. *Here's what you need to do:*

At My House Online we use FixFlo - an online reporting system where you can log any issues within your property.

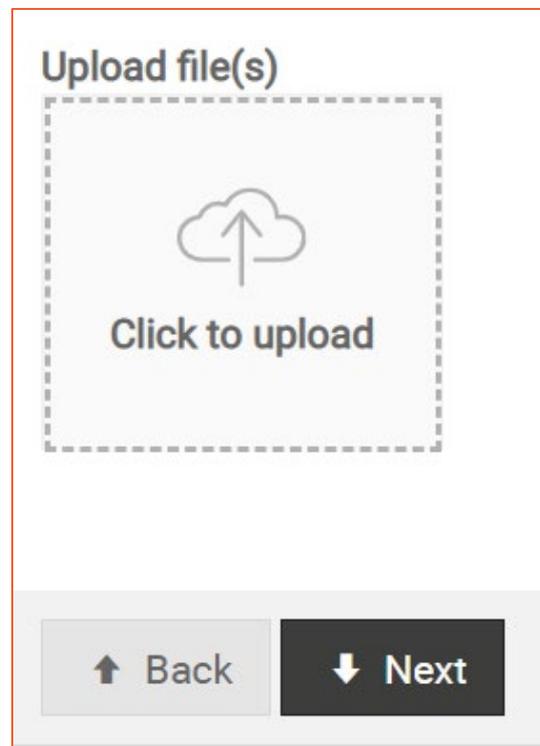
1. Find your welcome email from FixFlo detailing your username and login (this was sent when you received your welcome pack).
2. Login at <https://myhouseonline.fixflo.com/Auth/HomeIssueCreate>
5. Add any photos and click next – The more information submitted, the better!



3. Select your language.



4. Follow the prompts to tell us more about your problem.



6. Tell us your address.
7. Tell us your contact details.
8. Click Submit and send.

That's it, as we said it really is as easy as 1, 2, 3!

I'm a new tenant and I'd like to know...

What happens with my holding deposit?

Renting a property sometimes seems a little overwhelming, considering everything that needs to be done. A holding deposit is often acquired by My House Online to ensure we can hold your perfect property, while all the reference checks are carried out and relevant paperwork is drawn up. Let us explain...

- My House Online collect your holding deposit, a maximum of one weeks' rent, which can be held for 15 calendar days.
- References are carried out and tenancy paperwork is drawn up.
- The Tenancy Agreement is entered into and the holding deposit is released within seven working days if:
 - The landlord and tenant enter into a tenancy agreement.
 - The landlord decides before the deadline for an agreement not to enter into a tenancy agreement.
 - The landlord and the tenant fail to enter into a tenancy agreement before the Deadline for Agreement.
- It may also be deducted from the first months' rent if both parties are in agreement.

I've moved into my new property...

I recently moved into a property and have discovered that there is some condensation and damp within the home. What can I do?

How do I prevent condensation?

If there is too much moisture within the air it can often lead to mould and condensation occurring within the home. You may already know that condensation occurs on cold surfaces and can lead to mould appearing within the home.

Condensation can cause damp, moisture, and mould to build up which can cause damage to health. There are some really easy steps that can be taken to reduce the amount of condensation within the property. These are:

- Cover kettles and pans while boiling.
- Avoid using paraffin and portable bottled gas heaters.
- Do not dry washing on radiators.
- Avoid using tumble dryers.
- Ventilate rooms well.
- Position furniture on internal walls.
- Ensure there is adequate heating and insulation.

If condensation is a problem in your home, please refer to our leaflet offering tips and guidance on reducing moisture, condensation, and mould.

Helpful Information and Frequently Asked Questions

Inventory and Schedule of Condition

Will describe the condition of the Property, its contents, fixtures, and fittings.

Tenancy Agreement

A legal document which confirms the terms under which the Landlord has let his Property and confirm how both parties must conduct themselves during the Tenancy term.

Guarantor

A Guarantor will sign a legally binding document which confirms he will accept the responsibility and liabilities of the Tenant to the Property should the Tenant default under the terms of the Tenancy Agreement.

Tenancy Deposit

Sum payable by the Tenant and held as Stakeholder against non-compliance by the Tenant with the terms of the Tenancy Agreement.

Rent

Must be paid in accordance with the terms of the Tenancy Agreement. Interest is due if the rent is not paid on time and the Landlord will seek repossession of the Property if rent is paid late.

No Deposit Option (NDO)

An alternative to a paid deposit. Not applicable to every tenancy.

Maintenance Tips

Economy & Other Off-Peak Rates

Economy 7 electricity is supplied at a cheaper rate during off-peak hours. If your Property has Economy 7 heating, there will be 2 meters, one for normal supply and one for Economy 7. Do ensure that your main switches are on.

Gas Central Heating

If the radiators are not getting warm, check the thermostat on the wall or radiator and check the time clock. Never tamper with any gas appliance; a Gas Safe registered engineer is the only qualified person who can maintain and check gas appliances. IF YOU SMELL GAS, IMMEDIATELY CALL NATIONAL GRID ON 0800 111 999 AND SWITCH OFF ALL FORMS OF HEATING AND COOKING, OPEN WINDOWS AND DOORS.

Fuses

If you need to replace a fuse in any of your electrical appliances, always ensure the right sized fuse is used at all times.

Light Bulbs

Must be replaced as necessary during the term of the Tenancy.

Smoke Alarms

The smoke alarm should be fitted with a working battery at the commencement of the Tenancy; a fully working smoke alarm should be in place at all times.

Rubbish Removal

Check with your local Authority to confirm how and when household rubbish is removed; there will probably also be a requirement to recycle many items.

New Build

If you have moved into a brand new Property, you may find that an element of settlement will take place over a period of time. This may mean that the builder or Landlord will need to gain access to the Property to undertake the standard snagging that is required in a new Property. Your co-operation is appreciated.

Oven not working

Have you checked first that it is not on an automatic timer?

Appliances requiring salt

Water softener, dishwashers and some washing machines may require to be topped up with salt; failure to do so could lead to a malfunction of the appliances which may be your responsibility.

Keys and Security

Always ensure the Property is left fully secured and all keys are used at all times to avoid any potential for an insurance claim to be voided due to leaving the Property insecure. All contractors and the Landlord and the Landlord's Agent will always fully secure the Property after any visit.

Thanks for your tenancy here, hopefully it's not goodbye....

If that time has come, and you're moving on, we're sorry to see you go. However, it's always a good idea to ensure that you're fully prepared when moving out of your rental property. This pre-check out preparation and check-out guidance will help you to ensure that your deposit is returned.

Don't forget to contact the My House Online office if you're looking to change properties in the future.

Items to be organised in advance before your tenancy end and the house keys are returned:

- Informing utility companies
- Arranging mail redirection
- Cancelling deliveries
- Organising removal company or other transport
- Organising cleaning, professional cleaning or professional carpet cleaning (tenant need to check their tenancy agreement)
- Organising fumigation, if that is a requirement of the tenancy agreement, for those tenants who are allowed to keep pets at the property
- Organising gardening in good times

The agent will be checking:

- The cleanliness of the property - it must be left in the same standard in which it was at the beginning of the tenancy. The items will include:
 - inside ovens
 - refrigerators
 - kitchen cupboards
 - filters of kitchen appliances
 - soap dishes
 - sealant around sinks and bath.
 - limescale on drainers and shower screen.
 - cobwebs around light fittings.
- Ensure that fridges and freezers are completely defrosted and cleaned out.
- Ensure that the garden is left neat and tidy, with pruning and grass cutting up to date. Please be aware that weather conditions may prevent this being done at the last minute so be prepared.
- Ensure all rubbish is removed from the premises - and dustbins for collection by the local authority are only filled in an ordinary way (all additional rubbish should be removed by the tenant and taken to the local recycling centre).
- If the property is furnished, making sure that all items are left in the same position as they were at the check-in.
- State of mattresses and sofas.
- Marks and blemishes to the decorations and flooring.
- Making sure all keys are available to be returned.

What will happen at the check-out:

- The property will be checked against the original check-in Inventory and Schedule of Condition.
- The tenant will be expected to hand all keys and leave the property.
- The tenant will not be allowed back to undertake any further work, such as extra cleaning.
- Final meter readings will be taken.

What will happen immediately after the tenancy:

- There will be a check to ensure that all of the tenant's obligations have been met in full.
- The state of the property will be assessed and compared with the state that it was in at the beginning of the tenancy .
- There will be an assessment of what the agent and the landlord believe the tenant should need to contribute from the deposit to fulfil all of these obligations, if anything.
- The tenant will be presented with these findings and given a chance to comment.
- A summary of what then happens depends on how the deposit is held. Evidence and a claim will be sent to Deposit Protection Scheme and if any dispute is raised will be dealt with by the agent first and then by the adjudicator of the scheme.
- Any breaches will be reported back to landlord and any settlement negotiated and agreed between tenant and a landlord if there are any disputes.

When will the Tenancy Deposit be returned?

(Refer to the previous section regarding turn of tenancy deposit earlier in this document).

REFER TO YOUR TENANCY AGREEMENT TO CONFIRM HOW YOUR DEPOSIT IS BEING HELD.

We usually hold deposit under Deposit Protection Scheme (DPS) so when you are leaving the property will be checked against the original check-in Inventory and Schedule of Condition.

The deposit can only be released with the agreement of both the landlord and the tenant. We should remind you, that even the tenant is entitled to all or some of the deposit back, it is unlikely to happen straight away. The tenant should not rely on having that money immediately available, in case if they need additional funds for next property.

All our deposits with DPS are held in the custodial scheme, the agent physically does not have hold of the money, but they are held by DPS. If you need to contact Deposit Protection Scheme for a deposit refund enquiry, you can find their details below:



The Deposit Protection Service (DPS), The Pavilions, Bridgwater Road, Bristol, BS13 8AE

Phone: 0330 303 0030

Website: www.depositprotection.com

If you have any questions or concerns about your check out, please contact our office at My House Online:

Website: www.myhouseonline.co.uk

Email: office@myhouseonline.co.uk