



Looking to Rent

RESIDENTIAL, COMMERCIAL LETTING & SALES

PROPERTY MANAGEMENT & LANDLORD SERVICES

Residential Tenant
Welcome Pack

Dear Tenant,

We hope you are settling into your new home and our aim is to ensure that your tenancy is a good and enjoyable experience.

Looking To Rent is a member of The Council of Letting Agents and we pride ourselves on ensuring the safety and well being of our tenants. We will always ensure that your property meets the safety and compliance standards set by the Scottish Government.

Your Tenancy

Now that you have signed all your documents and received your keys to the property, you are now officially a tenant of Looking To Rent.

At Looking To Rent we believe that communication is key to a successful tenancy. General information regarding your tenancy can be found within your "Easy Read Notes", which were emailed prior to your tenancy commencing.

If you have any further questions regarding your paperwork or responsibilities as a tenant please do not hesitate to contact your dedicated office.

Insurance

Your landlord already has building insurance cover in place however this does not cover your personal belongings or any accidental damage to the property's fixtures, fittings and contents.

At Looking To Rent we feel it is beneficial for tenants not only to have contents insurance but also to have liability insurance. This helps to protect your deposit and safe guard them and their rental property against every eventuality.

To make it convenient for our tenants we have partnered with Alan Boswell Insurance Broker Ltd who can offer competitive rates for all your insurance needs.

For a free no obligation quote please click the link: [Tenant Insurance](#)

Please note that alternative policy providers can be found online.

Safety Certificates

It is your landlords responsibility to ensure that your property complies with all relevant safety legislation set by the Scottish Government.

Throughout your tenancy you will be notified of any safety works that are due to be carried out at the property and will be provided with a copy of the certificate, when requested. For any works that will need to be carried out at the property, you will be given at least 48 hours notice by email.

In order to make this process as smooth as possible, Looking To Rent provide keys to our vetted contractors so you are not required to wait in the property for them, however, you are more than welcome to be present for these appointments if you wish. Please note, refusal to a contractor for arranged access may result in a charge to you.

Fire Detection & Carbon Monoxide

Your property is fitted with at least one smoke detector in each hallway/landing, one smoke detector in the daytime living area and one heat detector in the kitchen.

It is your responsibility to check the detectors on a weekly basis to ensure they are fully operational. This test is simple, only requiring you to press the test button located on each detector for five seconds, this will give off several loud beeps.

All detectors are interlinked therefore in the event that they are activated, all alarms will sound simultaneously. In the event that the alarms are falsely activated, the tenant should reset them by holding in the test button for five seconds on each detector, beginning with the hall detector.

Looking To Rent require landlords to service all detectors in a property on an annual basis or manufacturer guidelines, to ensure they are fully operational and to limit the possibility of faults. Should your alarms intermittently beep it may mean the batteries require replacing or potentially the detector has malfunctioned. If this happens please contact our office and we will arrange the service of these alarms. Under no circumstances should you try to replace batteries or disconnect the detectors.

Inventory

Your inventory will be emailed to you on the day prior to your of move in or the morning of the move in, you will be required to sign to confirm receipt of the inventory.

The inventory will list all furnishings, fixtures and fittings and will contain a description of their condition. This report acts as a detailed account of the condition of your property and its contents at the point of move in.

During the first seven days of your tenancy you have the opportunity to propose any amendments via our inventory software. If any amendments are required they will be added to the inventory once reviewed, this helps to confirm the accuracy of the document.

After the seven days if no feedback has been provided your inventory is considered correct and will be the supporting document used throughout your tenancy and at the point of move out.

Deposit

As you are aware a deposit is required for all tenancies. This is set at a minimum of one months rent and a maximum of two months rent.

The deposit will be held in accordance with the Tenancy Deposit Protection Regulations. The deposit is held to cover damages, breakages and any other liabilities under the terms of the tenancy agreement and will only be refunded once the tenancy has ended.

Once your tenancy commences your deposit will be lodged with our tenancy deposit scheme within 30 working days and will remain in place with the scheme until the end of the tenancy.

The deposit paid by you acts as a guarantee against various eventualities. These eventualities may cover damage to the property, costs for any cleaning, bills that are left unpaid, as well as any unpaid rent.

At the end of the tenancy, after the move out is complete, we will request that the tenancy deposit scheme release the deposit and the amounts payable to you and the landlord should there be any deductions.

The deposit scheme will then contact the lead tenant to check whether you agree with the deduction figures. Should you not respond within 30 days, then the landlord will be paid the amount that was requested to be deducted for rent, repairs and other costs - the remaining balance will then be repaid to the tenant.

Utilities

As a tenant you are liable to pay all utilities and services relating to the property, including council tax (excluding factoring). It is also your responsibility to ensure that the relevant companies have the correct information for your tenancy.

To make it convenient for you, whilst compiling the inventory Looking To Rent will take meter readings which are then passed on to the appropriate utility companies. At this time the local council will also be notified of the change in tenancy.

We are unable to inform any other suppliers with the exception of the electricity, heating (gas, biomass etc) and the local council of the change in tenancy as this must be done by the user of the service.

Additionally, upon move out, you must ensure that you inform your provider when you no longer require this service at the property.

Should you wish to change a supplier for heating or electricity then please feel free to do so, however, you must notify your dedicated Looking To Rent office, in writing, of the change.

Property Visits

Looking To Rent conduct regular inspections of all tenanted properties. These inspections allow us to check that the property is being maintained to a satisfactory standard.

Your dedicated office will email you with the scheduled inspection time and date giving you at least 48 hours notice. We do not require you to be present during these inspections however we are happy for you to be present if you wish. If you are unable to be present and you wish to bring something to our attention, then please email your dedicated office in advance of the scheduled inspection.

Once the inspection has been completed a report will be emailed to your landlord and notification of any repairs/maintenance that are required. During the inspection should we have to bring any issues to your attention, we will also email you regarding this. We may have to arrange another inspection to review any issues that we have raised.

Please note advising of repairs/maintenance early can help to reduce the risk of the problem escalating and the potential cost increasing.

Tenant Responsibilities

As tenants you are responsible for the replacing of consumables and maintenance of the property such as changing light bulbs, fuses etc.

Please see below an example list of repairs suitable for tenants to carry out at the property:

- Replacing Light Bulbs.
- Replacing Batteries in doorbells and thermostats.
- Tightening loose screws, for example in door handles.
- Checking fuses when they trip.
- Bleeding Radiators.
- Cleaning of mould if formed.
- Re-pressurising the boiler.

If there are any items that you are unsure about then please contact your dedicated office for further information and clarification prior to attempting to carry out the repair.

Repairs & Emergencies

Properties at some point may require some remedial work and it is important that you let us know immediately when this happens. Please note this is a condition of your tenancy agreement to do so. Delay or even failure to inform us about repairs may result in you being held responsible, especially if the delay results in additional deterioration or damage.

Once you have informed us of any repairs, faults or problems, we will contact your landlord and act upon their instructions. We ask that you do not instruct a contractor to undertake any work. If you do, it will be at your own expense.

If a repair is due to any tenant negligence, the tenant will be required to pay the cost at the time. Outstanding balances will be deducted from your deposit.

In the event of an emergency, Looking To Rent has a 24 hours emergency contact number for all existing tenants.

GAS EMERGENCY:

If you smell gas you must call the National Grid on 0800 111999 and then notify your dedicated office.

WATER EMERGENCY:

Should you have any water issues (not including water leaks or burst pipes inside the property) please call Scottish Water on 0800 077 8778.

If you do not have a gas or water emergency and you feel that your emergency poses:

- A serious and imminent risk to health and safety.
- A serious and imminent risk to the structure of the building.
- A serious and imminent risk to the security of the property.

Please contact your dedicated office emergency number:

Glasgow East: 0141 550 2255

Glasgow West: 0141 959 4455

Ending Your Tenancy

Ending your tenancy must be done in writing in accordance with your required notice period stated in your lease. Once you submit this in writing, a pre move out inspection and move out date will be scheduled. Please note, all named tenants on the lease are required to give written notice.

The re-marketing of the property will commence at the time of notice and we will arrange a suitable date and time to erect a To Let board.

As the property will be advertised during the notice period, access for viewings is required. We do not require you to be present during these viewings however we are happy if you wish to be present. All viewings will be arranged with at least 48 hours written notice sent to you via email. For the viewings we ask that the property is clean, tidy and all personal belongings are stored away as neatly as possible.

The pre move out inspection will be scheduled approximately two weeks before move out. This inspection is to allow us to assess the property and advise you of any required maintenance/repairs that will have to be carried out prior to the move out. We will note any findings during the inspection and email them to you for your records.

Prior to the move out date we will make arrangements to with you to return keys. During our move out inspection the pre move out inspection notes and original inventory are checked and final property inspection is carried out

Meter readings and forwarding addresses for all tenants will be taken and keys must be returned at this point.

Complaints Procedure

If you are unhappy with any service that we have provided during your tenancy, you are advised to make an official complaint in writing to your dedicated office.

Once this occurs the following process will take place:

Stage 1:

We will acknowledge receipt of your complaint in writing, within 5 working days of receipt, The complaint will be designated to a named person who will be investigating.

Stage 2:

Your named contact will then investigate your complaint and will send you a detailed written reply, including their suggestions for resolving the matter, this will happen within 10 working days of us receiving your complaint.

There may occasionally be circumstances out with our control which prevents us from adhering to this time frame.

These include, but are not limited to:

- When the office is closed for public holidays.
- Where adverse weather or sickness has led to staff shortages.
- Where we cannot respond in full without the input of a third party (e.g. contractor, landlord, tenant) who is not available.
- Where we cannot respond in full without visiting the rental property and the tenant is restricting access.
- Where we cannot respond in full without the input of a key member of staff who is not available.

Should this be the case we will contact you and let you know when we anticipate being able to respond.

Stage 3:

Upon receipt of our stage 2 response, if you are still not satisfied, you can contact us again in writing and we will arrange for a senior manager to review the decision.

Stage 4:

Our senior manager will write to you within 10 working days, confirming our final position on your complaint and explaining our reasons.

Stage 5:

You may apply to the First-tier Tribunal for Scotland (Housing & Property Chamber) if you feel we have breached the Scottish Letting Agent Code of Practice and you remain dissatisfied once the above stages have been exhausted, or if we do not process your complaint within a reasonable time scale.

You can contact the Housing & Property Chamber at:

4th floor, 1 Atlantic Quay
45 Robertson Street
Glasgow
G2 8JB
0141 302 5900
www.housingandpropertychamber.scot

Letting Agent Code of Practice (Scotland) Regulations 2016

All letting agents in Scotland must comply with “The Code” and hold a registration number. Should you

require a copy of “The Code” please request this from our office in writing.

Finally

We look forward to managing your tenancy and should you have any questions please do not hesitate to contact your dedicated office.

Kind Regards



Warren Crawford
Managing Director

The information in this document is subject to change without notice and should not be construed as a commitment by PMWC Limited t/a Looking To Rent
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